

A Work Project, presented as part of the requirements for the Award of a Master's degree in
Management from the Nova School of Business and Economics.

Enhancing Fan Engagement and Loyalty through Digitalization and Social Media: A Strategic
Plan for Belenenses

João Simões Pereira da Silva, 52112

Work project carried out under the supervision of:

Inês Caetano

08/01/2025

Abstract

This thesis is part of a larger study that explores strategies to enhance fan engagement and loyalty for CF “Os Belenenses” by focusing on three key areas: Club Identity, Digitalization and Social Media, and Tourism Integration. This paper specifically examines Digitalization and Social Media. Drawing on existing literature, stakeholder interviews, a questionnaire, and benchmarking with comparable clubs, the thesis analyzes the club’s internal and external landscape. The findings inform a set of targeted recommendations across these strategic areas, prioritized using an Impact/Effort Matrix, and accompanied by a detailed roadmap. This research provides a comprehensive framework for Belenenses to strengthen fan connections through digital tools, positioning the club for success in an increasingly competitive football landscape.

Keywords

Sports Management, Fan Engagement, Fan Loyalty, Club Identity, Digitalization, Social Media, Sports Tourism, Tourism Integration, Fan Experience, Organizational Culture, Strategy

Acknowledgments

A heartfelt thank you goes to Professor Inês Caetano, who accompanied and guided us throughout the project. We are also deeply grateful to João Matera, for allowing us to develop this Work Project in the practical environment of a football club and for his unwavering support. A special thank you goes to all the interviewees for their cooperation, as well as to the ones who enthusiastically participated in our survey and helped spread it, particularly Belenenses fans. Your passion for our project was truly inspiring. Finally, I want to thank my father, who passed away during the development of this study, for his enthusiasm when he learned about the partner and topic of my thesis, as well as for his unwavering pride in me. I hope to continue making him proud.

This work used infrastructure and resources funded by Fundação para a Ciência e a Tecnologia (UID/ECO/00124/2013, UID/ECO/00124/2019 and Social Sciences DataLab, Project 22209), POR Lisboa (LISBOA-01-0145-FEDER-007722 and Social Sciences DataLab, Project 22209) and POR Norte (Social Sciences DataLab, Project 22209).

Table of Contents

1. Introduction	3
2. Methodology	4
3. Diagnosis	7
Introduction to Belenenses	7
PESTEL Analysis	8
SWOT Analysis	9
TOWS Analysis	14
Current Fan Engagement and Loyalty Strategies	16
Themes for In-Depth Individual Exploration	16
4. Literature Review	18
Fan Engagement	18
Fan Loyalty	21
Club Identity	25
Digitalization and Social Media	26
Tourism Integration	29
5. Digitalization and Social Media	32
Questionnaire	37
Recommendations	41
6. Conclusion	48
Future developments	50
Research limitations	52
7. References	54
8. Appendices	71

1. Introduction

In today's competitive sports industry, fostering fan engagement and loyalty has become crucial to a club's long-term success. Fans are not only essential sources of revenue but also serve as passionate brand advocates, embodying the club's values, history, and shared experiences (Bauer et al. 2005, as cited in Pauwels Delassus and Mogos Descotes 2019). Therefore, sports organizations are increasingly committed to cultivating strong and lasting bonds with their supporters. This is especially relevant for Clube de Futebol "Os Belenenses" (henceforth Belenenses), a historic Portuguese club with deep local roots and a rich legacy. Once celebrated as one of Portugal's "big four" (alongside Sporting, Benfica, and Porto) and one of the only five Portuguese football champions, Belenenses earned the title of "clube consagrado e popular" (established and popular club). However, recent years have seen turbulent changes, marked by relegations, a split from its SAD (Sociedade Anónima Desportiva), which managed its professional football branch, in 2018, and a subsequent re-entry into Portuguese football from the lowest tier. This, alongside the rise in popularity of the so-called "big three" (Sporting, Benfica, and Porto) led to a significant decline in the fan base, especially among younger fans, contributing to an aging audience and a reduction in average match attendance from 16,600 spectators in the 1986/87 season to 1,799 in the 2023/24 season (EFS n.d.; Tiesler n.d.).

Hence, this paper outlines part of a group thesis project developed by three authors (each one focused on a key topic) in collaboration with Belenenses to devise a strategic plan that the club can adopt to enhance fan engagement and loyalty, hoping to revitalize its once-booming supporter base. While tailored specifically for Belenenses, this scientific work offers insights and a potential model for other clubs facing similar challenges, providing a blueprint to strengthen and involve their fan base.

2. Methodology

This thesis employs a mixed-methods approach, combining both primary and secondary data collection to comprehensively address the research objectives and develop strategic recommendations for Belenenses.

The initial section of the thesis focuses on diagnosing the current status of Belenenses through a detailed analysis using frameworks such as SWOT and PESTEL. This will highlight the three key strategic areas to be addressed later and provide the foundations for deeper expansion. This analysis draws on secondary research about the club, complemented by direct observations conducted during visits to the stadium, as well as insights from semi-structured interviews conducted during this semester (2024) with four target groups: fans, locals, tourists, and two individuals from the club's organizational structure (a Board Member, elected through member voting, and the club's Head of Marketing). These interviews were designed to deepen the understanding of the club's current situation and identify key areas for strategic focus. For citation purposes in this thesis, interviewees are referred to as follows: Fan 1, Fan 2, and Fan 3 for fans; Local 1, Local 2, and Local 3 for locals; Tourist 1 through Tourist 5 for tourists; and Board Member and Marketing Head for club representatives. A general interview guide was developed for each target group and adapted as needed during the interviews. The interviews were recorded, transcribed, and analyzed using Thematic Content Analysis to identify patterns and themes. The different interview guides used, and the thematic analysis are included in Appendix 1 and 2 respectively. The findings from these interviews informed the initial diagnostic section and were integrated into the subsequent individual chapters. In addition to the semi-structured interviews, less structured conversations were held with experts in the relevant areas during the semester. These included discussions with a professional in fan experience at the Federação Portuguesa de Futebol (FPF), Tiago Barra, and a representative from Turismo de Lisboa, Rubens Antunes. While informal, they provided valuable insights and context for the

Group part

topics discussed in this thesis, adding depth to the strategic analysis. For consistency, they will be referenced as Barra and Antunes throughout this document.

Following the diagnostic analysis, the Literature Review examines relevant academic work on fan loyalty and engagement, including their predictors, impacts, and the strategic areas chosen for the club's strategic plan: Digitalization and Social Media, Club Identity, and Tourism Integration. The review explores the relationship between these three strategic areas and the main research question, providing a conceptual foundation for the subsequent analyses and recommendations. This secondary data was retrieved through keyword searches to identify scholarly articles, with an emphasis on selecting works authored by highly cited researchers to ensure the credibility and relevance of the sources used.

The subsequent chapters explore the identified areas, combining analysis from the diagnostic, literature review, interviews, surveys, and benchmarking where appropriate. Each chapter includes a detailed analysis and strategic recommendations tailored to its specific focus area. Since this paper belongs to a larger collaborative work on this topic between three authors, it only contains the chapter concerning the area of Digitalization and Social Media, as this was the one developed by the author. The chapters concerning the individual work the other two authors developed on Club Identity and Tourism Integration can be found in their respective theses.

For the strategic areas of Club Identity and Digitalization and Social Media, quantitative data was collected through an online questionnaire, completed by a sample of 1025 respondents. This research adopts a descriptive approach, aiming to measure and describe key variables, such as engagement levels, perceptions, and preferences, with distinct target groups without manipulating any variables. The questionnaire employs a multiple cross-sectional design, as data was gathered from three distinct groups (members, non-member fans, and individuals familiar with Belenenses) at a single point in time. Of the total respondents, 755 responses were deemed valid, including 601 responses from members, 36 from non-member fans, and 118 from non-

Group part

fans familiar with the club. The questionnaire was distributed through social media platforms, conducted in person with fans on matchdays, and sent via email to club members. This approach enabled a comparative analysis across the groups, treating them as independent samples.

In the case of Club Identity, the survey aimed to assess respondents' engagement levels and perceptions of the club. The survey questions were informed by findings from the interviews and adopted from validated measures in existing research on fan engagement and fan loyalty, using a 7-point Likert scale. For Digitalization and Social Media, the survey intended to generalize insights derived from the interviews and literature review, providing additional evidence to support the proposed recommendations. The questionnaire was reviewed by a loyal and engaged Belenenses member who provided feedback based on personal experience. This iterative process helped refine the design, ensuring that the final version was both practical and effective in capturing relevant data.

For the strategic area of Tourism Integration, the decision not to proceed with quantitative data collection was based on the anticipated challenges in obtaining valid responses from tourists familiar with Belenenses. These challenges would have limited the ability to gather insightful and impactful data. Instead, this area was addressed through benchmarking and an in-depth analysis of the interviews conducted with tourists.

The final section of the thesis synthesizes key takeaways of the proposed recommendations, highlighting their interconnections across Digitalization and Social Media, Club Identity, and Tourism Integration. To support implementation, an Impact/Effort Matrix was developed as a practical prioritization tool. A strategic roadmap for the next five years outlines a phased approach, leveraging quick wins as immediate actions and guiding the club toward future developments, including a comprehensive strategic plan by 2030. Together, these elements provide a cohesive strategy for Belenenses to enhance engagement and loyalty, fostering sustainable growth and competitiveness.

3. Diagnosis

Introduction to Belenenses

Among all sports, football stands out as the most popular, with billions of fans globally. Its appeal transcends all boundaries, overcoming conflicts and connecting people. As it couldn't be otherwise, the same has always happened with Portugal, where football has a particularly significant role and is rooted in the nation's history. During the dictatorship, the “three F's” – Fado, Futebol, and Fátima – helped reflect football's cultural importance (R. M. Kumar 2014). Today, it remains a major industry, contributing over 667M€ to the Portuguese GDP in the 2022-23 season, an 8% increase from the previous season (EY and Liga Portugal 2022).

Belenenses, founded in 1919, emerged in the historic region of Belém, becoming an important trademark of the region. Known as “Os Azuis do Restelo” (The Blues from Restelo), the club embraces the values and maritime spirit of Belém, reflected in its colors and traditions. Over its history, Belenenses has achieved various successes, being one of only five Portuguese champions and one of the clubs with the most seasons in Portuguese football's top tier.

It is recognized for having had an important role in the professionalization of Portuguese football as its stadium was the first in the country with artificial lighting, cement stands, and a grass field. Becoming the home of the Portuguese national team for several years (Leite 2016).

Despite its past, Belenenses has faced several challenges. The most notable occurred in 2018, when a member vote led to the club's separation from its SAD, the entity managing its professional football operations. This split resulted in a severe identity crisis, dividing the club into two entities: Belenenses and B-SAD. Consequently, Belenenses was relegated to the lowest tier of Lisbon's Football Association. Despite this setback, fans showed remarkable loyalty, abandoning B-SAD (which remained in the first division) to support Belenenses in the lower league (Gomes 2023). Following the deep restructuring that has been taking place in the last years, the number of members of the club registered consecutive increases, with over 10,000 by

Group part

November of 2023 (Peters 2023).

Being one of Portugal's most historical footballing institutions, Belenenses story encompasses many more key moments. For a more detailed exploration of Belenenses' storied past, please refer to Appendix 3.

PESTEL Analysis

Today's environment is more competitive than ever, making it necessary for clubs and organizations to have a clear foresight of the challenges and difficulties they may face. To better understand the external environment influencing Belenenses, we conducted a PESTEL analysis, a widely recognized tool for analyzing the external factors that impact an organization's success (Fosher 2018). This analysis provides valuable insights to identify the optimal strategic direction in a rapidly evolving environment. In this sense, we went through six topics to evaluate the referred environment, highlighting key conclusions below.

Legal

Sports regulations – the club must comply with labor laws and national and international regulations set by governing bodies, like PFA and UEFA.

Intellectual property – protecting the brand, logo, and merchandise rights, is crucial for the clubs to maintain a competitive advantage against competitors.

Broadcasting rights – the centralization of TV rights could lead to an equitable revenue distribution, benefiting smaller clubs.

Environmental

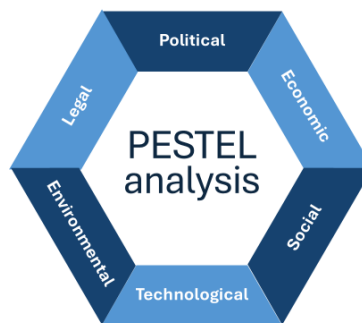
Sustainability – initiatives such as reducing waste, promoting recycling, and reducing water consumption are highly valued and align with growing public interest in sustainability.

Local infrastructures – improvements to sustainable transportation and facilities around Belém may impact accessibility and get fans closer to the club.

Political

Government support – local and national policies on sports funding and tourism can impact club operations since they can represent an important form of financing.

Sports governance – changes to the regulations in the competitions played by clubs, as well as the ones related to club ownership may impact their functioning.



Technological

Digitalization of processes – clubs with dynamic social media and an up-to-date club website tend to enhance the fan experience and facilitate communication between the parties.

E-commerce – upgraded platforms related to ticketing and online stores can increase revenue streams, especially with a global fanbase.

Data analytics – using data to understand fan preferences may optimize the club's performance, providing insights for an improved strategy.

Economic

Economic conditions – periods of economic downturn directly impact ticket sales, merchandise, and the partnerships the club may secure.

Tourism – Lisbon's tourism scene may benefit the club by having more visitors and expanding the club's fanbase among visitors.

Financial health – the financial difficulties faced by clubs may affect their capacity to invest and be competitive.

Social

Fan culture and identity – clubs with a well-defined identity that resonates with their fan base can deepen emotional connections and create a strong sense of belonging among supporters

Demographics – Lisbon has a growing international population, which can help the club to expand its fanbase, without losing its identity.

Social presence – being a present club in the local community can foster identification with the organization and promote a positive image

Figure 1 - PESTEL Analysis | Source: Own elaboration

Group part

Politically, aligning with national and local authorities supports the club's development (Power et al. 2020). Regarding the economic context, Lisbon's thriving tourism provides opportunities to grow its fan base and expand its revenues, despite challenges from possible upcoming economic downturns and consequent financial difficulties the club may face (Luz 2024). Socially, a deep and strong connection between the club and the fans is fundamental, with the city's growing international population offering an avenue for fan base growth. Regarding technology, clubs should implement digitalization processes, to respond to their fans' needs and stay updated (Giorgio, Ohri, and Marzin 2018). Environmentally, sustainability should be one of the clubs' main focuses, given its importance to the world and the fans (UEFA 2021). Legally, it is essential to adhere to sports regulations and labor laws while considering safeguarding intellectual property. The upcoming centralized broadcasting rights in the Portuguese Professional League may also lead to a more equitable revenue distribution, benefiting smaller clubs like Belenenses (Saúde, Almeida, and Batista 2024).

In conclusion, the PESTEL analysis highlights key opportunities and challenges for Belenenses, emphasizing the importance of strategic alignment with external factors to ensure sustainable growth and competitiveness.

SWOT Analysis

To comprehensively assess the current state of Belenenses and support the formulation of our strategy, we will apply a SWOT analysis, a management tool that involves a basic analysis of internal and external factors in the company (Kotler, Berger, and Bickhoff 2010, 26-28). For this framework to be as valuable and specific as possible, we will analyze the club's context with the end goal of increasing fan engagement and loyalty in mind. The complete SWOT matrix can be seen in Figure 2, as below we will cover only the most crucial points.

Group part

INTERNAL	<p>STRENGTHS (S)</p> <ol style="list-style-type: none"> 1. Historical and traditional club with a huge sporting legacy 2. The history and symbolism of the club are deeply connected with its surrounding area's history, community, and landmarks 3. It has a considerable number of sócios (members) and academy athletes for the Portuguese reality, with a fan base distributed throughout Portugal and not only in Lisbon 4. Beautiful stadium with a great view in a prime touristic location (Restelo/Belém). It has been rented multiple times for concerts and events besides football 5. Big sporting complex with many facilities concentrated in a single place (various football pitches, stadium, indoor court, coffee shops, restaurants, gymnasium, grocery store, club's store, viewpoint, museum, private school, etc.) 6. Eclectic club with a strong presence beyond football (rugby, Handball, volleyball, futsal, basketball, etc.) 7. Member ownership, fostering a deep sense of loyalty and involvement. 8. Fans are known for their deep passion, resilience, dedication, and authenticity. 9. Consistent leadership over the last decade provides a stable foundation for long-term planning and execution 10. Matches are characterized by a friendly, spontaneous, vibrant, and passionate atmosphere, creating an authentic fan experience that appeals to both locals and tourists 11. Known for its strong academies and youth development. Being a reference nationwide 12. Partnerships and great relationships with big entities such as Repsol, LIDL, Novoverde, The British School, 13. Efforts to improve and promote sustainability practices like the sporting complex's energy coming from solar panels or the partnership with Novoverde promoting electronic waste recycling 14. Strong support and connection with the local community 	<p>WEAKNESSES (W)</p> <ol style="list-style-type: none"> 1. Stadium's seating capacity is too big for the current club reality and stadium attendance, making it look emptier 2. Lack of organized stadium and museum tours. While the club has a museum, tours are not dynamic or well-promoted, missing an opportunity to attract visitors and engage fans 3. No targeted promotion for tourists, relying only on organic and coincidental interactions 4. Fragmented brand and club identity, both in terms of historical narrative, club values and culture (with opinions differing inside the club), and its branding. Individual sports sections operate independently, creating inconsistent messaging and branding 5. Majority of current supporters are older, and the club has struggled to attract younger fans 6. Underdeveloped digital presence, hampering internal processes and limiting the ability to personalize or enhance fan interactions 7. Limited use of social media. Focusing solely on informing fans rather than involving fans 8. The club operates on very tight budgets, limiting its ability to hire qualified personnel or invest in initiatives. Financial stability has improved, but resources remain scarce 9. The club relies heavily on a small, overstretched team, with many volunteers helping. This lack of professionalized staffing hinders the club's capacity to implement projects and strategic initiatives 10. Certain areas of the stadium are poorly maintained with limited signage and cleanliness issues 11. Lack of engaging pre-match and half-time activities 12. Poor communication with members. E-mail marketing is solely used to inform about critical situations and general assemblies. 13. Lack of strategic planning for almost every area of the club. Often resorting to short-term fixes and reactive behavior rather than structured plans
EXTERNAL	<p>OPPORTUNITIES (O)</p> <ol style="list-style-type: none"> 1. The region of Belém is very touristic, with landmarks such as "Torre de Belém" and "Mosteiro dos Jerónimos" and local businesses such as "Pastéis de Belém", "Manteigaria" and "O Careca" attracting big crowds 2. Growing interest in sports tourism and groundhopping offers a chance to attract international fans seeking authentic football experiences in historical settings 3. Lisbon's immigration boom and urban growth brings new residents who may be seeking a local club to support, offering a chance to expand the fan base 4. Lisbon is home to some of the best universities in Portugal and Europe, including the Ajuda campus near Belém, offering opportunities to connect with a young and dynamic academic community 5. Active and supportive Parish Council of Belém 6. Advances in digital tools and increasing internet penetration in Portugal (already at 82,05%) provide opportunities to modernize fan engagement 7. New technologies and innovative strategies, such as crowdfunding, digital loyalty programs, and online fan clubs, are being adopted in the football industry to create additional revenue sources 8. Digital media allows clubs to bypass traditional media channels, often dominated by larger organizations, giving smaller clubs an equal platform to promote themselves 	<p>THREATS (T)</p> <ol style="list-style-type: none"> 1. Intense local competition between clubs in Lisbon for media coverage, sponsorships, municipality support, and fan recruitment. With major clubs like Benfica and Sporting overshadowing smaller ones 2. Portuguese fan culture geared heavily towards the "big 3" (Sporting, Benfica, and Porto), being the club of 94,5% of the Portuguese and having almost exclusive coverage in traditional media 3. The rising costs of running a professional football club make it challenging for fan-owned clubs like Belenenses to compete with clubs with big external investment 4. Emergence of non-historical clubs in the professional divisions of Portugal due to significant investments from third parties. This can dilute attention and resources once available for traditional clubs like Belenenses. 5. The trend of investors acquiring clubs and prioritizing profitability over tradition, many times mischaracterizing the club, poses risks to clubs maintaining their historical identities 6. Football faces growing competition from emerging forms of entertainment, potentially diverting younger audiences 7. Economic downturns or changes in tourism trends could affect ticket sales, sponsorship deals, and overall revenue

Figure 2 - SWOT Analysis | Source: Own elaboration

Strengths

Starting with strengths, Belenenses' history is intrinsically connected with the history of Portugal and its surrounding area (S2). Its crest features the infamous Cruz da Ordem de Cristo associated with the Portuguese Maritime discoveries, which started their journeys precisely in Belém (Pinto 2018). The club's unique ties to Belém are further emphasized by its nickname, "Pastéis", inspired by the famous "Pastéis de Belém" pastry.

Group part

Throughout the interviews we conducted, it was evident how much people appreciate the stadium's architecture and view, with many complementing it (**S4**). Also, as highlighted by the Board Member, the sporting complex of Belenenses is huge with multiple spaces to practice sports. But this space provides more than just sporting capabilities (**S5**). In the interviews, fans mentioned the common rooms, which were previous spaces where fans could spend some relaxing time and connect. While the restaurants and Lidl were also highlighted as contributors to the multifunctionality of this complex.

During our visits to matchdays (Appendix 4), the vibrant, passionate, and authentic atmosphere during the match stood out to us (**S10**). This was also corroborated by tourists in our interviews, who told us that the passion demonstrated by the fans and the authentic community feeling left in them a powerful impression.

Lastly, partnerships with entities have enabled the club to make crucial investments it would never have been able to make alone (**S12**). The partnership with Lidl to requalify a part of the stadium (Lidl 2020) and the one with the British School for the club to have a bus again are examples of this (CF Os Belenenses n.d.-d).

Weaknesses

One of the most evident club difficulties is the lack of targeted tourist promotion with both club structure members mentioning in their respective interviews that there's nothing actively being done to attract tourists (**W3**).

The club's disjoint brand and identity was another identified weakness. The Marketing Head told us he believes the club's history is fragmented and without a common narrative, resulting in inconsistent messaging about its history and purpose. Interviews also revealed differing perceptions of Belenenses' identity, culture, and values (**W4**). This fragmentation extends to the club's branding and communication, as the various sports sections operate independently, creating a disjointed image across each sport's platforms.

Group part

The recent history of the club has been troublesome, and priorities were set, without digitalization among them (Marketing Head). Currently, almost no data is collected and managed, with many of the internal processes still needing to be digitalized (Marketing Head), hampering the ability of the club to personalize and enhance fan interaction (**W6**). Related to this is the club's use of social media to inform, rather than engage. Something recurrently mentioned in the interviews (**W7**).

Throughout our research, it was also evident the club lacks monetary resources and investment capacity (**W8**). Even though its financial stability has improved over the last few years, the club still works under tight budgets (CF Os Belenenses 2024), struggling to find the means to increase its team size (**W9**). The club's corporate functions personnel consist of basically six people (Marketing Head), with the club resorting to volunteers to surpass this constraint, which hinders the club's capacity to implement projects and strategic initiatives.

Lastly, when questioning the club's structure of their strategy on many topics, we understood that there wasn't any and that the club often worked reactively with short-term fixes, rather than according to a structured plan for long-term development (**W13**).

Opportunities

Belém is a very touristic region (**O1**), with some of the most visited monuments and attractions in Portugal like "Mosteiro dos Jerónimos" and "Torre de Belém" (Museus e Monumentos de Portugal n.d.; Observatório Turismo de Lisboa n.d.). The area attracts millions of visitors annually, presenting a significant potential audience for the club.

Not only is the metropolitan area of Lisbon receiving millions of tourists per year, but it is also observing a boom in its population, attributed mainly to immigration (**O3**) (Observatório de Lisboa 2022; Statista 2024a). It grew from 2.728.000 residents in 2004 to 3.015.000 in 2024 (PopulationStat n.d.), with expected continuous growth over the next few years. This influx of new residents offers a chance to expand Belenenses' fan base.

Group part

Lisbon is also the most important Portuguese university hub and home to some of the best universities in Europe, providing an opportunity to connect with a young and dynamic academic community and attract students to the club **(O4)** (CML n.d.; Financial Times n.d.).

Additionally, we live in a digital era where digital tools are ever more present in our lives, with the internet reaching higher levels of adoption, currently at 82,05% in Portugal (Statista 2024c) and being present in the lives of almost all Portuguese citizens between 16 and 54 years old (Statista 2024b). This provides many opportunities to modernize fan engagement **(O6)**. From this digitalization, we are also witnessing new technologies and innovative strategies in the sports industry, such as digital loyalty programs (Spiryn n.d.) and exclusive platforms (Manchester City FC n.d.) creating additional sources of revenue and better monetizing the fans **(O7)**.

Threats

Being located in Lisbon also presents challenges, as Belenenses faces intense competition from other clubs inside the city for resources **(T1)** (Belém TV 2024). In Portugal, 5 out of the 18 clubs in the First Division and 4 out of the 18 in the Second Division are from the Lisbon area, showing the big presence that clubs from this region have in the professional divisions (Liga Portugal n.d.-a). Moreover, the giants Benfica, Sporting, and Porto, completely dominate the Portuguese football landscape. This happens both in terms of sporting success as well as commercial, media coverage, and fan allegiance, being the clubs of 94,5% of the Portuguese population (Observador 2019). This creates a fan culture heavily geared towards the “big three”, leaving limited space for smaller clubs like Belenenses **(T2)**.

With football observing the advent of more investors, rising operational costs exacerbate the challenge, as well as salary demands from players and infrastructure investments from leagues **(T3)** (TFS 2023). This challenges member-owned clubs like Belenenses, who lack big external investment and rely solely on revenues and member contributions.

Group part

This increasing trend of investor acquisitions in recent years also poses the threat of causing the dilution of the clubs' identity (**T5**). Sometimes, even resulting in new fan-founded clubs like AFC Wimbledon (Dabbs 2024). Belenenses is also its own example, starting all over again from the depths of Portuguese football, rather than sticking with the SAD and its administration, whom the fans felt didn't represent them or the club (Zerozero 2018).

TOWS Analysis

While the SWOT analysis provides a comprehensive overview of internal and external factors, it primarily serves as a diagnostic tool. To transition from analysis to strategic planning, we will employ a TOWS analysis, as this extends the SWOT by exploring the interrelationships between these factors to generate actionable strategies (Szeliga-Duchnowska and Goranczewski 2017; Weihrich 1982). Our approach will focus on the most relevant points from the SWOT and generate logical connections between them, aligned with our objectives. Below are the key conclusions, with the complete matrix in Figure 3.

	STRENGTHS (S)	WEAKNESSES (W)
OPPORTUNITIES (O)	<ol style="list-style-type: none"> 1. S1, S2, S4 + O1, O2: Use Belenenses' deep historical roots and connection to Lisbon's landmarks to position the club as a key cultural attraction for tourists visiting Belém, integrating it into the local tourism landscape. 2. S3, S10 + O2: Market the unique and authentic matchday atmosphere to attract sports tourists looking for historical and community-based football experiences. 3. S5, S6, S10 + O3: Promote the club's youth academies as a way to attract the new residents of Lisbon and their children, fostering a new generation of supporters. 4. S3, S7, S8 + O6, O7: Make use of digital tools to engage their passionate fan-base and monetize them through new sources of revenue coming from the digital 5. S12 + O6, O7, O8: Leverage existing partnerships to fund and implement digital initiatives for engaging fans and increase Belenenses' reach 6. S5, S14 + O5: Leverage the strong support of the local community and their big complex to collaborate with the Parish Council of Belém on initiatives that drive attendance and community engagement 	<ol style="list-style-type: none"> 1. W6 + O6, O7: Invest in digitalization and make use of new cheaper technologies to improve fan engagement and loyalty 2. W12 + O6, O7, O8: In an era where almost every fan has access to internet, use social media and other digital tools to personalize the communication with the fans and offer a tailored experience 3. W2, W3 + O1, O2: Create targeted promotions, such as guided stadium tours or dedicated experiences, to attract tourists who are already visiting Belém's landmarks 4. W3, W7 + O8: Make use of social media and digital platforms to reach tourists and don't be drawn out by the presence of Benfica and Sporting 5. W1, W5 + O3, O4: Develop youth-focused initiatives and school/university programs to attract younger fans and diversify the audience. 6. W4 + O8: Use social media and its reach capacity to promote a cohesive branding and the identity, values and culture the club wants to transpire 7. W8, W9 + O4: Partner with nearby universities to develop joint initiatives, leveraging academic expertise to generate innovative solutions while addressing human resource limitations, saving costs and engaging the young
THREATS (T)	<ol style="list-style-type: none"> 1. S1, S7, S14 + T1, T4, T5: Highlight the club's member-owned structure and legacy as a differentiator, promoting community-driven values to stand out from larger, corporate-driven rivals. 2. S6 + T2: Emphasize successes in other sports like rugby and volleyball to diversify the fan base and offset the dominance of football-focused media coverage on the "big 3." 3. S9, T3: Leverage stable and experienced management to design comprehensive, long-term, financially sustainable strategic plans and ensure they are implemented 4. S12 + T3: Make use of its strong partnerships to build upon synergies between club and partners. Allowing Belenenses to do initiatives and offer services/experiences that it would never be able to do alone 5. S5, S8, S14 + T1, T3: Promote the facilities within the sporting complex to increase non-matchday revenue, reducing reliance on rising operational budgets while enhancing ties with the local community and inserting the club into their daily lives 	<ol style="list-style-type: none"> 1. W13 + T7: Establish a long-term strategy to safeguard the club's stability against future economic challenges. 2. W9 + T3: Prioritize hiring key personnel for essential operations, ensuring the club can remain competitive within its financial limits 3. W10 + T6: Improve the stadium's condition and cleanliness to ensure it remains an attractive venue for fans and potential event partnerships 4. W1 + T4, T6: Develop initiatives to boost attendance. These initiatives can attract younger audiences and families, counteracting the threat of newer entertainment options and retain fans 5. W4, W7 + T1, T4, T5: Enhance digital storytelling to communicate the club's unique history and member-owned identity as a differentiator from other clubs and a counter-narrative to investor-driven transformations 6. W5, W6, W7 + T6: Develop a dynamic digital engagement strategy focused on attracting younger audiences. By modernizing the club's digital presence, Belenenses can compete with emerging entertainment options, fostering deeper connections with a digitally-savvy audience while addressing the aging fan base

Figure 3 - TOWS Analysis | Source: Own elaboration

From this analysis, it is evident that establishing long-term strategies for the club is necessary to safeguard its future, reducing the dependence on external factors and fulfilling the club's

Group part

objectives. Moreover, digitalization emerges as a critical element across all quadrants, underscoring its importance for future growth, particularly in fan engagement and loyalty. Tourism is another recurring theme that represents an important opportunity for the club to increase its appeal and internationalize its brand. The analysis also highlights opportunities to strengthen ties with the local community and appeal to a younger audience. This can be achieved through the club's facilities, youth academy, school and university programs, and a more robust digital strategy. Enhanced communication of the club's community-driven values, member-owned structure, and unique history further differentiates Belenenses from other clubs. Additionally, partnerships play a significant role in the strategies derived from the TOWS, emphasizing how the club should capitalize on synergies with partners.

Based on this analysis, we infer that the enhancement of fan engagement and loyalty could be driven by Belenenses focusing on six strategic areas:

1. **Digital Transformation and Social Media Strategy:** Develop a comprehensive digital strategy designed to actively engage fans and enhance their loyalty.
2. **Strategic partnerships:** Establish and leverage partnerships to overcome operational limitations and create new opportunities for growth and innovation.
3. **Stadium Improvement and Utilization:** Improve the stadium utilization to serve as a multipurpose venue for tourism, community events, and matchday experiences.
4. **Tourism-Centric Approach:** Align the club's offerings with Lisbon's cultural and historical appeal to attract both local and international tourists.
5. **Cohesive Communication and Branding:** Craft a branding and communication strategy highlighting the club's legacy, identity, and community-driven culture.
6. **Community-Centered Initiatives:** Integrate the club into the daily lives of the local community, fostering a deeper connection and long-term support.

Current Fan Engagement and Loyalty Strategies

We believe it is crucial to understand what the club is already doing to improve fan engagement and loyalty. Using available information, we analyzed these initiatives to identify key practices and areas for improvement. This assessment provides a general overview, having key findings summarized below, with full details in Appendix 5.

Belenenses is actively working to enhance fan engagement and loyalty with a strong emphasis on leveraging partnerships to improve facilities, promote community-oriented initiatives, and attract a younger audience. Targeted initiatives, such as discounts for children in schools and projects with young adults in universities, exemplify this focus. Work was also done to improve matchdays with an increase in the amenities offered and the addition of a fan zone, even if interviewees say it is far from perfect. When it comes to digital, though efforts are being made to improve the level of digitization of the club, particularly regarding ticketing purchases, member fee payments, and the state of social networks, the club's structure recognizes it is still far from ideal, particularly in data collection, which limits direct and effective engagement with members and fans. Among the six key areas identified previously of huge importance for Belenenses to pursue, we see that two remain underexplored. Few initiatives have been dedicated to improving the branding and communication of the club's identity, besides some dedicated posts on X and initiatives on Instagram and Facebook that incorporate the club's values. Even less attention has been given to fostering tourism, with the museum (Appendix 6) being the sole initiative catering to this segment.

Themes for In-Depth Individual Exploration

As seen in the previous section, while the club has made commendable progress in several of the six key areas identified, opportunities remain to strengthen its digital capabilities, branding, and tourism strategies to further enhance fan loyalty and engagement. Moreover, these themes not only align with the club's existing strengths and opportunities but also address key weaknesses and threats as highlighted in the SWOT and TOWS analyses. The latter repeatedly

Group part

emphasized strategies rooted in these three themes while PESTEL mentioned them as some of the factors affecting the organization.

Considering this, we believe these three interconnected topics: **Digitalization and Social Media, Club Identity,** and **Tourism Integration** stand out as critical to achieving the club's strategic objective of enhancing fan engagement and loyalty. After presenting our findings and engaging in discussions with the club, we reached a consensus to focus on these three interconnected areas. They will serve as the foundation for developing actionable strategies to achieve Belenenses' goals and position the club for long-term success.

As mentioned previously, this paper will only cover in-depth the topic of Digitalization and Social Media, which was the focus of the author. The in-depth analysis of the other two topics can be seen in the papers published by the other two authors.

4. Literature Review

Fan Engagement

More and more C-Level executives recognize that long-term, sustainable competitive advantage is tied to the firm's ability to retain, sustain, and nurture its customer base. Therefore, customer engagement (CE) must be considered when designing the company's strategy (Brigida 2022, 49). Despite variations in definitions across the literature, van Doorn et al. (2010) describe CE as "a customer's behavioral manifestations that have a brand or firm focus, beyond purchase, resulting from motivational drivers". While Kumar et al. (2010) agree with this perspective, the authors also argue that it "would be incomplete without the inclusion of customer purchases from the firm", since purchasing arises when considering interactions between customers and firms. Customer engagement is widely associated with increased customer loyalty, satisfaction, and willingness to participate in collaborative processes such as innovation and service co-production (Prior 2023; van Doorn et al. 2010). Co-production or co-creation, where customers spontaneously engage in the core offering development (van Doorn et al. 2010), aligns closely with Service-Dominant Logic (SDL), highlighting consumers' active role in value creation. It conceptualizes them as resource integrators, applying operant resources (intangible elements like knowledge and skills) and operand resources (tangible elements such as merchandise or stadiums) to co-create value within service ecosystems (Hollebeek et al. 2019; Vargo & Lusch 2004 as cited in Yoshida et al. 2024). This perspective is particularly relevant for sports, as customers (typically referred to as fans) actively shape the matchday experience and event atmosphere (Hedlund 2014). Engaged customers contribute to the long-term reputation and recognition of the brand and help attract and retain customers (van Doorn et al. 2010). However, negative engagement behaviors such as public protests, negative word-of-mouth, or disrespectful messages on social media, can be detrimental to the success of a business (Huettermann, Uhrich, and Koenigstorfer 2022; V. Kumar et al. 2010; van Doorn et al. 2010).

Group part

Even though sports consumption follows patterns typically seen in consumer markets (Fujak et al. 2018), it does have its particularities as evidenced extensively by McDonald et al. (2022). The emotional, social, and cultural dimensions of sports give rise to fan behaviors that extend beyond simple consumer interactions, leading researchers to investigate customer engagement within this distinct context – commonly referred to as fan engagement.

Fan engagement is a multifaceted concept that extends beyond the transactional elements of purchasing and attending games. Wann et al. (2001, p. 2) define sports fans as “individuals who are interested in and follow a sport, team and/or athlete”. These individuals engage with their favorite teams through activities such as attending events, watching games on television, purchasing team merchandise, reading sports-related content, and discussing the sport with others (Bristow & Sebastian 2001; Funk & James 2001; Hunt et al. 1999, as cited in Yoshida et al. 2014). Beyond self-focused activities, engaged fans often participate in actions that benefit their favorite sports team (i.e., collaboration on sports events, supportive displays of fandom, and positive word-of-mouth) or even other fans (i.e., sharing knowledge about a team with other fans or cooperative communications in the stands) (Yoshida et al. 2014). Yoshida et al. (2024) simplify this by defining fan engagement as “a consumer’s voluntary contribution to the success and welfare of a sports team through value-adding behaviors, going beyond the mere consumption of sports products such as ticket purchase and television viewing given”. This conceptualization highlights fan engagement as an abstract construct encompassing diverse activities. Although it overlaps with constructs such as satisfaction, commitment, and loyalty, fan engagement remains distinct and must be analyzed independently (Huettermann, Uhrich, and Koenigstorfer 2022).

Several factors influence fan engagement, with team identification—the psychological connection an individual feels with a team (Wann et al. 2001)—playing a critical role. Additionally, behaviors such as BIRGing (Basking in Reflected Glory), where individuals

Group part

associate themselves with a successful entity to boost self-esteem, further enhance fan engagement (Yoshida et al. 2014). Teams can also promote fan engagement by providing extra-role opportunities such as enabling consumer-to-consumer interactions, involving fans in marketing programs, encouraging co-creation of products, and supporting fan contribution to service innovations. These activities foster a sense of community and ownership, increasing the likelihood of repeated purchases and long-term loyalty (Yoshida et al. 2014).

McDonald et al. (2022) propose five interlocking strategies for organizations to strengthen fan engagement: encouraging a supportive culture, building engagement platforms, enhancing legitimacy, offering engaging content, and providing diverse pathways for fans to connect with the team. They also note that fans driven by different motivations may engage in varying ways, emphasizing the need for tailored engagement approaches.

Engaged fans play a vital role in a club's success. They generate consistent revenue through media and merchandise consumption, regardless of on-field performance (Yoshida et al. 2024), while also having a positive influence on other fans (Huettermann, Uhrich, and Koenigstorfer 2022). Enhanced fan engagement leads to greater customer loyalty (Yoshida et al. 2024), increased revenues and cost savings (Huettermann, Uhrich, and Koenigstorfer 2022), and heightened sponsorship effectiveness. Research demonstrates that highly engaged fans exhibit greater awareness of sponsors (Biscaia et al. 2014) and are more likely to develop positive attitudes toward them (Pradhan, Malhotra, and Moharana 2020). This increased sponsor visibility and favorability strengthens a team's ability to negotiate better partnership deals, highlighting fan engagement as a crucial asset for sports organizations and partners.

Measuring Fan Engagement

Yoshida et al. (2014) argue that practitioners should begin “to monitor and benchmark the level of engagement among their target fan base”. This is useful to assess the impact of operational changes on fans' engagement level, and ultimately the business profitability.

Group part

As fan engagement encompasses a wide array of behaviors and attitudes, measuring it presents a challenge. McDonald et al. (2022) suggest the CE scale developed by Hollebeck et al. (2014) serves as a reliable tool for measuring engagement in sports contexts. It captures the emotional, cognitive, and behavioral elements of fan interactions with their team. More recently, Yoshida et al. (2024) identified some limitations in existing frameworks for measuring fan engagement behavior. Many fail to incorporate recent advancements in customer engagement theory (Hollebeck et al. 2019; Pansari & Kumar 2017 as cited in Yoshida et al. 2024), particularly those related to service-dominant logic (SDL) – such as value co-creation, resource integration, and the application of intangible resources such as knowledge and skills in customer interactions (Vargo and Lusch, 2004) – has been largely overlooked. Yoshida et al. (2024) addressed this gap by developing a multidimensional scale for measuring fan engagement that builds on SDL principles and fans' unique behavioral responses. Their framework proposes six dimensions of fan engagement: fan resource integration, fan learning, fan knowledge feedback, ritualistic fan behavior, management cooperation, and flow experience. The results demonstrate a strong correlation between fan engagement behavior and team brand engagement, validating the use of their multidimensional scale as an effective tool for assessing fan engagement behavior in sports.

Fan Loyalty

In the Berkshire Encyclopedia of World Sport, fan loyalty is defined as “a form of sports spectatorship characterized by a strong sense of attachment to and affiliation with a particular sport or team” (James 2016). Unlike fair-weather fans, whose support may depend heavily on team success, loyal fans remain present regardless of performance (Merten et al. 2023; Yun, Rosenberger, and Sweeney 2020). This form of loyalty is described as a persistent and resistant to change attitude that guides behavior (Santana and Tocora 2022) and that develops over time through fans' engagement with their teams (Özgen and Argan 2017; Santana and Tocora 2022). Several scholars emphasize the importance of loyal fans for the development and longevity of

Group part

sports clubs (Bauer, Stokburger-Sauer, and Exler 2008; Özgen and Argan 2017; Santana and Tocora 2022; Yoshida, Heere, and Gordon 2015) as their commitment drives the purchase and repurchase of season tickets and merchandise, directly contributing to the clubs' financial stability and growth (Raizada, Tripathi, and Bagchi 2020; Santana and Tocora 2022). In this sense, fan loyalty plays a critical role in the sustainability and success of sports clubs, much like customer loyalty is essential for the continuity of businesses in other industries (Özgen and Argan 2017). However, unlike in other sectors, sports cannot guarantee consistent performance, yet fans often remain loyal and continue to attend matches even when disappointed by their team's results. This distinction underscores the unique nature of fan loyalty in sports, as it is less reliant on predictable outcomes and more deeply rooted in emotional and psychological connections (Özgen and Argan 2017). This resilience of fan loyalty highlights its importance as a stabilizing factor for sports organizations, distinguishing it from traditional customer loyalty in other industries.

In literature, loyalty is often distinguished into two key dimensions: attitudinal and behavioral loyalty (Merten et al. 2023; Rosenberger Iii et al. 2019). Attitudinal loyalty refers to a fan's psychological commitment and emotional attachment to a team (Bauer, Stokburger-Sauer, and Exler 2008). Prior research identifies three core components of attitudinal loyalty: resistance, inner attachment, and persistence (e.g., Gladden & Funk 2001; Mahony, and Madrigal, & Howard 2000, as cited in Bauer, Stokburger-Sauer, and Exler 2008; Merten et al. 2023). Fans “show a high level of psychological commitment if they feel a deep inner attachment to their favorite team and if their commitment is persistent over time and resistant to criticism” (Bauer, Stokburger-Sauer, and Exler 2008). Behavioral loyalty, in contrast, focuses on interactions with the brand (Merten et al. 2023) and is demonstrated through repeated engagement with a product or service over time (Yun, Rosenberger, and Sweeney 2020). Examples of behaviors include attending matches, watching a club's games on television, engaging with club-related media,

Group part

purchasing merchandise, displaying its logo and colors, and persuading others to support the club (Bauer, Stokburger-Sauer, and Exler 2008; Merten et al. 2023). Behavioral loyalty also encompasses the concept of positive word-of-mouth—informal communications where consumers share their evaluations of goods or services, often recommending them to others (Bauer, Stokburger-Sauer, and Exler 2008).

Attitudinal loyalty is more commonly used in sports management literature compared to behavioral loyalty, as it largely reflects fans' future participation intentions (Özgen and Argan 2017). Attitudinal loyalty is considered an antecedent to behavioral loyalty, suggesting that fans with strong attitudinal loyalty are more likely to purchase team merchandise and attend matches (Yun, Rosenberger, and Sweeney 2020). In this regard, sports managers should prioritize fostering attitudinal loyalty as a foundation for encouraging the behavioral loyalty they aim to achieve (Özgen and Argan 2017).

Numerous studies have highlighted the relationship between team identification and loyalty, showing that a strong sense of identification with a team positively influences various loyalty indicators, such as increased consumption, higher match attendance, and greater viewership of games on television (Merten et al. 2023; Özgen and Argan 2017; Raizada, Tripathi, and Bagchi 2020). While definitions of team identification vary across the literature, they consistently center on the "psychological connection that fans establish with their teams" (Özgen and Argan 2017). Merten et al. (2023) identify a positive correlation between team identification and loyalty, showing that fans who form strong emotional bonds with their favorite teams are more likely to exhibit higher levels of loyalty. The authors emphasize that this finding has significant implications for sports team management, as it suggests that fostering strong identification among fans can enhance loyalty. Increased loyalty, in turn, leads to greater engagement, more consistent support for the team, and potentially higher revenue generation. These underscore the importance of developing targeted strategies to cultivate and reinforce fans' emotional

Group part

connections with their teams. By prioritizing fan identification, sports organizations can build a more engaged and supportive fan base, reducing reliance on short-term sporting success and sustaining growth (Merten et al. 2023).

Measuring Fan Loyalty

Consumer engagement within the sports context has been shown to have a positive impact on media consumption, merchandise purchases, and customer loyalty (Yoshida et al. 2024). In their most recent conceptualization of fan engagement, Yoshida et al. (2024) provide empirical support for prior research suggesting that fan engagement behavior fully mediates the relationship between brand identification and brand loyalty. This indicates that when consumers strongly identify with their favorite teams and perceive the teams' fan engagement initiatives positively, their engagement behaviors increase. In turn, these lead to loyalty outcomes such as higher stadium attendance and greater media consumption.

Team identification and positive affect – the pleasurable emotional state reflecting feelings such as happiness, joy, and contentment experienced during sporting events (Mazodier & Merunka 2012; Wakefield et al. 1996 as cited in Yoshida et al. 2014) – have been identified as significant cognitive and affective predictors of fan loyalty (Yoshida et al. 2014). However, in their study on professional soccer, Yoshida et al. (2014) found that the influence of positive affect on fan engagement and loyalty intentions was weak or nonsignificant. Instead, team identification emerged as a stronger predictor, significantly influencing fan engagement behaviors and loyalty outcomes.

Research on loyalty has traditionally focused on two main dimensions: behavioral and attitudinal. Although the first conceptualization of loyalty combining behavioral and attitudinal components was developed in 1969, subsequent research offered empirical validation for this framework (Mahony, Madrigal, and Howard, 2000). This framework has been widely adapted and applied in various studies (e.g., Bauer, Stokburger-Sauer, and Exler 2008; Merten et al.

2023; Yun, Rosenberger, and Sweeney 2020; Özgen and Argan 2017).

Club Identity

One of the primary reasons for football's widespread importance and popularity is the unique identity associated with each club, which fosters a profound sense of belonging among fans and enables personal identification with the club (Gómez-Bantel 2016). Club identity (or brand identity) can be described as the collection of characteristics that the club's management seeks to convey to its diverse stakeholders (Pauwels Delassus and Mogos Descotes 2019). In this work, club identity may also be referred to as "brand image" defined as the brand associations held in the minds of sports consumers (Gladden and Funk, 2001). These characteristics are multifaceted, encompassing tangible elements such as "the shirt, emblem, name, colors, stadium, star players, investors, results of the game, merchandising products", alongside intangible ones like the club's "history, values, region, the atmosphere inside the stadium and the style of play" (Pauwels Delassus and Mogos Descotes 2019). Other researchers divide these characteristics into product-related, such as "coach, success, star players," and non-product-related, such as "logo and colors, club history and tradition, modern stadium, fans" (Yun, Rosenberger, and Sweeney 2020).

This identity not only differentiates the club from others but also allows football clubs to transmit their own identity to the supporters, playing a crucial role for supporters in focusing fan emotions and deepening their connection to the club (Gómez-Bantel 2016). Aksoy (2023) asserts that every element within a club contributes to sustaining fan loyalty and commitment.

However, Gómez-Bantel (2016) emphasizes that a football club's most significant identity characteristic is its role as a "cultural representative of a community". Clubs that derive their unique identity from a historical connection with a specific region, community, or city and fully embrace it, create a powerful sense of belonging among supporters, allowing supporters to feel part of a broader community. Nonetheless, while regional affiliation remains a defining characteristic for many smaller clubs, it becomes less pronounced in higher leagues, where

Group part

media exposure and commercial interests overshadow identity.

The importance of brand identity in differentiating a company, improving its reputation, and cultivating a loyal customer base is widely recognized (Blumrod and Huang-Horowitz 2017). In the sports industry particularly, substantial attention has been given by scholars and practitioners to the management of sports brands, with brand identity regarded as one of the most valuable assets (Kunkel and Biscaia 2020). According to Blumrod and Huang-Horowitz (2017), beyond building a distinctive message about its identity and communicating it effectively, the identity conveyed by a club must align closely with that perceived by its stakeholders. A notable example underscoring the importance of this alignment is the controversy surrounding Bayern Munich's sponsorship deal with Qatar, which revealed a disconnection between the club's projected identity and fan perceptions. This misalignment has had implications not only for fan loyalty but also for the perceived legitimacy of commercial ventures within football (Herold, Harrison, and Bukstein 2023).

Clubs must ensure that the image they intend to convey aligns with how fans perceive it, as shifts in identity can often be met with resistance. When changes that alter a club's identity occur, fans may react negatively, particularly if they feel excluded from the decision-making process. Therefore, it is crucial to keep fans informed and foster a sense of inclusion by clearly communicating the reasons and benefits behind this. This approach can help mitigate resistance and reduce potential negative emotional reactions, reinforcing a stronger, unified relationship between the club and supporters (Pauwels Delassus and Mogos Descotes 2019).

Digitalization and Social Media

The growing integration of technology and the widespread use of mobile devices allow users to enjoy numerous benefits. This connectivity facilitates constant access to information, entertainment, and social interaction anytime, anywhere (Leung and Zhang 2016). The impact of these advancements extends beyond traditional fandom, shaping how fans interact with teams

Group part

and players and improving their experience and engagement (FIFA 2021). In today's digital landscape, sports teams can enhance their capabilities by leveraging informative initiatives through the Internet, social media platforms, and emerging technologies such as advanced mobile applications and customer journey mapping tools. According to Yoshida et al. (2024), sports teams should implement these informative fan engagement initiatives, such as delivering news via mobile platforms, fostering social media conversations about star players and team achievements, and utilizing online customer reviews and surveys, as these efforts strengthen three core dimensions of fan engagement behavior (i.e., fan learning, fan resource integration, and fan knowledge feedback) which are primarily information-driven (Hollebeek, Srivastava, and Chen 2019). Weimar, Holthoff, and Biscaia (2022) corroborate this idea, placing particular emphasis on posting about the upcoming games, the players, and key personnel of the club, as product-related attributes of a club lead to more fan engagement in online platforms.

Social media plays a critical role in facilitating transactions and interactions between fans within the sports context (Ahn et al., 2014; Carlson and O'Cass, 2012; Filo et al., 2015, as cited in Santos et al. 2019). Moreover, it serves as an important entertainment tool, helping fans engage more with the team, expand their knowledge and connection to it (Chan and Li, 2010, as cited in Santos et al. 2019), and enabling a level of reciprocal communication that was previously unattainable (Pegoraro 2010). As a result, social media is becoming an essential tool for stakeholders in the sports industry, offering a focal point to communicate with sports consumers and reinforce their brand (Mahan III 2011). From a club perspective, social media is a valuable tool as it supports personalized communication with fans, enhancing identification with the team (Meng, Stavros, and Westberg 2015) and consequently fan loyalty (Mahan III 2011). Moreover, in their study involving 60 brands, Schivinski and Dabrowski (2016) discovered that user-generated content on social media, a form of Customer Brand Engagement (CBE) as defined by Šerić and Praničević (2018), positively impacts both brand equity and brand attitude.

Group part

Consequently, enhancing CBE can deepen consumers' cognitive understanding of a product's attributes and brand benefits (Brodie et al. 2011), fostering a stronger connection to the brand (Ningtias et al. 2024).

According to Vale and Fernandes (2018), there are several key motivations driving fan engagement behaviors on Social Networking Services (SNS): Information as a driver of Consumption (i.e., fans consuming updates and content); Empowerment as a driver of Contribution (i.e., sharing opinions and interacting); Brand love as a driver of Creation (i.e., creating original content related to their team); Integration and Social Interaction (fan-to-fan) as secondary motivations, but still important. Given the importance of Empowerment, Integration, and Social Interaction motivations, they suggest that sports clubs ensure that their SNS pages actively promote fan-to-fan interaction, placing fans at the forefront and giving them a sense of ownership and participation to boost engagement. This is further corroborated by Yoshida et al. (2024) who recommend that sports teams facilitate fan-to-fan social interactions addressing the other three dimensions of fan engagement behavior (i.e., ritualistic fan behavior, flow experience, and management cooperation) which are experience-driven (Hollebeek, Srivastava, and Chen 2019). Given the significance of Brand Love in driving the highest level of fan engagement, Creation, sports marketers should foster the creation of content from their fan base (Vale and Fernandes 2018) as well as engage customers through co-creation and potentially improve customer value and organizational performance (Pandita and Vapiwala 2024). They also found that fan engagement substantially depends on the initiatives taken by sports organizations to encourage active fan participation and involvement, stating this as the core of fan engagement. Since Remuneration has been identified as an important driver of fan engagement and loyalty (Vale and Fernandes 2018; Pandita and Vapiwala 2024), sports clubs should consider offering incentives such as discounts or special offers tied to the fans' contributions and content creation (Vale and Fernandes 2018). For this, digital tools can be a

facilitator by easing the implementation of loyalty programs (Pandita and Vapiwala 2024).

All of this is extra important, considering that engaging fans through online channels also contributes to positive offline behaviors (Santos et al. 2019). According to Carlson and O’Cass (2012, as cited in Santos et al. 2019), this increased online interaction can promote fan loyalty and lead to more frequent purchases, further emphasizing the value of a well-developed social media strategy for sports teams.

But digitalization doesn’t constrain only to the online environment, in the physical environments, sports teams should also actively look to integrate digital solutions like scoreboards, digital signage, and other new technologies as tools tailored to real-time on-field performance, enhancing fans’ flow experiences (Yoshida et al. 2024).

Tourism Integration

Sports tourism has become more significant due to globalization and the rapid dissemination of information. As Zarotis (2019) refers, sports tourism has developed into a key sector within the industry, as the accessibility of international travel and the awareness of global sporting events increases. By integrating sports tourism with local traditions and attractions, destinations can offer improved experiences to tourists. This topic intends to understand how tourism development can benefit diverse stakeholders, contributing to the development of clubs and tourist destinations.

The concept of sports tourism is widely discussed in the existing literature, offering various definitions. Gibson (1998) defines it as “leisure-based travel that takes individuals temporarily outside of their home communities to participate in physical activities, to watch physical activities, or to venerate attractions associated with physical activities”. Weed and Bull (2004) frame it as the interaction between activity, people, and place, more than just combining sport and tourism. Other authors, like Standeven et al. (1999) focus both on active and passive participation with Gammon and Robinson (2003) distinguishing between hard and soft sports

Group part

tourism. The first involves participation and the second is about accidental participation. Pawlikowska-Piechotka (n.d.) offers a distinction between other forms, such as mass tourism, nostalgia tourism, and active tourism, for professionals, amateurs, and adventurers. They all agree on the importance of sporting events in sports tourism.

Hinch and Higham (2001) developed a three-dimensional framework to study sports tourism, addressing its activity, spatial, and temporal aspects. Sports are the core activity, with the location and the duration of events having equal importance, helping regions to make the most of their tourism potential by providing a comprehensive view.

Sports tourism has evolved into a strategic tool for economic development, relying on natural resources and local traditions. As Radicchi (2013) refers, it is important to balance economic growth through sports tourism with environmental responsibility and social cohesion. Schwark (2007) argues that collaboration between sectors can create synergies, contributing to sustainable growth. While mega-events often attract more attention but impose heavy burdens, small-scale ones can deliver more sustainable benefits if aligned with local resources and needs (Gibson et al. 2012). Gordon and Ramshaw (2023) note that sports heritage sites can benefit local economies, particularly in areas where clubs are deeply rooted in the local culture.

Radicchi (2013) points out the potential of integrating local arts and crafts to preserve the cultural heritage and develop local economies. Higham and Hinch (2006) emphasize the need for collaboration in sports and tourism resources among multiple stakeholders to maximize benefits, while Kiani et al. (2019) point out the importance of a cohesive strategy that aligns the goals of tourism, sports, and local communities.

Fan engagement plays a pivotal role in the success of sports tourism by creating meaningful experiences and fostering loyalty. McDonald et al. (2022a) argue that engaging fans involves creating experiences that satisfy fans' psychological needs for belonging, identity, and social connection. This includes both transactional behaviors, such as attending games and purchasing

Group part

merchandise, and non-transactional ones, like participating in fan rituals and promoting the club. Newson, Buhrmester, and Whitehouse (2016) explore lifelong loyalty by examining the roles of identity fusion and self-shaping group events. Certain group events, such as key victories and defeats, can shape personal identity and the relationship between identities. Additionally, as highlighted by Gao et al. (2024), the quality of tourist-to-tourist interaction (TTI) contributes to fostering loyalty by fulfilling psychological needs for sociability and connection, turning individual moments into collective memories.

The role of local fan interaction is especially relevant in sports tourism contexts. Cordina, Gannon, and Croall (2019) highlight that interactions between sports tourists and local fans improve the authenticity and memorability of the experience. Local fans offer tourists an insight into the traditions and customs, making them feel a part of the club. Authentic matchday experiences, with participation from local fans, develop a sense of inclusion and emotional connection, which is crucial for driving engagement.

Finally, stadiums should be multifunctional venues to attract a diverse audience and generate additional revenue. Proctor and Bordoloi (2023) suggest that offering varied options in and around stadiums can attract people beyond sports fans, increasing interest in the clubs' activities and history. Clubs, especially smaller ones, have sought to diversify their offerings, building on their history and sometimes underutilized infrastructures. By making their stadiums more fashionable and attractive, emphasizing hospitality and engagement with various stakeholders, such as key sponsors and companies, clubs can market these venues as prime locations for meetings, concerts, and other events (Radicchi 2013).

5. Digitalization and Social Media

Our diagnosis of Belenenses' current situation identified significant untapped opportunities when it comes to Digitalization and Social Media as this was one of the key areas identified as potentially crucial for the club to focus on to achieve the strategic objective of enhancing fan engagement and loyalty. The relevance of this theme is further supported by insights from our literature review, which confirm the direct impact of digital and social media initiatives on fan engagement and loyalty. Pandita and Vapiwala (2024) affirm that having an effective strategy for digital initiatives, coupled with the right mix of social media platforms, is critical for the success of fan engagement efforts. Given this context, this chapter's objective is to develop the strategic guiding principles for Belenenses to bolster fan engagement and loyalty through its digital efforts.

To achieve this, the section will begin with an in-depth analysis, gathering insights from the interviews we conducted, informal conversations, existing research literature, and best practices from other clubs, to identify potential initiatives and areas of focus that the club should ponder. This analysis will also guide the development of a questionnaire that will gather perspectives from both fans and non-fans regarding Belenenses' current digital presence and possible initiatives and approaches. These will culminate in a series of strategic recommendations and examples of actionable initiatives to fulfill these recommendations.

Analysis

As mentioned above, to understand, in a substantiated way, which initiatives, principles, and areas of focus should be included in the digital and social media strategy of Belenenses to enhance fan engagement and loyalty, we will start with a comprehensive analysis. The focus will be given to practices that can be realistically adapted to the specific context of Belenenses, which as identified in the SWOT analysis, is one of low financial (**W8**) and human resources (**W9**), and a lack of established digital infrastructure and presence (**W6 and W7**). The analysis

is divided into the key themes we identified inside this topic. Its long and complete version can be seen in Appendix 7, with the shortened version below.

Information

As mentioned in our literature review, effective information delivery is critical for fan engagement (Yoshida et al. 2024). In this regard, websites play a key role by providing fans with quick access to updates and enabling a direct relationship with the club (Lee and Na 2024). However, Belenenses' website, last updated months ago, hinders accessibility and relationship building, as noted by both fans and tourists who struggled to find information on matches and ticketing (Fan 1; Tourist 4; Tourist 5). In contrast, Instagram is appreciated for its consistent updates (Fan 3), especially in promoting sports beyond football (Local 2), while X is valued for its straight-to-the-point updates (Fan 2). Despite this, two-thirds of the locals we interviewed said the information does not reach them, with one of them saying she only gets information because she actively looks for it (Local 1). This leads us to believe that passive individuals aren't being addressed by the club.

Still in the topic of information, it was also identified that fans seek live videos and behind-the-scenes access, with exclusive content as a way to satisfy this information need (Vale and Fernandes 2018). Larger organizations like Benfica and SC Braga offer dedicated platforms for exclusive content (SC Braga n.d.; SL Benfica n.d.), while smaller clubs like Campobasso FC and Dundalk FC successfully leverage platforms like Patreon to provide similar experiences at lower costs (Campobasso FC n.d.; Dundalk FC n.d.).

Fan participation and contribution

According to Pandita and Vapiwala (2024), fan participation and contribution are foundational to fan engagement. In this topic, literature and benchmarking indicate multiple initiatives such as polls, challenges, quizzes, and Q&A sessions (Achen, Lebel, and Clavio 2017; Pandita and Vapiwala 2024; Vale and Fernandes 2018). Examples of this are Manchester City which invites

fans to predict match scores (Appendix 8), and CF Estrela da Amadora which polls fans about new sports they want to see introduced at the club (Appendix 9). Liga Portugal also fosters fan participation through match-day quizzes and predictors, often promoted on social media and email marketing (Liga Portugal n.d.-b), and regularly concludes posts with questions directed at fans, fostering discussion and interaction (Appendix 10). More examples of organizations fostering participation can be seen in Appendix 11 to 16 (inclusive). One thing was clear in our research, most of these activities are focused on game days, leveraging heightened fan interest. Other emerging tools, such as fan tokens on platforms like “Socios.com” and “FanMarketCap”, provide new avenues for fan involvement. These purchasable digital assets enable owners to take part in fan-related decisions, vote in official team polls, predict results, and participate in games (FanMarketCap n.d.; Socios.com n.d.).

Beyond participation, co-creation initiatives further enhance engagement while fostering innovation (Achen, Lebel, and Clavio 2017; Man, Zaibon, and Hu 2024; Pandita and Vapiwala 2024). Atlético Mineiro’s “Manto da Massa” competition, where fans design jerseys for other fans to vote on, choosing the one they want to see produced (CA Mineiro 2024), exemplifies how clubs can leverage user-generated content to enhance interaction and participation (Vale and Fernandes 2018). Promoting this type of competition and initiatives is particularly important as the impact of user-generated content on social media extends fan engagement and impacts both brand equity and brand attitude, promoting a stronger connection with the club (Ningtias et al. 2024; Man, Zaibon, and Hu 2024).

Additionally, these participatory initiatives align with Belenenses’ fan-owned governance structure, where supporters vote on club management and decisions. Possibly making such efforts even more impactful (**WT5**).

Fan-to-fan and social interaction

Literature suggests that sports teams should facilitate fan-to-fan interactions through their Social

Networking Services Services (SNS) (Vale and Fernandes 2018) as those are critical for fostering a sense of community (Achen, Lebel, and Clavio 2017). Providing examples such as forums, discussion boards, and social media groups to promote such interactions (Achen, Lebel, and Clavio 2017; Yoshida et al. 2024). A practical example is FC Barcelona which created its own Discord server to host live discussions, building relationships between fans (Appendix 15). However, digital spaces can often become toxic, a concern echoed by two-thirds of interviewed fans who avoid discussing Belenenses on Facebook due to negative experiences. With this in mind, Piché (2023) affirms that sports organizations should proactively promote positive interactions to keep fans in the space.

Sports clubs can also strengthen fan connections by using their digital platforms to publish schedules of social activities and support activities around game days. For instance, FPF emails ticket holders' details of fan gatherings, including timings and locations, and shares videos of past fan rituals and celebrations to encourage participation (Barra).

Fan remuneration

Since remuneration has also been identified as an important driver of fan engagement, sports clubs should consider offering incentives such as loyalty programs, discounts, or special offers tied to fan contributions (Pandita and Vapiwala 2024; Vale and Fernandes 2018). Some clubs are using the previously mentioned fan tokens for remuneration as well, allowing their owners to win loyalty points through their actions on the token platform (Socios.com 2023; Socios.com n.d.). These points can be redeemed for rewards such as signed merchandise, exclusive discounts, or VIP experiences. Other clubs offer points for attending games, completing challenges, engaging with content, or making purchases. These loyalty systems, whether subscription-based or free, are typically managed through the club's app or website, providing a seamless way to engage and reward fans (Spiryn n.d.)

Social media strategy and content

An effective digital strategy lies at the core of fan engagement, requiring careful planning and a tailored social media mix based on the fan base and its preferences (Pandita and Vapiwala 2024). Achen, Lebel, and Clodio (2017) emphasize how tailoring content to suit each platform's strengths and user expectations can optimize engagement across channels (something Belenenses does not do currently, as the content is largely uniform across all platforms). Content type is also important, with videos, particularly short ones, generating higher shares and broader reach compared to photos (Annamalai et al. 2021). Posts about upcoming games or game-day information and posts involving key club personnel and players promoting the game have demonstrated to improve fan engagement (Weimar, Holthoff, and Biscaia 2022). The player-focused content, including behind-the-scenes glimpses and personal stories, also fosters stronger fan-player connections and enhances brand loyalty (Javani and Abdel-Milaji 2024). This highlights the importance of developing an online strategy around the actions on the field and those who directly contribute to it, as these are the pivotal points of a club (Weimar, Holthoff, and Biscaia 2022). Clubs follow the insights provided by the literature, with many frequently using short video content to showcase key moments from matches, interactions with fans, fan rituals, behind-the-scenes footage, training sessions, challenges with the players, and interviews. In the particular case of Belenenses, Local 2 stated that he finds the club's social media to be too stagnant. This was also corroborated by the club structure, with both interviewees admitting that Belenenses' current social media and communication are not dynamic. The club justifies it with the current lack of resources, saying the priority has been to provide information rather than engage. However, they do believe more engaging content is needed.

Fan flow experience (digitalization in the stadium context)

As seen previously, the literature suggests that improving fan flow experience in stadiums can significantly enhance engagement, with digitalization playing a critical role (Yoshida et al. 2024). Examples include Millenium Estoril Open's use of a "selfie cam" at half-time and a QR

code-based reward system for exploring specific areas of the venue, keeping fans engaged during periods of no play (Appendix 16). Observations and interviews revealed that Belenenses currently lacks these features, with a non-functional scoreboard and limited halftime activities being notable shortcomings.

Personalized communication

Personalized communication is very important to enhance team identification (therefore engagement) and loyalty, with digital tools serving as key enablers (Mahan III 2011; Meng, Stavros, and Westberg 2015). For FPF, email marketing is the primary channel for tailoring messages to fans and prompting specific actions, such as purchases or attending games (Barra). However, Belenenses currently lacks this capability, relying heavily on generalized social media outreach (Fan 1). For Barra, the clubs must have an extensive database of fans and their historical interactions with them (even though a simple spreadsheet tracking ticket purchases can be valuable). This is particularly relevant for Belenenses, as it currently only tracks member demographics and quotas payment status (Marketing Head).

Apps

In the last few years, we have also witnessed the rise in the popularity of club and league apps, encompassing many of the practices mentioned already within a single source while collecting valuable fan data (Barra). However, such apps are typically limited to larger clubs, with only the five biggest clubs in Portugal having their own (Google Play n.d.). Belenenses has considered having an app, but due to current financial and human resource limitations, the idea was scrapped in favor of other priorities (Marketing Head).

Questionnaire

Based on the insights obtained in the analysis, a questionnaire was built to understand people's perspectives about some of the themes and practices mentioned above. When developing it, the focus was on the most critical topics and those where public opinion was particularly relevant.

As, to maximize the number of responses, we needed to keep the questionnaire as short as possible. The key learnings we wanted to acquire from this survey can be seen in Appendix 17, with the full questionnaire (questions and respective answers) in Appendix 18. Below we will analyze the data obtained from it, which will then be helpful to guide our recommendations.

Content sources

Our first key insight from the questionnaire is that the key sources for Belenenses-related content for our respondents are TV, Facebook, Instagram, the club website (very surprisingly considering it has not been updated since August 2024), and sports newspapers, in that order (Question 9). Without surprise, when focusing on the younger generations (until 34 years old) we see a much bigger prevalence of Instagram and an increase in all the other social media platforms besides Facebook and LinkedIn which are typically associated with older target audiences. Most notably, YouTube comes as their 5th most used platform to consume Belenenses-related content with 27% of respondents selecting it. When it comes to the option “Other”, the most frequent ones were WhatsApp groups, Telegram, sports apps and websites like Flashscore, Forza Football and ZeroZero, and email.

Preferred platforms

Respondents highlighted Instagram and the club's website as top priorities for Belenenses' focus, with Facebook and YouTube being also popular (Question 10). Younger respondents strongly preferred Instagram, TikTok, and YouTube. When it comes to the ones that selected the option “Other”, the results were similar to the “content sources” section with the addition of their app, Zoom and Teams sessions with members, video streaming and pay-per-view, newsletter, and some desiring Belenenses to focus on everything possible.

Fan connection

Over 50% rated their connection with other fans via Belenenses' social media as “satisfactory” (Question 15). Showing that work can be done, but people are not too dissatisfied. The notable

examples are the under-17-year-old respondents who seem to be very satisfied with the current connection. On the other hand, the non-residents in Portugal seemed less satisfied than the rest as 20% voted for “bad” (compared to a 10% average), and not a single person voted for “extremely good”. This aligns with intuition, as fans who live further away from the stadium do not have as many opportunities to connect with fans physically, and offering opportunities to connect virtually is crucial.

Online discussions

When it comes to participating in conversations and discussions online related to Belenenses, 36% of the respondents already do so (Question 16), with 23% of the ones that don't do it showing interest in starting to do so if the club promotes that discussion (Question 17). All the respondents who use both Facebook and Reddit to consume Belenenses-related content characterized discussions and interactions on Reddit as more positive than on Facebook (Question 11). 72% also identified X as more positive than Facebook (Question 12). When it comes to Instagram and Facebook, the opinions are more divided, with 59% saying they feel interactions and discussions are more positive on Instagram (Question 13). Ultimately, 62% of these respondents affirmed that the negativity present on Facebook made them move away from discussing Belenenses on this platform (Question 14).

Content frequency

In this aspect a big disparity is observable. While 40% of the respondents who follow Belenenses say they receive content regularly and 30% say they receive content very regularly, of the ones that don't follow Belenenses, 36% state they never receive content from the club (Question 19). While it is expected that people who don't follow Belenenses receive much less content. More than one-third saying they never received any, gives the impression that Belenenses content is not viral and therefore, not capable of breaching its bubble.

Dynamic and interactive content

Surprisingly, most respondents believe Belenenses' social media are dynamic, contrasting with the interviews (Question 25). However, opinions are divided on this topic. One thing that does not leave any doubt is the fans' interest in more dynamic content on the club's social media, especially noticeable in younger generations (<34 years), where 46% of the respondents affirm to be “very interested” (Question 26). The same conclusions can be drawn when it comes to wanting more interactive content on Belenenses social media and the probability of participating in initiatives that promote content creation by fans, with 68% and 60% of respondents voting positively, respectively (Question 27 and 28). In this case, it is also possible to see a bigger interest and probability coming from a younger audience. While we did not ask non-fans about their probability of creating content (due to their low brand love), we did ask them what their interest in more interactive content would be, with surprisingly positive results.

Exclusive content and functionalities

While a whopping 70% of members expressed interest in exclusive content integrated into its membership (Question 30), only 25% of fans and 2% of non-fans were willing to pay for it (Question 31). Showing that exclusive content is an attractive proposition for the membership and that there is some willingness to pay from other target groups.

Fan remuneration

Respondents show an overall interest in being rewarded for their involvement with the club (Question 32) and 71% of those interested believe it would increase their engagement (Question 33). However, there is a huge contrast when it comes to age, with older people being much less interested than younger people. Another interesting conclusion is that regular fans show higher interest than members. Probably because members feel a bigger unconditional passion for the club, and so being rewarded by it is not as attractive.

Direct and personalized communication

Most respondents (even the members) feel the club does not communicate directly with them

regularly (Question 35), especially younger ones. Besides this, 75% of the respondents wish to receive communications more regularly, with 36% of non-fans stating the same (Question 37). Lastly, of the ones who affirmed they had received direct communication from the club, the vast majority stated that the communication did not feel personalized (Question 36).

Fan input and feedback

A significant 92% were willing to answer online questionnaires to help the club (Question 39), with 41% even willing to do it monthly (Question 40). Suggesting a willingness among respondents to actively contribute to the club's decision-making process through online feedback mechanisms.

Website

The club website is still amply used, with most respondents visiting weekly (Question 40), mainly for news and updates (60% of the time). Non-fans primarily use it to check the game calendar and club history (Question 41). Even though respondents affirmed that the website is very important for their engagement with Belenenses (even non-members and non-fans – Question 44), opinions on whether the website content is satisfactory were divided (Question 43), likely due to the lack of updates since mid-2024, a recurring comment in open responses.

Recommendations

As highlighted by the Marketing Head, even though Belenenses has had some “small victories” in digitalization in recent years, the club is still distant from its potential as there is no comprehensive strategy for further digitalization. This is problematic since digitalization and social media are crucial aspects for fan engagement and loyalty, and technological innovation is a significant aspect of maintaining a strong position in the sports market (Dulakakhoria and Jana 2013). Therefore, we want to address the lack of a strategic approach (**W13**) to this topic by developing a set of strategic recommendations and guiding pillars for Belenenses.

Since one of the problems identified in the digital sector of Belenenses was that each sports

section develops its social media autonomously without common guidelines and practices, this strategy is developed for the whole club, serving as a guiding plan for other sports besides football. Moreover, the resources suggested in these recommendations should also be available to other sports sections, and these sections should also be integrated into the broader club initiatives. The strategic recommendations are the following:

1. Produce more dynamic content, mainly through video

As mentioned in the interviews, and confirmed through the questionnaire, non-followers rarely receive Belenenses content, as existing content struggles to go viral. This underscores the need for more dynamic and shareable content to expand the club's reach beyond its existing fan base and make its platforms more appealing to current fans, as many showed interest in more dynamism (particularly the younger demographic). The literature pointed out that leveraging video content, especially short and engaging formats, is essential for driving shares and visual engagement. Considering this, we suggest producing shorter video content for Instagram and Facebook, focusing on matchday (including fans and their rituals) and the players (of all sports), as those are the core of the club and what generates the most interest. For YouTube, following the best practices in the industry, focusing on longer video content is recommended, particularly documentary-related (Meyers 2024; Miller 2024), making use of the club's rich history (S1) and perseverance stories to produce quality and engaging media. By partnering with Liga Portugal, this content could also be available on its streaming service (Liga TV) which hosts similar content about various Portuguese clubs, to have a bigger reach and go beyond hardcore fans.

2. Involve more players in digital efforts

Following the previous recommendation, it is paramount to have players as a focal point in digital actions, something the club is currently lacking. Being the "stars" of clubs, it is important to capitalize on them by incentivizing their active participation in social media and interaction with fans via Q&As, as well as participating in the production of content based on challenges,

trends, their daily lives, practices, history of local athletes, etc. Producing relatable content showing players off the field is particularly relevant as it tends to humanize them and reinforce brand loyalty.

3. Revise the social media mix, improving focus on YouTube and TikTok

As highlighted by the literature, choosing the correct social media mix and content for each platform is crucial. Belenenses has an aging fan base (**W5**), and the board intends to “revitalize the club and make it relevant to the new generation” (Board Member). In line with the **WT6**, the club needs to be on the platforms that youngsters use. Our questionnaire showed that respondents primarily consume content through TV, Facebook, Instagram, the club website, and sports newspapers. While Facebook remains vital for older demographics, younger respondents favor Instagram, TikTok, and YouTube (it was also a top pick for older demographics). Considering this, we suggest advancing with a TikTok account as it also synergizes with our recommendation of increased video content (particularly shorter ones), as well as improving the focus on YouTube, a platform that was surprisingly popular among the respondents. These two platforms can work together, with TikTok used to publicize trailers of longer video content hosted on YouTube. However, to ensure the success of this initiative it is crucial that the content provided has quality and is tailored to the TikTok reality, otherwise, considering the crowded environment and short attention span in that platform, the returns will not be worth the effort (Barra).

4. Actively promote fan participation and fan creation

Our analysis revealed that fan participation and involvement form the foundation of fan engagement. Considering this and the positive response in our survey towards more initiatives that involve fans and promote fan co-creation, particularly from the younger age group, our key target, we suggest Belenenses regularly develops initiatives that go in line with these two principles. The practical details of the initiatives are not crucial here, and the club can and should do what it finds more suitable for its reality, as we encourage testing what works best. Still, we

suggest some ideas such as ending posts with comment-provoking questions, requesting fans' opinions to draw participation (in this case, we saw that fans cherish immensely when the club replies to them), utilizing small quizzes and polls on social media (like Instagram stories) to gather fans' votes on “man of the match” or “goal of the month”, fostering creation by doing challenges for the best fan photo of a specific game day where the chosen photo gets reposted or initiatives with partners where people that share a game day photo using a sponsored product receive a reward from the sponsor, or using digital platforms to ask for ideas and contributors for specific projects (something also suggested by respondents in the questionnaire – Question 46, Appendix 18). Crowdsourcing presents numerous challenges such as maintaining content quality and managing community interactions. So, it is essential to manage these challenges to have clear guidelines, robust moderation policies, and effective use of digital tools. Having a dedicated community manager can help streamline the process and ensure that contributions meet the required standards (Man, Zaibon, and Hu 2024). However, none of these initiatives require big resources and can be implemented with virtually no financial cost.

If Belenenses wants to promote exclusive initiatives for certain fans, it can also partner with platforms like Socios.com. Here, only people who purchased the fan token can interact with what is placed on the platform, creating a new source of revenue **(SO4)**. Alternatively, Belenenses can keep control of the process by using its website (adding an option to log in as a member, something very requested in the questionnaire – Question 46, Appendix 18) to allow members to vote on bigger decisions (merchandising, questions for players) and participate in certain activities. Since two-thirds of interviewed fans find the existing benefits of being a member insufficient, this would serve as another reason to become one.

5. Develop a digital remuneration program

Considering the relevance of remuneration for engagement and loyalty and the overall interest from questionnaire respondents to being remunerated (once again the younger generation

showing much more attraction), we suggest Belenenses to develop a digital loyalty program with a particular focus on fostering participation from young regular fans, as those showed more desire, and are intuitively not as passionate about the club as the members, being more likely to need incentives. For this, Belenenses can offer rewards for people who attend events, book birthday parties on their facilities, watch games, make purchases on the club shop, interact on social media, or participate in the fan participation and creation initiatives mentioned above, and many more. To register that someone was present at in-person events or purchased at the shop, Belenenses could once again capitalize on its website and a dedicated personal area within it, where each person registered would have an associated QR code and number that they could show to staff when completing activities. The club can also get creative and implement low-cost rewards such as freebies, discounts on the shop, time with a certain player, posts on social media emphasizing the most loyal fans, among others.

6. Promote fan discussion and fan-to-fan interaction

The questionnaire showed that, though generally satisfied with the current connection with other fans, respondents would be willing to discuss more Belenenses if the club facilitates it. To achieve this, the club can share posts promoting discussion during game days, ask for opinions on social media, and create social media groups. Following what other clubs have been doing, Belenenses could also promote its own Discord server or Sub-Reddit (which already exists but is managed by fans) and use those discussion-oriented platforms for these initiatives. Given the negativity associated with Facebook (and moderately with Instagram), we advise Belenenses to proceed cautiously and test fan discussion initiatives on platforms with more positive engagement like Reddit and X. Moreover, the club should strive to foster a positive environment on its platforms.

The digital tools can also be capitalized to promote fan-to-fan interaction by sharing details of physical fan gatherings and fan rituals, incentivizing fans to participate, building connections

with others, and fostering a sense of community within the fan base. All these proposed initiatives have the benefit of requiring virtually zero monetary investment.

7. Improve the website and have it as a focus

As seen in the analysis, information is crucial for engagement, as only someone who is informed can be interested and interest others. According to our questionnaire, the website remains critical for core information delivery, especially given its importance across all demographics and types of fans. However, besides the frequent usage and high perceived importance, the website has not been updated recently which is possibly costing Belenenses engagement and revenue. As we saw during our interviews, this hindered some interactions. Therefore, it is crucial that the website is seen as a priority platform and is regularly updated and improved. As mentioned, this platform can also be a cornerstone of other recommendations, making it even more pivotal.

8. Offer exclusive content

Another way to satisfy fans' desire for information and keep them engaged while financially capitalizing on it is by offering exclusive content. Belenenses can utilize platforms like Patreon (avoiding tech infrastructure costs) to provide training footage, recordings of academy games, behind-the-scenes content, or live videos connecting players with subscribers (Q&As), deepening fans' emotional connection to the club. This could serve as an additional incentive to become a member or another revenue source, though further testing is required regarding the pricing.

9. Collect data and use it to personalize communication with fans

Personalized communication is a proven method for strengthening fan-club relationships. However, our survey respondents feel communication is not regular or personalized, especially younger audiences. This highlights a gap in fan engagement and an opportunity for Belenenses to build loyalty through more frequent and personalized outreach. Following FPF's guidelines (Barra), we advise the club to use email marketing as the main vehicle for this type of

communication. However, this is only possible if the club builds an extensive fan database to track engagement history and fan data. To collect this data, the club can promote initiatives like discounts on tickets or merchandise for people willing to give their data and record which members attended each game. Digital platforms like social media networks, the club's website, or even "socios.com" can also collect users' data. This is another advantage of implementing the initiatives we mentioned to engage fans (participation, contribution, discussion, remuneration, etc.) as those will also allow the club to collect more data about the people who participate.

Developing the mechanisms to collect and treat data will involve some investment, but enhancing these capabilities will allow Belenenses to make more informed, data-driven decisions. Additionally, it serves as a vital promotional tool, turning online engagement into purchasing behaviors (Barra).

10. Develop the club application

Although we mentioned less resource-intensive alternatives for the strategic recommendations, the long-term goal of the club should be to consolidate them under a single platform: the club app. Though expensive, this can ease the way fans engage with Belenenses and allow the club to do even more ambitious initiatives in the digital space. To make this possible, the club can leverage existing partnerships (**SO5**) or even partner with other clubs to share the expenditure.

We conclude this chapter by highlighting that digital strategies must be continually reinvented, and Belenenses should strive to improve and reassess these recommendations over time (Pandita and Vapiwala 2024). Additionally, recommendations were also given by the other authors on their respective topics of Club Identity and Tourism Integration which can be seen in the Impact/Effort matrix present in the conclusion of this paper. For the whole context, analysis, and detailed explanation of these recommendations, please refer to the papers published by these authors.

6. Conclusion

This thesis provides strategic recommendations across three key areas – Digitalization and Social Media, Club Identity, and Tourism Integration – to enhance fan engagement and loyalty at Belenenses. Each individual section offers targeted strategies aligned with the club’s current situation. In the Digitalization and Social Media section, the recommendations focus on modernizing the club’s digital approach by producing innovative content, increasing focus on platforms like TikTok, YouTube, and the club’s website, fostering fan participation and contribution, and leveraging digital tools to strengthen loyalty, sense of community, and outreach. Regarding Club Identity, the emphasis lies on leveraging Belenenses’ unique attributes – history, authenticity, and resilience – while fostering innovation and community involvement to close the gap between the club’s leadership vision and supporter perceptions. For Tourism Integration, the recommendations include opening a flagship store in Belém, revitalizing the club’s museum and stadium, improving the use of the complex, and forming strategic partnerships with tourism entities and similar football institutions to capitalize on Lisbon’s vibrant tourism industry. This aims to amplify the club’s visibility among tourists, engaging a diverse audience.

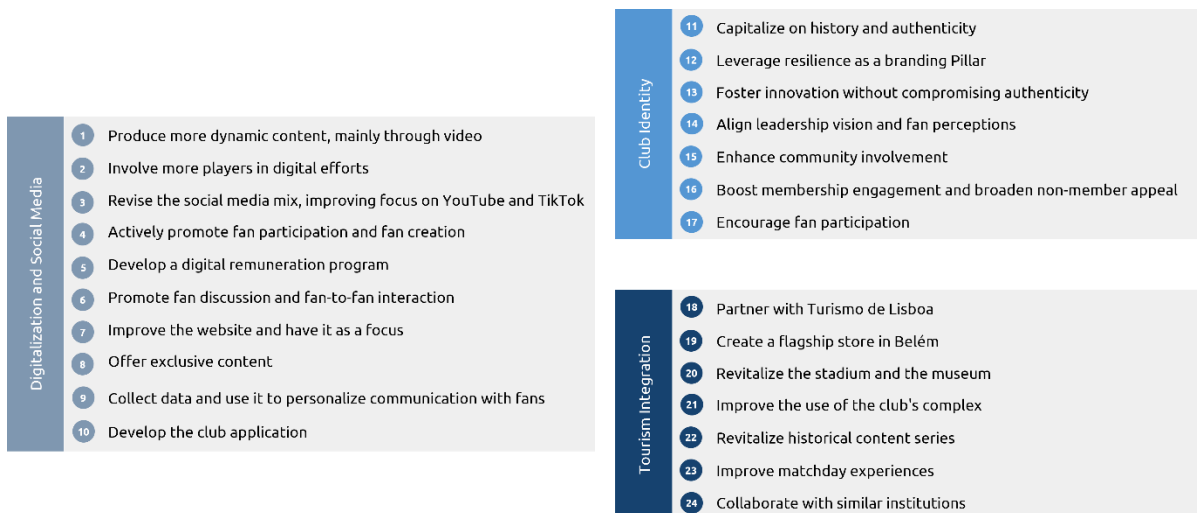
While these recommendations are specific to the respective areas, their interconnection allows synergistic implementation, maximizing the club’s impact on engagement and loyalty. For example, creating dynamic video content for digital platforms can simultaneously highlight the club’s historical and cultural attributes, appeal to both fans and tourists, and reinforce the club’s identity. Similarly, improving matchday experiences can be done through innovative digital initiatives, resonating with supporters and enhancing the appeal for sports tourists.

Though examples are provided, the exact implementation details of each strategic initiative will require testing and refinement. In this respect, the club can be creative and should try different possibilities, not constraining itself only to the examples presented in this paper. Additionally,

Group part

effective strategies also require continuous evaluation. Therefore, it is strongly recommended that the club implement regular assessments to track and analyze fan engagement and loyalty metrics. Analytical tools that monitor ticket sales, merchandise purchases, and social media interactions can help identify which strategies have the most meaningful impact on fan behaviors. Additionally, follow-up surveys – particularly relevant given fans’ willingness to participate in such initiatives – can capture changes in fan perceptions, engagement, and loyalty over time, fostering deeper involvement and a sense of ownership (Yoshida et al. 2024). This aligns with the club's fan-owned governance structure and supports adaptation to evolving trends and opportunities (Pandita and Vapiwala 2024).

To aid the club in prioritizing these recommendations, we have organized them into an Impact/Effort Matrix, categorizing them based on their potential impact on engagement and loyalty and the resources required for implementation. This can guide Belenenses through strategies that balance feasibility and effectiveness. By prioritizing quick wins alongside long-term investments, the club can build a sustainable roadmap for the future.



*the numbering serves only to ease the graphical representation of the recommendations

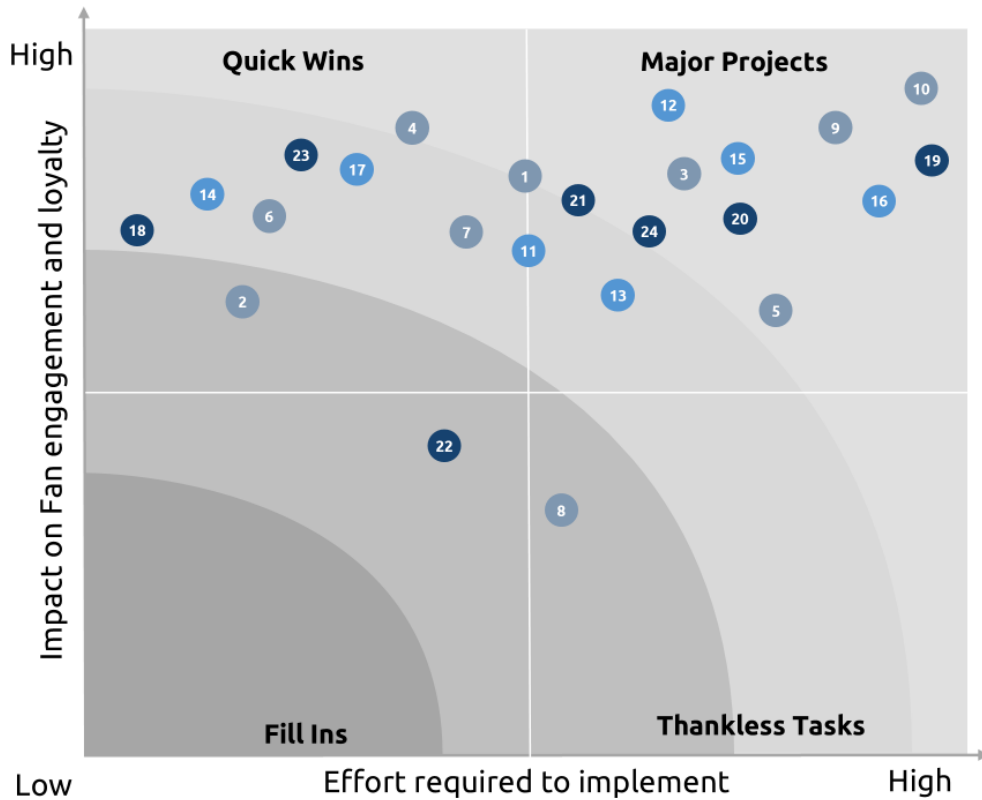


Figure 4 - Impact/Effort matrix applied to our recommendations | Source: Own elaboration

Ultimately, this thesis offers a comprehensive and adaptable framework to help Belenenses deepen engagement and loyalty across its fan base while strengthening its position as a cherished institution in Portuguese football, in what can be the start of a new paradigm in the club. Clubs in a similar situation can capitalize on these recommendations, tailoring them to their reality.

Future developments

Moving forward, Belenenses should not only focus on implementing the recommendations outlined in this paper but also conduct further research to expand on the presented themes and develop new ones. As highlighted in the diagnosis, six themes were identified as potentially critical for enhancing fan engagement and loyalty. Of these, three – Strategic Partnerships, Stadium Improvement and Utilization, and Community-Centered Initiatives – were not extensively explored in this study. While these are interconnected with those addressed in our

Group part

work, additional research is necessary to assess their full potential and strategic impact.

For the three key themes analyzed in this thesis, Belenenses should deepen its research efforts to identify specific initiatives, estimate investment costs, and assess pricing strategies and willingness to pay where applicable. Additionally, given the club's limited staffing, identifying strategies to secure the necessary manpower for implementing these initiatives is crucial. To manage costs, the club can continue leveraging its fan base, engaging volunteers, and forming partnerships with universities (**WO7**). However, the professionalization and enhancement of the club's organizational structure should be prioritized to ensure consistent results. Considering the club only has one person working on social media and another in communication (Marketing Head), we recommend hiring a videographer to produce and edit video content and a digital specialist to manage the website's engagement features, database, remuneration systems, and exclusive content platform. Additionally, a professional dedicated to partnerships and sponsorship development is essential for executing several of the recommendations in this thesis. Within each key theme, there is room for further research and innovation. For Digitalization and Social Media, while the analysis provided some insights, it was not possible to build significant recommendations in leveraging digital tools for stadium environments and developing engaging digital sponsorship content. The possible use of augmented and virtual reality for fan engagement also warrants exploration. Concerning Club Identity, further research and strategic negotiation will be essential for Belenenses to identify and establish the most effective partnerships for implementing the proposed recommendations. Additionally, while examples of initiatives to encourage fan participation are provided, further exploration and planning are required to ensure these events effectively convey the club's identity and values. In Tourism Integration, Belenenses should study the most effective ways to attract tourists and promote itself. A comprehensive study of the club's history and heritage could also make its story more appealing and accessible to a wider audience.

Group part

Lastly, the development of this paper made us realize the lack of strategic planning at Belenenses (W13) and how this highly affects its operation, being the source of many of its problems and inefficiencies. Therefore, we believe a paradigm change at Belenenses is necessary and recommend the development of a strategic plan for the whole club. We believe this will be key for the club to work more efficiently towards a desired common goal and a powerful tool to acquire funding and support. To aggregate this information and guide these future developments, we have created a roadmap for Belenenses, detailed in the Figure below.

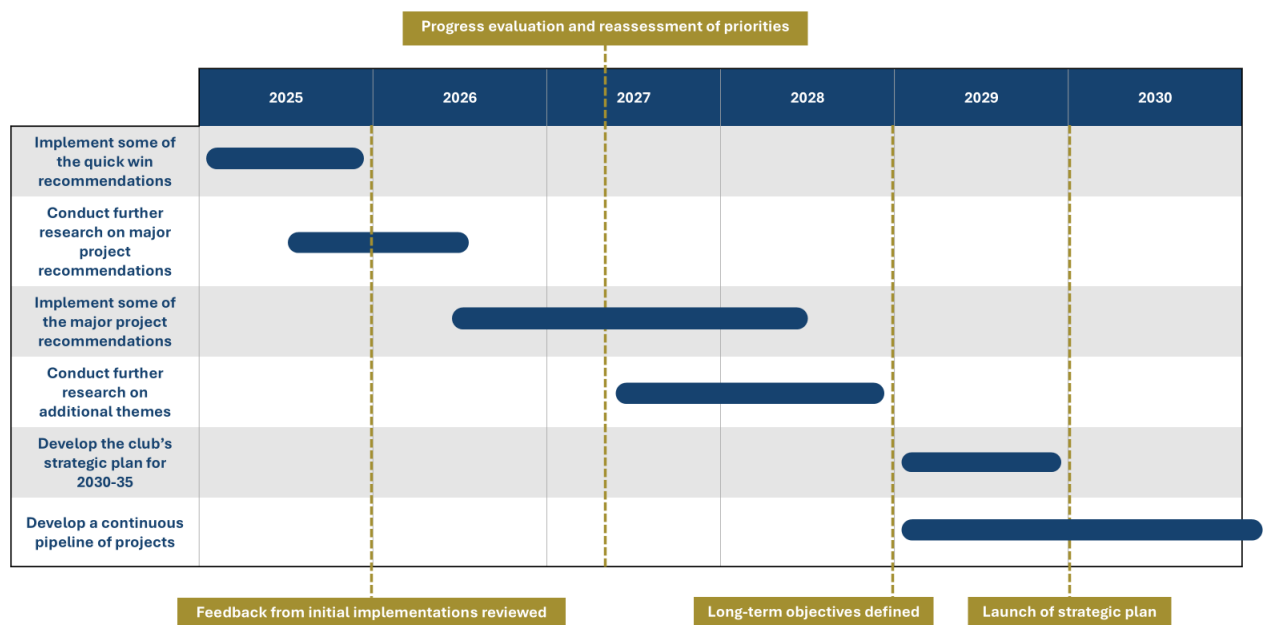


Figure 5 - Future Developments roadmap | Source: Own elaboration

Research limitations

One significant limitation of this thesis was the imbalance in survey responses between members and fans. Specifically, the small sample size of fans ($n = 36$) compared to members ($n = 601$) constrained the statistical power of separate regression analyses for the fan subgroup. This limitation reduced the interpretability and generalizability of findings derived from fans' responses, potentially impacting the scope and specificity of the recommendations and conclusions. Future research could benefit from a more balanced sample to ensure a comprehensive understanding of both subgroups' perspectives.

Group part

A further consideration relates to the analysis of age and its association with engagement and loyalty. Although younger supporters demonstrated higher levels of engagement and loyalty, the fact that a large majority of these respondents (96 out of 116) are also club members complicates the ability to isolate the influence of age. This overlap limits the conclusions drawn about the independent effects of age, as the higher engagement and loyalty levels may largely be attributed to their membership status rather than age alone. Further research with a more balanced sample would be necessary to provide greater clarity on how to tailor strategies to different age groups. Another notable limitation was the exclusion of tourists from the survey. While they represent a potentially significant audience for Belenenses, their perspectives were not captured in this way. This omission was primarily due to the practical challenge of obtaining a sufficient sample of tourists familiar with Belenenses within the short timeframe available. Including tourists in future quantitative research could provide valuable insights, uncovering opportunities to enhance Belenenses' appeal to this target and better integrate the club into Lisbon's tourism circuit.

7. References

- Achen, Rebecca M, Katie Lebel, and Galen Clavio. 2017. 'What Customers Want: Defining Engagement on Social Media in Sport' 5 (3).
- Aksoy, Yilmaz. 2023. 'The Relationship Between Emotional Attachments of Football Fans, Levels of Fanaticism and Perceptions of Club Image'. *International Journal of Education Technology and Scientific Researches*, January, 24. <https://doi.org/10.35826/ijetsar.639>.
- Amaral, Bruno Vieira. 2016. 'O velhinho do Restelo'. *Observador*. 22 September 2016. <https://observador.pt/especiais/o-velhinho-do-restelo/>.
- Annamalai, Balamurugan, Masayuki Yoshida, Sanjeev Varshney, Atul Arun Pathak, and Pingali Venugopal. 2021. 'Social Media Content Strategy for Sport Clubs to Drive Fan Engagement'. *Journal of Retailing and Consumer Services* 62 (September):102648. <https://doi.org/10.1016/j.jretconser.2021.102648>.
- Bauer, Hans H., Nicola E. Stokburger-Sauer, and Stefanie Exler. 2008. 'Brand Image and Fan Loyalty in Professional Team Sport: A Refined Model and Empirical Assessment'. *Journal of Sport Management* 22 (2): 205–26. <https://doi.org/10.1123/jsm.22.2.205>.
- Belém TV, dir. 2024. *Patrick Morais de Carvalho | 10 Anos de Presidência*. <https://www.youtube.com/watch?v=klThQ3aUIRs>.
- Biscaia, Rui, Abel Correia, Stephen Ross, and António Rosado. 2014. 'Sponsorship Effectiveness in Professional Sport: An Examination of Recall and Recognition among Football Fans'. *International Journal of Sports Marketing and Sponsorship* 16 (1): 2–18. <https://doi.org/10.1108/IJSMS-16-01-2014-B002>.
- Blumrod, Jens, and Nell C. Huang-Horowitz. 2017. 'Managing Brand Identity Strategy: How Professional Football Wins the Game'. *Journal of Business Strategy* 38 (6): 31–37. <https://doi.org/10.1108/JBS-08-2016-0083>.

- Brodie, Roderick J., Linda D. Hollebeck, Biljana Jurić, and Ana Ilić. 2011. 'Customer Engagement: Conceptual Domain, Fundamental Propositions, and Implications for Research'. *Journal of Service Research* 14 (3): 252–71. <https://doi.org/10.1177/1094670511411703>.
- CA Mineiro. 2024. 'O Manto Da Massa Está de Volta! - Clube Atlético Mineiro'. 2024. <https://atletico.com.br/o-manto-da-massa-esta-de-volta/>.
- Campobasso FC. n.d. 'Aproveite Ainda Mais a Campobasso FC No Patreon'. Patreon. Accessed 18 December 2024. <https://www.patreon.com/CampobassoFC>.
- CF Os Belenenses. 2024. 'Assembleia Geral Ordinária - Convocatória'. *Clube de Futebol 'Os Belenenses'* (blog). 8 November 2024. <https://www.osbelenenses.com/2024/11/assembleia-geral-ordinaria-convocatoria-15/>.
- . n.d.-a. '(16) Facebook'. Accessed 20 November 2024. https://www.facebook.com/osbelenenses/?locale=pt_PT.
- . n.d.-b. 'Instagram'. Accessed 20 November 2024. <https://www.instagram.com/osbelenenses/>.
- . n.d.-c. 'Os Belenenses (@CFosBelenenses) / X'. X (formerly Twitter). Accessed 20 November 2024. <https://x.com/cfosbelenenses>.
- CF Os Belenenses, 27/06/2024 |. n.d.-d. 'Assembleia Geral Extraordinária de 28 de Junho de 2024: dúvidas frequentes'. *Clube de Futebol 'Os Belenenses'* (blog). Accessed 23 November 2024. <https://www.osbelenenses.com/2024/06/assembleia-geral-extraordinaria-de-28-de-junho-de-2024-duvidas-frequentes/>.
- CFEA Modalidades. 2024. 'CFEA Modalidades (@estrelamodalidades) • fotos e vídeos do Instagram'. 2024. <https://www.instagram.com/estrelamodalidades/>.
- CML. n.d. 'Polo Universitário da Ajuda no LisbonShopping.com'. Accessed 20 December 2024. <https://lisbonshopping.com/local/polo-universitario-da-ajuda/>.

- Cordina, Renzo, Martin Joseph Gannon, and Ross Croall. 2019. 'Over and over: Local Fans and Spectator Sport Tourist Engagement'. *The Service Industries Journal* 39 (7–8): 590–608. <https://doi.org/10.1080/02642069.2018.1534962>.
- Dabbs, Ryan. 2024. 'Why Is MK Dons vs AFC Wimbledon a Rivalry?' Fourfourtwo.Com. 3 November 2024. <https://www.fourfourtwo.com/features/why-is-mk-dons-vs-afc-wimbledon-a-rivalry>.
- Doorn, Jenny van, Katherine N. Lemon, Vikas Mittal, Stephan Nass, Doreén Pick, Peter Pirner, and Peter C. Verhoef. 2010. 'Customer Engagement Behavior: Theoretical Foundations and Research Directions'. *Journal of Service Research* 13 (3): 253–66. <https://doi.org/10.1177/1094670510375599>.
- Dulakakhoria, Siddhartha, and Tarakanta Jana. 2013. 'Mapping Innovation Growth in the Sports Industry through Patent Data Mining'. *JIPR Vol.18(5) [September 2013]*, September. <http://nopr.niscpr.res.in/handle/123456789/21534>.
- Dundalk FC. n.d. 'Aproveite Ainda Mais a Dundalk FC No Patreon'. Patreon. Accessed 18 December 2024. <https://www.patreon.com/dundalkfc>.
- EFS. n.d. 'EFS Attendances'. Accessed 13 November 2024. <https://www.european-football-statistics.co.uk/attn.htm>.
- 'Estádio Do Restelo'. 2016. *Restos de Coleção* (blog). 3 July 2016. <https://restosdecoleccion.blogspot.com/2016/07/estadio-do-restelo.html>.
- EY, and Liga Portugal. 2022. 'Anuário Do Futebol Profissional Português - Época 2022-23'. Liga Portugal. 2022. <http://www.ligaportugal.pt/pt/epocas/20232024/publicacoes/anuario-do-futebol-profissional-portugues-epoca-2022-23/>.
- FanMarketCap. n.d. 'Preço Fan Token, capitalização de mercado e rastreador de informação'. FanMarketCap. Accessed 18 December 2024. <https://www.fanmarketcap.com>.

- FC Barcelona. 2024a. 'FC Barcelona (@fcbarcelona) • fotos e vídeos do Instagram'. 2024. <https://www.instagram.com/fcbarcelona/>.
- . 2024b. 'Official FC Barcelona Website'. 2024. <https://www.fcbarcelona.com/en/>.
- FIFA. 2021. 'The Football Landscape – The Vision 2020-2023'. FIFA Publications. 2021. <https://publications.fifa.com/en/vision-report-2021/the-football-landscape/>.
- Financial Times. n.d. 'European Business School Rankings 2023 - Business School Rankings from the Financial Times - FT.Com'. Accessed 20 December 2024. <https://rankings.ft.com/rankings/2954/european-business-school-rankings-2023>.
- Fosher, Holly. 2018. 'Understanding the Marketing and Management of Trails Using PESTEL Analysis'. <https://scholars.unh.edu/thesis/1183>.
- Fujak, Hunter, Stephen Frawley, Heath McDonald, and Stephen Bush. 2018. 'Are Sport Consumers Unique? Consumer Behavior Within Crowded Sport Markets'. *Journal of Sport Management* 32 (July):1–14. <https://doi.org/10.1123/jsm.2017-0318>.
- Gammon, Sean, and Tom Robinson. 2003. 'Sport and Tourism: A Conceptual Framework'. *Journal of Sport & Tourism* 8 (1): 21. <https://doi.org/10.1080/14775080306236>.
- Gao, Junli, Fang Meng, Weifeng Guo, and Baomin Lin. 2024. 'Achieving Destination Sustainability: How Tourist-to-Tourist Interaction Quality Affects Tourist Loyalty?' Edited by Bo Pu. *PLOS ONE* 19 (8): e0296944. <https://doi.org/10.1371/journal.pone.0296944>.
- Gibson, Heather J. 1998. 'Sport Tourism: A Critical Analysis of Research'. *Sport Management Review* 1 (1): 45–76. [https://doi.org/10.1016/S1441-3523\(98\)70099-3](https://doi.org/10.1016/S1441-3523(98)70099-3).
- Gibson, Heather J., Kyriaki Kaplanidou, and Sung Jin Kang. 2012. 'Small-Scale Event Sport Tourism: A Case Study in Sustainable Tourism'. *Sport Management Review* 15 (2): 160–70. <https://doi.org/10.1016/j.smr.2011.08.013>.
- Giorgio, Pete, Lokesh Ohri, and Kenneth Marzin. 2018. 'A Whole New Ball Game: Navigating

- Digital Change in the Sports Industry'. 2018.
<https://www.deloitte.com/global/en/Industries/tmt/perspectives/gx-digital-transformation-and-future-changes-in-sports-industry.html>.
- Gladden, J. M., and D. C. Funk. 2001. "Understanding Brand Loyalty in Professional Sport: Examining the Link Between Brand Associations and Brand Loyalty." *International Journal of Sports Marketing and Sponsorship* 3, no. 1: 54–81.
<https://doi.org/10.1108/IJSMS-03-01-2001-B006>.
- Gomes, Lúcia Paralta. 2023. 'B SAD: a cronologia da vida e (possível) fim do mais controverso projeto do futebol português'. *Tribuna Expresso*. 18 August 2023.
<https://tribuna.expresso.pt/futebol-nacional/2023-08-18-B-SAD-a-cronologia-da-vida-e--possivel--fim-do-mais-controverso-projeto-do-futebol-portugues-2bad2a71>.
- Gómez-Bantel, Adriano. 2016. 'Football Clubs as Symbols of Regional Identities'. *Soccer & Society* 17 (5): 692–702. <https://doi.org/10.1080/14660970.2015.1100430>.
- Google Play. n.d. 'Apps Android no Google Play'. Accessed 18 December 2024.
https://play.google.com/store/games?hl=pt_PT.
- Gordon, Kiernan, and Gregory Ramshaw. 2023. 'Making the Intangible Tangible in Sport Heritage: A Conceptual Analysis of Sport Statuary's Spatial Fix'. *Journal of Sport & Tourism* 27 (1): 57–75. <https://doi.org/10.1080/14775085.2022.2145343>.
- Hedlund, David P. 2014. 'Creating Value through Membership and Participation in Sport Fan Consumption Communities'. *European Sport Management Quarterly* 14:50–71.
<https://doi.org/10.1080/16184742.2013.865775>.
- Herold, David M., C. Keith Harrison, and Scott J. Bukstein. 2023. 'Revisiting Organizational Identity and Social Responsibility in Professional Football Clubs: The Case of Bayern Munich and the Qatar Sponsorship'. *International Journal of Sports Marketing and Sponsorship* 24 (1): 56–73. <https://doi.org/10.1108/IJSMS-03-2022-0058>.

- Higham, James, and Tom Hinch. 2006. 'Sport and Tourism Research: A Geographic Approach'. *Journal of Sport & Tourism* 11 (1): 31–49. <https://doi.org/10.1080/14775080600985267>.
- Hinch, T. D., and J. E. S. Higham. 2001. 'Sport Tourism: A Framework for Research'. *International Journal of Tourism Research* 3 (1): 45–58. [https://doi.org/10.1002/1522-1970\(200101/02\)3:1<45::AID-JTR243>3.0.CO;2-A](https://doi.org/10.1002/1522-1970(200101/02)3:1<45::AID-JTR243>3.0.CO;2-A).
- Hollebeek, Linda D., Rajendra K. Srivastava, and Tom Chen. 2019. 'S-D Logic-Informed Customer Engagement: Integrative Framework, Revised Fundamental Propositions, and Application to CRM.' *Journal of the Academy of Marketing Science* 47 (1): 161–85. <https://doi.org/10.1007/s11747-016-0494-5>.
- Huettermann, Marcel, Sebastian Urich, and Joerg Koenigstorfer. 2022. 'Components and Outcomes of Fan Engagement in Team Sports: The Perspective of Managers and Fans'. *Journal of Global Sport Management* 7 (4): 447–78. <https://doi.org/10.1080/24704067.2019.1576143>.
- JAMES, Jeffrey D. James Jeffrey D. 2016. 'Fan Loyalty'. In *Berkshire Encyclopedia of World Sport*. Berkshire Publishing Group. <https://www.oxfordreference.com/display/10.1093/acref/9780190622695.001.0001/acref-9780190622695-e-104>.
- Javani, Vajihah, and Yasser Jabbar Abdel-Milaji. 2024. 'The Role of Attractive Social Media Content on Fan Loyalty with the Mediating Role of Athletes' Popularity' 4 (3).
- JMA. 2014. '6 de Setembro de 1943 – Morre Artur José Pereira, principal Fundador do Belenenses'. *Clube de Futebol 'Os Belenenses'* (blog). 5 September 2014. <https://www.osbelenenses.com/2014/09/6-de-setembro-de-1943-morre-artur-jose-pereira-principal-fundador-do-belenenses/>.
- JMA, VG, and NG. 2014. '24 de Outubro de 1931 – Morte de Pepe, aos 23 anos'. *Clube de*

- Futebol 'Os Belenenses'* (blog). 23 October 2014.
<https://www.osbelenenses.com/2014/10/24-de-outubro-de-1931-morte-de-pepe-aos-23-anos/>.
- Kiani, Mohammad Saeid, Leila Nazari, and Leila Shahbazzpour. 2019. 'Sport Tourism and Sustainable Local Development for Host Cities for Sporting Events'. *American Journal of Sports Science* 7 (1): 7. <https://doi.org/10.11648/j.ajss.20190701.12>.
- Kumar, Rahul Mahendra. 2014. 'A pureza perdida do desporto: futebol no Estado Novo'.
- Kumar, V., Lerzan Aksoy, Bas Donkers, Rajkumar Venkatesan, Thorsten Wiesel, and Sebastian Tillmanns. 2010. 'Undervalued or Overvalued Customers: Capturing Total Customer Engagement Value'. *Journal of Service Research - J SERV RES* 13 (August):297–310. <https://doi.org/10.1177/1094670510375602>.
- Kunkel, Thilo, and Rui Biscaia. 2020. 'Sport Brands: Brand Relationships and Consumer Behavior'. *Sport Marketing Quarterly* 29 (1): 3–17.
<https://doi.org/10.32731/smq.291.032020.01>.
- Lee, Younghan, and Sangwon Na. 2024. 'Fear of Missing Out: An Antecedent of Online Fan Engagement of Sport Teams' Social Media'. *Communication & Sport* 12 (5): 908–37.
<https://doi.org/10.1177/21674795231174565>.
- Leite, José Augusto. 2016. 'Restos de Coleção: Estádio Do Restelo'. *Restos de Coleção* (blog). 3 July 2016. <https://restosdecolecao.blogspot.com/2016/07/estadio-do-restelo.html>.
- Leung, Louis, and Renwen Zhang. 2016. 'Predicting Tablet Use: A Study of Gratifications-Sought, Leisure Boredom, and Multitasking'. *Telematics and Informatics* 33 (2): 331–41. <https://doi.org/10.1016/j.tele.2015.08.013>.
- Lidl. 2020. 'LIDL E BELENENSES JUNTOS NA REQUALIFICAÇÃO DO COMPLEXO DESPORTIVO DO ESTÁDIO DO RESTELO - Lidl Portugal'. 31 July 2020.

<https://institucional.lidl.pt/media-center/comunicados-de-imprensa/2020/parceria-lidl-belenenses>.

Liga Portugal. 2024a. ‘Liga Portugal no Instagram: “📍 Desde que chegou a Arouca, @nicomantl tem sido o dono da baliza... e nesta jornada da #LigaPortugalBetclic deu mais uma prova de toda a sua **qualidade!** 🌟👊 Que nota dás às defesas do guardião do @fcarouca_oficial? Revê todos os momentos em @sporttvportugal 📺 #LigaPortugal #FCA”’. Instagram. 3 December 2024. <https://www.instagram.com/p/DDH62xCNHG3/>.

———. 2024b. ‘Liga Portugal no Instagram: “A melhor forma de começar esta quarta-feira: com o **11 da Jornada!** 😎 As escolhas de Filipe Dias, Nuno Vieira e Nuno Raposo incluem 🏆 clubes da #LigaPortugalBetclic! O que achas? 👁️ #LigaPortugal #CriaTalentos”’. Instagram. 4 December 2024. <https://www.instagram.com/p/DDJw5aytaz1/>.

———. n.d.-a. ‘Liga Portugal’. Accessed 20 December 2024. <https://www.ligaportugal.pt/pt/homepage/>.

———. n.d.-b. ‘MyPage’. Fan Battle. Accessed 18 December 2024. <https://ligaportugal.mypage.fandrive.io/c/FanBattle>.

Liverpool FC. 2022. ‘LFC Asks Fans to Share Champions League Final Experiences - Liverpool FC’. 30 May 2022. [//www.liverpoolfc.com/news/lfc-asks-fans-share-champions-league-final-experiences](https://www.liverpoolfc.com/news/lfc-asks-fans-share-champions-league-final-experiences).

Lusa, Agência. 2024. ‘Belenenses com saúde financeira no “primeiro golo” da requalificação do complexo’. DNOTICIAS.PT. 19 April 2024. <https://www.dnoticias.pt/2024/4/19/402210-belenenses-com-saude-financeira-no-primeiro-golo-da-requalificacao-do-complexo/>.

Lusitânia de Lourosa FC. 2024. ‘Lusitânia de Lourosa FC (@lusitaniadelourosa) • fotos e

- vídeos do Instagram'. 2024. <https://www.instagram.com/lusitaniadelourosafc/>.
- Luz, Beatriz. 2024. 'Topic: Lisbon'. Statista. 18 June 2024. https://www.statista.com/topics/12346/lisbon/?utm_source=chatgpt.com.
- Mahan III, Joseph E. 2011. 'Examining the Predictors of Consumer Response to Sport Marketing via Digital Social Media.' *International Journal of Sport Management & Marketing* 9 (3/4): 254–67.
- Mahony, Daniel F, Robert Madrigal, and Dennis Hovk'ard. n.d. 'Using the Psychological Commitment to Team (PCT) Scale to Segment Sport Consumers Based on Loyalty'.
- Man, Yue, Syamsul Bahrin Bin Zaibon, and Yangzi Hu. 2024. 'Leveraging Crowdsourcing for Fan-Driven Content Creation in Sports: Enhancing Engagement and Innovation.' *Journal of Sport Psychology / Revista de Psicología Del Deporte* 33 (2): 301–7.
- Manchester City FC. 2024. 'Manchester City no Instagram: "Let's hear your predictions for tonight! 🧠 🏆 @betwayuki"'. Instagram. 2024. <https://www.instagram.com/p/DDKZ0ZYOpml/>.
- . n.d. 'Subscribe to CITY+ Premium Content for Man City Fans.' Manchester City FC. Accessed 18 December 2024. <https://www.mancity.com/city-plus/cityplus-subscribe>.
- Marques, Sara. 2014. 'O dia em que nasceu o Belenenses'. Maisfutebol. 22 September 2014. <https://maisfutebol.iol.pt/efemeride/artur-jose-pereira/o-dia-em-que-nasceu-o-belenenses>.
- McDonald, Heath, Rui Biscaia, Masayuki Yoshida, Jodie Conduit, and Jason P. Doyle. 2022. 'Customer Engagement in Sport: An Updated Review and Research Agenda'. *Journal of Sport Management* 36 (3): 289–304. <https://doi.org/10.1123/jsm.2021-0233>.
- Meng, M.D., C. Stavros, and K. Westberg. 2015. 'Engaging Fans through Social Media: Implications for Team Identification'. *Sport, Business and Management: An International Journal* 5 (3): 199–217. <https://doi.org/10.1108/SBM-06-2013-0013>.

- Merten, Sebastian, Nicolas Reuland, Mathieu Winand, and Mathieu Marlier. 2023. 'Fan Identification in Football: Professional Football Players and Clubs Competing for Fan Loyalty'. *Sport, Business and Management: An International Journal*, October. <https://doi.org/10.1108/SBM-05-2023-0063>.
- Meyers, ByAlyssa. 2024. 'Behind the Scenes of Manchester City's Stratospheric Social Strategy'. *Marketing Brew*. 25 September 2024. <https://www.marketingbrew.com/stories/2024/09/24/manchester-city-social-media-strategy>.
- . n.d. 'Behind the Scenes of Manchester City's Stratospheric Social Strategy'. *Marketing Brew*. Accessed 5 December 2024. <https://www.marketingbrew.com/stories/2024/09/24/manchester-city-social-media-strategy>.
- Miller, Joseph. 2024. 'Fan Engagement: Football Clubs Consider Themselves Content Providers. They Need to Start Acting like It | FT Strategies - The Specialist Media Consultancy from the Financial Times'. 2024. <https://www.ftstrategies.com/en-gb/insights/fan-engagement>.
- Museu e Monumentos de Portugal. n.d. 'Museus e Monumentos'. Accessed 19 November 2024. <https://www.museusemonumentos.pt/>.
- Newson, Martha, Michael Buhrmester, and Harvey Whitehouse. 2016. 'Explaining Lifelong Loyalty: The Role of Identity Fusion and Self-Shaping Group Events'. Edited by Andrew R. Dalby. *PLOS ONE* 11 (8): e0160427. <https://doi.org/10.1371/journal.pone.0160427>.
- Ningtias, Aprilia Diahayu, Arry Widodo, Nurafni Rubiyanti, and Anita Silvianita. 2024. 'The Influence of Perceived Social Media Marketing Elements on Consumer-Brand Engagement and Brand Knowledge: A Conceptual Paper'. *International Journal of*

Scientific Multidisciplinary Research; Vol. 2 No. 5 (2024): May 2024; 477-486 ; 2986-5042 ; 10.55927/Ijsmr.V2i5, January. <https://doi.org/10.55927/ijsmr.v2i5.9140>.

Observador. 2019. ‘Quase Metade Dos Portugueses é Do Benfica. Porto e Sporting Em Segundo e Terceiro Lugar – Observador’. 2 November 2019. <https://observador.pt/2019/11/02/quase-metade-dos-portugueses-sao-do-benfica-porto-e-sporting-quase-empatados-em-segundo-lugar/>.

Observatório de Lisboa. 2022. ‘Esse aumento representa um incremento de mais de 146% na população estrangeira, sendo que a partir de 2016, coincidindo com a recuperação económica, verifica-se um aumento progressivo da imigração.’

Observatório Turismo de Lisboa. n.d. ‘Inquérito às Atividades dos Turistas e Informação | 2023’. Turismo de Lisboa. Accessed 19 December 2024. <https://www.visitlisboa.com/pt-pt/sobre-o-turismo-de-lisboa/d/305-inquerito-as-atividades-dos-turistas-e-informacao-2023/showcase>.

Özgen, Caner, and Metin Argan. 2017. ‘The Mediator Effect of Team Identification in Relationship between Attitudinal Loyalty and Behavioral Loyalty: A Study on Soccer Fans in Turkey’.

Pandita, Deepika, and Fatima Vapiwala. 2024. ‘Waving the Flames of Fan Engagement: Strategies for Coping with the Digital Transformation in Sports Organizations.’ *Journal of Strategy & Management* 17 (3): 427–43. <https://doi.org/10.1108/JSMA-02-2022-0041>.

Pauwels Delassus, Véronique, and Raluca Mogos Descotes. 2019. ‘Fan Resistance Towards a Change in Club Identity’. *Management International* 23 (1): 78–90. <https://doi.org/10.7202/1060064ar>.

Pawlikowska-Piechotka, Anna. 2016. ‘Sports Tourism: Active and Passive Participation in Sporting Events’.

- Pegoraro, Ann. 2010. Look Who's Talking--Athletes on Twitter: A Case Study., 3 *International Journal of Sport Communication* 514. Human Kinetics Publishers, Inc.
- Peters, Paulo. 2023. 'Relatório de gestão referente ao exercício do ano de 2022/2023', November.
- Piché, Megan C. 2023. 'Toxicity Within the Women's Sport Social Media Discourse'.
- Pinto, Rui Miguel da Costa. 2018. 'A simbologia da Ordem de Cristo na cultura e na ciência'. *Memórias 2017 XLVVI*:545–58.
- PopulationStat. n.d. 'Lisbon, Portugal Population (2024) - Population Stat'. Accessed 20 December 2024. <https://populationstat.com/portugal/lisbon>.
- Power, Martin J., Paul Widdop, Dan Parnell, James Carr, and Stephen R. Millar. 2020. 'Football and Politics: The Politics of Football'. *Managing Sport and Leisure* 25 (1–2): 1–5. <https://doi.org/10.1080/23750472.2020.1723437>.
- Pradhan, Debasis, Ritu Malhotra, and Tapas Ranjan Moharana. 2020. 'When Fan Engagement with Sports Club Brands Matters in Sponsorship: Influence of Fan–Brand Personality Congruence.' *Journal of Brand Management* 27 (1): 77–92. <https://doi.org/10.1057/s41262-019-00169-3>.
- Prior, Daniel D. 2023. 'What Is Customer Engagement?' In *B2B Customer Engagement Strategy: An Introduction to Managing Customer Experience*, edited by Daniel D. Prior, 1–24. Cham: Springer International Publishing. https://doi.org/10.1007/978-3-031-23409-5_1.
- Proctor, David, and Prantik Bordoloi. 2023. 'Beyond the 90 Minutes: Football, Tourism and Hospitality'. *Research in Hospitality Management* 13 (1): 35–43. <https://doi.org/10.1080/22243534.2023.2239581>.
- Radicchi, Elena. 2013. 'Tourism and Sport: Strategic Synergies to Enhance the Sustainable Development of a Local Context'. *Physical Culture and Sport. Studies and Research* 57

- (1): 44–57. <https://doi.org/10.2478/pcssr-2013-0007>.
- Raizada, Shiny, Aradhya Tripathi, and Amritashish Bagchi. 2020. ‘Factors Influencing Team Loyalty Amongst Indian Sports Fans’. *Annals of Tropical Medicine and Public Health* 23 (17). <https://doi.org/10.36295/ASRO.2020.231763>.
- Real Madrid CF. n.d. ‘Real Madrid C.F. (@realmadrid) • fotos e vídeos do Instagram’. Accessed 18 December 2024. <https://www.instagram.com/realmadrid/>.
- Rosenberger Iii, Philip J., Jin Ho Yun, Mohammad M. Rahman, Sören Köcher, and Mauro José De Oliveira. 2019. ‘Gooooool: Motivation Drivers of Attitudinal and Behavioral Fan Loyalty in Brazil’. *Revista Brasileira de Marketing* 18 (4): 116–36. <https://doi.org/10.5585/remark.v18i4.16386>.
- Santana, Josefina C., and Edwin Tocora. 2022. ‘Fan Loyalty and Underperforming Teams: The Case of Atlas F.C’. *Soccer & Society* 23 (2): 130–43. <https://doi.org/10.1080/14660970.2021.1919877>.
- Santos, Thiago Oliveira, Abel Correia, Rui Biscaia, and Ann Pegoraro. 2019. ‘Examining Fan Engagement through Social Networking Sites’. *International Journal of Sports Marketing and Sponsorship* 20 (1): 163–83. <https://doi.org/10.1108/IJSMS-05-2016-0020>.
- Saúde, João, Miguel Santos Almeida, and Maria Novo Batista. 2024. ‘Sports Law 2024 - Portugal | Global Practice Guides | Chambers and Partners’. 28 March 2024. <https://practiceguides.chambers.com/practice-guides/sports-law-2024/portugal/trends-and-developments>.
- SC Braga. n.d. ‘SCB Next’. Accessed 18 December 2024. <https://sk.scbraga.pt/>.
- Schivinski, Bruno, and Dariusz Dabrowski. 2016. ‘The Effect of Social Media Communication on Consumer Perceptions of Brands.’ *Journal of Marketing Communications* 22 (2): 189–214. <https://doi.org/10.1080/13527266.2013.871323>.

- Schwark, Jürgen. 2007. 'Sport Tourism: Introduction and Overview'. *European Journal for Sport and Society* 4 (2): 117–32. <https://doi.org/10.1080/16138171.2007.11687799>.
- Šerić, Maja, and Daniela Garbin Praničević. 2018. 'Consumer-Generated Reviews on Social Media and Brand Relationship Outcomes in the Fast-Food Chain Industry.' *Journal of Hospitality Marketing & Management* 27 (2): 218–38. <https://doi.org/10.1080/19368623.2017.1340219>.
- SL Benfica. n.d. 'Benfica Play'. Benfica Play. Accessed 18 December 2024. <https://www.benficaplay.pt/>.
- Socios.com. 2023. 'JUVENTUS AND SOCIOS.COM EXPAND THEIR PARTNERSHIP TO INCREASE BENEFITS AND REWARDS FOR FAN TOKEN HOLDERS'. Socios.Com. 7 September 2023. <https://www.socios.com/juventus-and-socios-com-expand-their-partnership/>.
- . n.d. 'Fan Tokens - Socios'. Socios.com. Accessed 18 December 2024. <https://www.socios.com/pt-pt/fan-tokens/>.
- Spiryn, Jakub. n.d. 'Top 10 Loyalty Programs for Sports Clubs'. Accessed 18 December 2024. https://www.openloyalty.io/insider/top-10-loyalty-programs-for-sports-clubs?utm_source=chatgpt.com.
- Standeven, Joy, and Paul De Knop. 1999. *Sport Tourism*. Champaign, Ill.: Human Kinetics.
- Statista. 2024a. 'Foreign Population Lisbon 2022'. Statista. February 2024. <https://www.statista.com/statistics/1456775/foreign-population-share-lisbon/>.
- . 2024b. 'Portugal: Internet Penetration by Age 2024'. Statista. November 2024. <https://www.statista.com/statistics/1439922/portugal-internet-usage-penetration-rate-by-age/>.
- . 2024c. 'Portugal: Internet Reach 2029'. Statista. December 2024. <https://www.statista.com/statistics/567558/predicted-internet-user-penetration-rate-in>

portugal/.

- Su, Y., M. Yan, B.J. Baker, and J.P. Doyle. 2020. 'Fan Engagement in 15 Seconds: Athletes' Relationship Marketing during a Pandemic via TikTok'. *International Journal of Sport Communication* 13 (3): 436–46. <https://doi.org/10.1123/ijsc.2020-0238>.
- Szeliga-Duchnowska, A., and B. Goranczewski. 2017. 'Use of Tows Analysis in Tourism and Recreation Strategy Planning by a Commune Governing the Hosting Area' 40:103–14. <https://doi.org/10.18276/EPT.2017.4.40-09>.
- TFS. 2023. 'I Anticipate This Trend Only Growing Further in the Future'. 5 May 2023. <https://thinkingfootballsummit.com/news-details.php?id=110>.
- Tiesler, Nina Clara. n.d. 'O paradoxo do jogo portugues: a omnipiesen^a do futebol e a ausencia de espectadores dos estadios'.
- UEFA. 2021. "UEFA Football Sustainability Strategy 2030". Accessed December 30, 2024. https://editorial.uefa.com/resources/0270-13f888ffa3e5-931c597968cb-1000/uefa_football_sustainability_strategy.pdf
- Vale, Leonor, and Teresa Fernandes. 2018. 'Social Media and Sports: Driving Fan Engagement with Football Clubs on Facebook'. *Journal of Strategic Marketing* 26 (1): 37–55. <https://doi.org/10.1080/0965254X.2017.1359655>.
- Vargo, Stephen L, and Robert F Lusch. n.d. 'Evolving to a New Dominant Logic for Marketing'.
- Vitória SC. 2024. 'Vitória Sport Clube (@vitoriasc_oficial) • fotos e vídeos do Instagram'. 2024. https://www.instagram.com/vitoriasc_oficial/.
- Wann, Daniel, Merrill Melnick, Gordon Russell, and Dale Pease. 2001. 'Sport Fans: The Psychology and Social Impact of Spectators', January.
- Weed, Mike, and Chris Bull. 2004. *Sports Tourism: Participants, Policy, and Providers*. Boston: Elsevier/Butterworth Heinemann.

- Weihrich, Heinz. 1982. 'The TOWS Matrix—A Tool for Situational Analysis'. *Long Range Planning* 15 (2): 54–66. [https://doi.org/10.1016/0024-6301\(82\)90120-0](https://doi.org/10.1016/0024-6301(82)90120-0).
- Weimar, Daniel, Lisa Carola Holthoff, and Rui Biscaia. 2022. 'When Sponsorship Causes Anger: Understanding Negative Fan Reactions to Postings on Sports Clubs' Online Social Media Channels.' *European Sport Management Quarterly* 22 (3): 335–57. <https://doi.org/10.1080/16184742.2020.1786593>.
- Yoshida, Masayuki, Rui Biscaia, Sebastian Uhrich, Brian S. Gordon, Marcel Huettermann, and Makoto Nakazawa. 2024. 'Fan Engagement Behavior: Validation of a Theory-Based Scale'. *Journal of Sport Management* 38 (2): 133–50. <https://doi.org/10.1123/jsm.2023-0075>.
- Yoshida, Masayuki, Brian Gordon, Makoto Nakazawa, and Rui Biscaia. 2014. 'Conceptualization and Measurement of Fan Engagement: Empirical Evidence From a Professional Sport Context'. *Journal of Sport Management* 28 (July):399–417. <https://doi.org/10.1123/jsm.2013-0199>.
- Yoshida, Masayuki, Bob Heere, and Brian Gordon. 2015. 'Predicting Behavioral Loyalty through Community: Why Other Fans Are More Important Than Our Own Intentions, Our Satisfaction, and the Team Itself'. *Journal of Sport Management* 29 (3): 318–33. <https://doi.org/10.1123/jsm.2013-0306>.
- Yun, Jin Ho, Philip J. Rosenberger, and Kristi Sweeney. 2020. 'Drivers of Soccer Fan Loyalty: Australian Evidence on the Influence of Team Brand Image, Fan Engagement, Satisfaction and Enduring Involvement'. *Asia Pacific Journal of Marketing and Logistics* 33 (3): 755–82. <https://doi.org/10.1108/APJML-07-2019-0444>.
- Zarotis, George F. 2019. 'Development of Sports Tourism'. *International Journal of Humanities and Social Science Invention (IJHSSI)* 08 (6): 01–07.
- Zerozero. 2018. 'Clube vs SAD: explicamos a 'guerra' que abala o Belenenses desde 2012'.

www.zerozero.pt. 11 July 2018. <https://www.zerozero.pt/noticias/clube-vs-sad-explicamos-a-guerra-que-abala-o-belenenses-desde-2012/225692>.

8. Appendices

Appendix 1 – Interview scripts | Source: Own elaboration

Appendix 1.1 – Introduction to the Interviews

Good morning/good afternoon/good evening,

My name is _____, and I am a student at Nova SBE. I am currently working on a thesis project related to Sports Management. My research, along with my colleagues, focuses on understanding how Belenenses can revitalize its fan culture and more effectively engage both its supporters and the local community, particularly in the context of current challenges regarding fan engagement and loyalty.

For this purpose, I would like to conduct an interview with you, lasting approximately 30 to 45 minutes, using a semi-structured format. This means I will ask a few open-ended questions about your perceptions, experiences, and suggestions for Belenenses. There are no right or wrong answers – what matters to us is your honest opinion.

To facilitate the analysis of the data later, I would like to record this conversation with your permission. I assure you that your responses will remain entirely anonymous and confidential, and your identity will not be associated with the results.

Thank you very much for your time and availability—shall we begin?

Note: All the interviews, except for the ones with tourists, were conducted in Portuguese and later translated to English, for purposes of consistency throughout our analysis.

Appendix 1.2 – Fans' script

- Club Identification
 - What makes you support Belenenses? How did you become a fan?
 - Are you a member? If so, why?
 - How would you describe your connection with the club? Any remarkable moment or

symbol?

- Fan Culture
 - How would you describe the culture of Belenenses fans today? What differentiates it from other clubs?
 - Have you noticed any changes in the way fans interact with the club or each other in recent years?
- Community and Local Involvement
 - How do you see the relationship between the club and the community of Belém/Restelo? When you are in the area do you feel that you are in Belenenses' "territory"? Or is the club quite disconnected from the city?
 - Do you think there is anything else the club could do to connect with the local community?
- Fan Engagement
 - How do you get involved with the club? (Examples: going to games, social events, online, etc.)
 - How do you feel the club relates to the fans? Do you think the club can do something to make the fans feel more involved with Belenenses?
 - Do you think that the members/fans could be more involved in the decisions made by the club? Do you feel ownership over Belenenses?
 - Do you usually talk about Belenenses with someone? If so, in what context?
 - Do you (try to) follow Belenenses' current situation and (try to) learn more about the club? Do you feel that it is easy to be in contact with the club? If not, how do you think you could have more contact?
- Stadium Experience
 - How often do you watch the games at the stadium?

- If little/none: What are the factors that discourage you from attending more games?
- Do you think that ticket prices are fair for the experience that is offered?
- When you go to the stadium, how would you describe that experience?
- What are the aspects of the current stadium experience that you value the most?
- How would you describe the atmosphere in the stadium? What could be done to make it more exciting/appealing?
- What changes would you like to see in the stadium to improve your experience?
- Ideas and Suggestions
 - Do you have complaints, bad experiences, or aspects that you think can be improved at Belenenses? (develop if what they say is relevant)
 - Do you have ideas or suggestions that you would like to see implemented?
- Extra part for a fan who lives far away and cannot come to the stadium:
 - Do you feel that the distance affects your relationship with the club?
 - How do you maintain the connection with the club when you can't attend the games in person?
 - Does the club's digital content keep you connected and engaged as a distant fan?
 - How do you think the club could get closer to the most distant fans?

Appendix 1.3 – Locals' script

- Club Perception
 - What do you know about Belenenses? Is there any connection?
 - How would you describe the club?
 - Do you believe that the club represents well the identity and values of Belém and Restelo? Why?
 - How do you think Belenenses could better represent local residents and their culture?

- Do you consider that the club's presence is positive for the area? If so, in what way?
If not, why?
- Community Engagement and Local Actions
 - Do you feel that the club is actively involved with the local community? What are the events or initiatives you know about?
 - Do you think the club should organize more events outside of match days? If so, what kind of events would be most interesting to you?
 - How could Belenenses strengthen its links with schools and other community groups?
 - What changes or initiatives could increase the club's positive impact on the community?
- Club's Impact in the Belém/Restelo Area
 - Do you think that the presence of Belenenses contributes to the local economy? To what extent?
 - Do you feel that the club is part of the local ecosystem? Can you identify benefits from partnerships with other businesses and initiatives? Do you suggest any?
 - Do you look at the Belenenses venue as a multi-sport hub in the region? Have you ever practiced or thought about practicing sports in it?
 - What do you think can lead more locals to practice sports in Belenenses?
- Gamedays
 - Have you ever watched a Belenenses game? If not, what's stopping you from going to the stadium?
 - What are the main factors that affect your decision to go to the stadium? (e.g. ticket prices, match times, accessibility)
 - If you've watched games, what did you like the most and what would make you come

back more often?

- Can you tell when it's match day? Do you feel a different hustle/bustle in the area?
- Do you consider that match days are beneficial or disruptive for the area? Why do you have this perception?
- What would make going to a Belenenses game more appealing to you and your family?
- Communication and Marketing
 - Do you feel well informed about the club's events and initiatives? By what means do you usually find out about Belenenses' news?
 - If you follow social networks, what do you think of the way Belenenses presents itself on them?
 - Does the club communicate regularly with the local community? If not, what kind of communication would you like to receive?
 - What kind of promotions or campaigns targeting residents (e.g., ticket discounts, exclusive events) would make you consider going to the stadium more often?
- Suggestions for Improvement and Future Involvement
 - What new initiatives would you like to see implemented by the club to create a stronger connection with the community?
 - Would you consider becoming more involved in the club (e.g., volunteering, member, or participating in public consultation events)?

Appendix 1.4 – Tourists' script

- Awareness and Inclusion in Tourist Routes
 - Do you follow football? Are you aware of the Portuguese Football landscape?
 - Are you aware of Estádio do Restelo and the Belenenses Football Club?

- If so, how did you learn about the club/stadium (e.g., travel guides, friends, social media)?
- If not, what would make you more interested?
 - (If they have been there already) How would you describe your experience visiting or passing by Estádio do Restelo? Was there anything that stood out?
- Do you see Estádio do Restelo as a potential tourist attraction in Belém? Why?
- Did you include the stadium as part of your itinerary while planning your visit to Belém? If not, what would have made you consider it? (e.g., guided tours, historical significance, panoramic views)
- Have you participated in any other sporting events while traveling? How would a football match fit into your travel plans?
- When visiting Lisbon, would you consider visiting a football match?
- How likely are you to purchase club merchandise or attend events related to local football clubs?
- Experience and Tourism Value
 - What additional elements (e.g., visitor center, historical tours, souvenir shops) would make Estádio do Restelo and Belenenses more appealing to tourists?
 - In your opinion, what would make a visit to the stadium more unique and memorable?
- Integration into the Belém Tourist Scene
 - Do you believe a visit to the stadium complements other attractions in Belém, such as the Jerónimos Monastery or the Belém Tower?
 - Would you consider recommending it to other tourists visiting Lisbon? If yes, why? If not, what would need to change for you to recommend it?
 - What do you think could be done to turn Estádio do Restelo into a must-see stop on

a tour of Belém?

- Communication and Promotion
 - During your visit to Belém, did you come across any information about Belenenses or Estádio do Restelo in brochures, tourism websites, or other communication channels?
 - What type of information or promotion would be most effective in attracting tourists to visit the stadium? (e.g., tour packages, campaigns at visitor centers, partnerships with travel agencies, stronger online presence)
 - What kind of content would you like to see covered? (Would you be interested in a guided tour of the stadium that includes the history of Belenenses and the surrounding area?)
 - What would make you more likely to follow Belenenses on social media or keep up with its matches after your visit?
- Suggestions and Improvements
 - What improvements do you think could be made to make Estádio do Restelo a more attractive tourist destination?

Appendix 1.5 – Club’s representatives’ script

- Club’s Vision and Strategy
 - What is the current board's vision for Belenenses?
 - What are the priority themes?
 - How is Belenenses organized in terms of areas/divisions/units?
 - How would you define the identity of Belenenses?
 - What are your outstanding and differentiating points?
 - What is Belenenses' marketing strategy? Do you have an idea of the annual

budget for these initiatives?

- Are there any clubs or organizations that Belenenses uses as a reference to apply good practices in fan engagement?
- Insight into Fan Culture
 - The literature around fan engagement states that one of the crucial points for the concept is the identification of fans with the club. How do you see this identification today? What do you think of Belenenses' fan culture?
 - Do you think that this culture has changed in recent years? If so, in what way?
 - What do you think that differentiates Belenenses fans from other clubs in Portugal?
- Relationship between the Club and the Fans
 - How do you assess the level of fan involvement with the club at the moment?
 - Are there any significant challenges that the club faces in terms of fan engagement?
 - Is it a challenge for you to retain the fans? And to be able to conquer new ones?
 - What is the club's current strategy to increase fan engagement? How does the club gather feedback on these strategies to understand their success?
 - Is there a loyalty program aimed at strengthening the relationship with current fans and attracting new supporters?
- Stadium Experience
 - What are the biggest challenges that Belenenses faces to increase the presence of the public in the stadium?
 - What initiatives are currently in place to attract more fans to the stadium?
 - How does the club balance the need to generate ticket revenue with creating an accessible and attractive experience for fans?

- Community and Local Involvement
 - How do you see the relationship between the club and the community of Belém/Restelo?
 - What actions have been developed to involve the local community of Belém and Restelo?
 - What are, in your opinion, the main challenges that the club faces when trying to mobilize the local community?
- Tourism
 - Are tourists a target audience for the club?
 - Is there an active strategy to attract them? If so, how is it being implemented?
- Digital Strategy and Innovation
 - What is the role of digital channels in the strategy of engagement with fans and the community?
 - Is there any plan to explore new technologies or platforms that can bring the club closer to fans, especially younger ones?
- Collaboration and Partnerships
 - We know that Belenenses' resources are limited, and as such, they have capitalized on some partnerships. How do you think partnerships with other local entities or companies can be used to reinforce Belenenses' value proposition for fans?
 - Do you have any ideas for partnerships/partners in mind who you would like to collaborate with?
 - In your view, how can the club collaborate more with fans in building a more vibrant and engaging culture?

Appendix 2 – Thematic analysis | Source: Own elaboration

Thematic analysis was used to identify recurring themes and ideas from the interviews, allowing us to analyze them in a structured way. This method guaranteed that our primary research qualitative data was systematically reviewed, categorized, and interpreted to support the development of our study.

The approach provided a comprehensive understanding of the perspectives of various stakeholders, including fans, locals, tourists, and the club's management structure, enabling us to acquire a general understanding of the club context and reality, while underscoring issues and factors influencing fan engagement and loyalty at Belenenses.

Appendix 2.1 – Interviews with fans

Interviewee	Emotional Connection and Identity		Belonging / Fan Culture	
	Quote	Interpretation	Quote	Interpretation
Fan 1	<p>"The connection is somewhat related to family, I think that's the case for most fans who have stuck around. It's a bit like that, so my grandfather, on my mother's side, was a Belenenses supporter, and most of the close family on that side are Belenenses fans too. My grandfather is still a member, my uncle is also a member, so I used to go to the stadium with them since I was little. When I was born, they immediately made me a member. Next year, I'll have been a member for 25 years, so there wasn't really another option, I also live near the stadium, just five minutes away, so I would go there every week and kept going."</p> <p>"I think the connection is very strong. My first and strongest memories are more of the pavilion than the stadium. Of course, I remember those times with Jorge Jesus, but when I started to have stronger memories, around the age of 8, that time had ended, and football was doing poorly, being at the bottom of the league. At that time, I had a very strong, so, my strongest memories are more of a packed Adega Rosa than an empty Restelo stadium, which, unfortunately, still doesn't have many people today. So, my connection to Belenenses has always gone beyond football. I was also very connected to other sports and always closely followed, especially home games, whenever I could, and sometimes away games too."</p>	<p>The fan's loyalty to Belenenses is anchored in family tradition and proximity to the stadium, which allowed for a natural integration of attending games into their routine from a young age. This physical closeness and familial connection fostered a lifelong commitment, with the fan even becoming a member immediately after birth. His relationship with Belenenses extends beyond football, including strong memories of total games in the pavilion, which often had more vibrant crowds than the football stadium. This multi-sport involvement shows that the fan's loyalty is to the club as a community entity, not just a football team, and highlights a broader sense of belonging and pride in Belenenses' identity.</p>	<p>"I think what sets Belenenses fans apart is that most of them I know are truly passionate. Frantic about the club. Usually, they support only Belenenses, unlike other smaller clubs where fans often support both the local team and a bigger one, like Académica and another, or Vitória Setúbal and another. It really irritates me when people ask, 'Oh, you're a Belenenses fan, but which one of the Big Three do you support?' The answer is obviously none of them. I think that's what makes us different—we're openly against the Big Three, and we are resilient. [...] We've been through countless crises, lost our stadium, been kicked out of another stadium, had our trophies placed at the doorstep, and nearly came to an end, yet we always survived through the toughest times. If you look at the club's history, it almost seems like, ever since we won the championship in 1945/46, we've been constantly in crisis, gradually losing our competitiveness. Yet, we've managed to keep going. It's really about that resilience and being different—despite everything, we hold on and continue to fight."</p> <p>"I think there have been several phases. I remember when I was younger, there was a big phase of blogs where Belenenses was intensely discussed, and then when the SAD came in and the relationship started to deteriorate, many fans distanced themselves from the football team and focused on other sports. I remember many fans who would go to football matches but would attend other sports or even watch the juniors. There has always been a strong connection and adaptability, whether online or in person. If something wasn't going well, people would engage more elsewhere, but they never stopped being present in the life of Belenenses. From 2018 onwards, I feel there was a sense of purpose—a struggle against BSAD, a kind of external enemy that united us, with everything centered around fighting the SAD. Those were painful times in Restelo because the problems were external. As BSAD weakened and nearly disappeared (only nearly, because they're still lingering like zombies), fans started to look more inward, and some friction emerged, especially due to the disaster that was last season. Fans have very distinct views of the club; if you ask 10 supporters, you'll get 10 different perspectives. Older fans still hold on to the vision of a big Belenenses that should be beating Porto and Sporting in every competition, not understanding that in handball, for instance, we have about a tenth or less of that amount of they're upset that we lost yesterday."</p> <p>There are also more present fans who try to show that there are various possible paths. We have debates about whether or not to create a new SAD. I often say that we're a bit too big and too small at the same time. We have some habits of a big club, but our reality is more that of a smaller one, so there's always some friction. But at the end of the day, we're all Belenenses, and it's led with great intensity."</p>	<p>The respondent highlights that Belenenses fans are defined by their unwavering dedication to the club, often rejecting dual support for larger teams, which is common among fans of smaller clubs. This exclusivity stems from the club's unique origin story, established as an alternative to the "Big Three" and representing Belém. Fans are resilient and committed to the club's legacy, which has endured deeper numerous challenges, including conflicts over stadium access and persistent financial and organizational struggles. This resilience has become a core part of the fan identity, symbolizing loyalty through adversity. The evolution of fan engagement is also evident, as Belenenses supporters have adapted to changes, such as the division with the SAD. At the beginning of the SAD "era", fans started to diversify and focus on sports or younger teams. Later, when the conflicts derived from the rivalry against BSAD—that unfilled fans—were solved, internal debates about the club's future direction emerged. This shift reveals a fan base grappling with balancing the ambitions of a "big club" legacy—mainly in older generations—with the practical limitations of a smaller organization. Despite diverse perspectives, there is a shared intensity and commitment among fans, emphasizing that Belenenses represents more than just a team—it's a deeply rooted community and a symbol of resilience.</p>
Fan 2	<p>"As a fan, I started going to the games because it was the closest club to my home. I also played for the club, so it was both things."</p> <p>"As a fan, one of my earliest and best memories was a season when Belenenses avoided relegation from the top division. I don't remember the opponent, but we hadn't won in about 15 games or so, and then we won that match and stayed up. That's the first one I clearly remember, although usually, the stadium is empty, so it's challenging. That was one of the few times it happened. Then there's Liga 3—it was significant. Not this time, but the first time we were moving up, and it was exciting. I think those are the two most important. As a player? I don't know. I don't have a big moment, just a lot of difficult experiences like injuries. When you're part of a team, it's more about the work than the emotions. You don't feel as connected to what you're doing because you're always changing teams, teammates change, or you have a new coach, so you usually lose some of that emotional connection."</p>	<p>The fan's connection to Belenenses grew out of both geographic proximity and personal involvement as a player, creating a dual role as both participant and supporter. Key memories best memories are linked to moments of overcoming adversity, such as avoiding relegation and moving up in the Liga 3. These instances of resilience are significant as they evoke emotional highs despite the club's struggles, particularly often low attendance, reinforcing a bond based on shared challenges and the thrill of survival or advancement.</p>	<p>"Nowadays, it depends on perspectives; I think there are two types of views. Many are too demanding given where the club is now. They still see it as a huge club and think that anything that gets a bit wrong is a disgrace. For example, there was a weekend match against Sporting that we lost 3-1, and people were already insulting the team, saying it was a disgrace and not something to show the kids. Some are a bit stuck in the past and can't let go of the club's struggles. But I think today, there are more people who... I think Liga 3 had an impact, and it was the best moment in recent times because, in the regional league, people were united, but it was still a regional league. That was the best moment since relegation, and I think it brought people together. I see more young fans coming now, with a more optimistic attitude. Like, 'we're working hard, we're not giving up.' So, there are two perspectives, but overall, the fans are very demanding."</p> <p>"When Belenenses would move up to the top division, there would be more people wanting to join the team. But in terms of fans, you lose support for two reasons: first, you're no longer winning as much; second, because you're playing against the big three. When those games happen at Restelo, three-quarters of the stadium is for the other team. If the stadium has 10,000 people, you'll have maybe 2,000 or 1,000 Belenenses fans, and the rest are from other clubs. Support is better now, but it wasn't good in the second division. When Belenenses came back to the first division with the SAD (Sociedade Anónima Desportiva), some people didn't like the deal and stopped attending games. So, that affected attendance. Even in the second division, some would say, 'it's not worth watching,' and sometimes there were fewer than 1,000 people at a game, which isn't normal."</p>	<p>The respondent highlights a split within the Belenenses fan base. According to them, some fans, particularly older ones, are "stuck in the past" and maintain high expectations, reacting harshly to any setback, even minor ones like a friendly loss to Sporting. This group seems to hold onto the club's former stature, finding it difficult to accept Belenenses' current struggles. In contrast, the respondent observes a growing group of younger, more optimistic fans who, inspired by the club's recent progress in Liga 3, see these challenges as part of a journey back to success. This younger factor is less weighed down by past expectations and more focused on the club's potential for rebuilding. The respondent also points out how fan support has fluctuated over time, especially due to the club's higher league position and controversies like the SAD deal, which led some fans to distance themselves. When the club moves up in the league, they start to lose more games, and eventually, people start attending fewer games. The respondent describes how matches against the "Big Three" often turn Restelo into a home crowd for the opposition, further discouraging attendance. Despite this, the respondent feels that fan support has improved in recent years, although it remains challenging to attract the level of attendance seen in the past.</p>
Fan 3	<p>"Well, I think it's something many of us say—it's because of our parents. My father and my grandfather were both Belenenses fans. I grew up with the club; before I even knew that Benfica or Sporting were, I already knew about Belenenses. I remember being very young and watching a Portuguese Cup game against Porto, which went to penalties. We lost, and it was the first time I cried over a football match. I didn't fully understand it then, but since that moment, I've been supporting the club, thanks to my father's influence."</p> <p>"Yes, definitely. One of the most memorable moments was in the last years of Belenenses in the first division before the split with the SAD. It was the season when we finished sixth. In the last match of the championship, we beat Gil Vicente and overtook Nacional to qualify for the Europa League. I was over the moon because it meant European competition. I think it was the 2012/13 or 2013/14 season, something like that."</p> <p>"It's a strong connection. I'm not the biggest football fan in the world, but when the split with the SAD happened, I was still young and didn't fully grasp what was going on. It made me feel disconnected from the club for a while. About three or four years ago, as I was moving back to Lisbon from the Algarve, my father and I decided it was the right time to become more involved again. We started attending games more regularly last year (on the 2nd division), and even now, after relegation, we've kept going. There was a period where the connection was weaker, but the interest in the club was always there. I never considered switching allegiance to another team like Benfica or Sporting—it's something I couldn't do. Being a fan of a club like Belenenses (which isn't always in the 1st division) is a different experience. It is easier to drop your allegiance to the club, but it is also more rewarding."</p>	<p>The fan's connection to Belenenses is deeply rooted in family influence, especially from their father and grandfather, who introduced him to the club from a young age. This familial bond set a foundation of loyalty before the fan even knew about other major clubs, underscoring how personal heritage plays a significant role in supporting Belenenses. This connection is highlighted by vivid memories like the heartbreak of watching Belenenses lose a Portuguese Cup match. Moments of success, such as qualifying for the Europa League, stand out as particularly meaningful and reinforce a sense of pride in the club's achievements, despite its underdog status.</p> <p>Although the split with the SAD temporarily weakened his connection, the fan's loyalty endured. After returning to Lisbon, he re-engaged fully, attending games regularly despite the club's relegation. This resilience in their support highlights the unique, fulfilling experience of standing by a smaller club through challenges, emphasizing that supporting Belenenses is both demanding and profoundly rewarding.</p>	<p>"I think there are two sides to Belenenses fans. On one hand, I have great memories of watching matches in the Algarve, when we would face teams like O'Hanense and Portimonense. The same people I saw back then are the ones I see now at Restelo. They've stayed loyal throughout everything. Even when the club was going through tough times, the fans kept coming to games. Without their support, the club wouldn't have been able to climb back up the divisions. I believe Belenenses fans are very resilient. However, some fans don't always behave well. For example, last year, at a match against Benfica B at 'Seixal', our team played poorly, and some fans started blaming everything on the referees or Benfica. I'm not a fan of those kinds of conversations, especially when it's clear that our team didn't perform well. In those cases, I think fans need to take responsibility and recognize the reality of our situation. I also don't enjoy fans going to Facebook to complain. This year, it has been better because the team has been winning. But I think they could have better in some situations."</p> <p>"When I was younger, I didn't go to every game and didn't notice as much, but now I see these things more clearly. There's always going to be a core group of fans who are more problematic (the ultras), but I feel that's part of the club's culture. Some fans are overly negative, and that bothers me. However, I think this happens in every club to some extent."</p> <p>"As I mentioned earlier, fan behavior is something I think could improve. I believe we need to stop having that small club mentality where we blame everything on the big clubs or referees. If we want to maintain Belenenses' history and legacy, we need to adopt a more confident and proud attitude. On a positive note, I think this season has been much happier for fans, and I've enjoyed going to the stadium. Relegation fan like a step back to give two steps forward, as it led to a lot of reflection and improvements in areas like marketing and fan engagement. There's still room to grow, but the club is on an upward trajectory, and that's showing on the field as well."</p>	<p>The respondent perceives Belenenses fans as a mix of resilient supporters and, at times, critical voices. He fondly recalls a loyal core of fans who have supported the club consistently, even during challenging periods, which he believes was crucial in helping Belenenses progress through the lower divisions. This loyalty and resilience are defining qualities that the respondent admires in the fan base. However, he also acknowledges a more problematic side to some fans, particularly those who tend to react negatively or shift blame onto referees or rival clubs when the team underperforms. This "small club mentality" of externalizing failure bothers the respondent, who feels that fans need to take more responsibility and view situations rationally. Reflecting on his experiences, the respondent notes that such divisive fan behaviors are common across clubs, but he feels it's important for Belenenses fans to rise above this, embracing a more proud and confident approach. He has noticed an improvement in fan morale recently, attributing it to the team's positive results on the field and organizational improvements following relegation.</p>
Conclusions	<p>All 3 fans share a strong emotional connection and identity with Belenenses, rooted primarily in family influence, geographic proximity, or personal involvement.</p> <p>2/3 of respondents emphasize family heritage as a significant factor, with loyalty passed down from parents and grandparents, which set a foundation for unwavering support even before exposure to larger clubs. This generational connection instills a sense of pride and belonging that extends beyond football itself, embracing Belenenses as a multi-sport, community-focused club.</p> <p>In addition, all respondents highlight Belenenses' resilience, recalling significant memories tied to the club's struggle and perseverance—whether avoiding relegation, moving up in Liga 3, or achieving moments of success despite challenges. Such experiences intensify their loyalty, providing shared highs and lows that contribute to a distinctive, enduring identity.</p>	<p>All respondents agree that Belenenses' fan culture is marked by intense loyalty and resilience through adversity, with 2/3 noting a clear evolution regarding adaptations that the fans have been through regarding the changes in the club. 2/3 of respondents identify a split within the fan base: older fans often hold onto the club's "big club" legacy, reacting critically to setbacks, while younger fans are more optimistic and view current challenges as part of the club's rebuilding journey. I respondent points out the shift they see in the fan base attitude once the team goes up in the league. As they start to lose more games, frustration was and fans start attending matches on the team less.</p>	<p>The respondent perceives Belenenses fans as a mix of resilient supporters and, at times, critical voices. He fondly recalls a loyal core of fans who have supported the club consistently, even during challenging periods, which he believes was crucial in helping Belenenses progress through the lower divisions. This loyalty and resilience are defining qualities that the respondent admires in the fan base. However, he also acknowledges a more problematic side to some fans, particularly those who tend to react negatively or shift blame onto referees or rival clubs when the team underperforms. This "small club mentality" of externalizing failure bothers the respondent, who feels that fans need to take more responsibility and view situations rationally. Reflecting on his experiences, the respondent notes that such divisive fan behaviors are common across clubs, but he feels it's important for Belenenses fans to rise above this, embracing a more proud and confident approach. He has noticed an improvement in fan morale recently, attributing it to the team's positive results on the field and organizational improvements following relegation.</p>	

Interviewee	Quote	Club reputation		Community integration and local impact	
		Interpretation	Interpretation	Quote	Interpretation
Fan 1	<p>"Beleneses was born out of players from Benfica and Sporting who wanted to represent the neighbourhood of Belém. Ever since then, people said, "Okay, this club is only 10 years old, it isn't that old." But no, here we are, 105 years later, still standing. We've been through countless crises, lost our stadium, been kicked out of another stadium, but our trophies placed at the doorway, and nearly came to an end, yet we always survived through the toughest times. If you look at the club's history, it almost seems like, ever since we won the championship in 1945/46, we've been constantly in crisis, gradually losing our competitiveness. Yet, we've managed to keep going. It's really about resilience and being different—despite everything, we hold on and continue to fight. Many times, we've achieved more than expected. Just yesterday, I saw a post from the 1980s about a campaign to increase membership from 10,000 to 20,000. Beleneses never had as many fans as Benfica or Sporting, but fan decisions, we managed to compete with them and achieved more with less. Eventually, when football became more professionalized, we missed that train, but at its core, Beleneses has always tried to carve out its own space, even in a city dominated by two giants, and we continue to fight for it today."</p>	<p>The respondent reflects on Beleneses' unique origin, emphasizing the club's resilience and defiance against the odds. Founded by players from Benfica and Sporting with a desire to represent Belém, Beleneses was initially viewed as unlikely to survive. Yet, over 105 years, the club has persisted through numerous crises—including stadium, and trophies, and enduring financial and competitive hardships. The respondent highlights that despite never having the massive fan base of larger clubs like Benfica or Sporting, Beleneses managed to compete closely with them for decades, achieving "more with less." He believes Beleneses has maintained a steadfast commitment to carving out its own space in Lisbon's competitive sports culture, fostering a unique identity that resonates with fans as the club continues to persevere.</p>	<p>"I think the relationship is practically nonexistent. This area of Belém, Ajuda, and even Alqueidão, used to be known as "Beleneses country", but that's faded away. Over the last few years, little has been done to reactivate that connection, and I'm talking about the last 24 years, as far back as I can remember. For example, I went to school here in Restelo, and I never had a visit from any Beleneses players. I left school some time ago, and although there have been some changes, visits are still only occasional, like when there's a promotion match, then that week Beleneses seems to wake up. And I would personally do as well when I was involved. I would go out, distribute flyers, visit shops, and go to school, but there is so much more potential to explore.</p> <p>The work has to be continuous throughout the season, not just around special games. Now we have a mascot, Lucas, and it would make perfect sense for him to visit schools and be more present. Regarding local shops, maybe build a program with the surrounding community. We still have the Bluebox, but I think it's very inactive in terms of offering benefits to members. It could be connected to the Belém Card, which is offered by the Belém parish council and provides discounts at local shops. We could unite the Beleneses card with the Belém Card to strengthen that connection and bring members the incentive to help local shops.</p> <p>When I was working on sponsorships, I went knocking on doors of some local businesses and felt that they had tried to help Beleneses in the past, but the club didn't reciprocate well—either ignored them or didn't fulfill promises. There's still a disconnect. There is much untapped potential here. Now, with LidL in the stadium, there could be campaigns to bring people back, even something simple like giving a ticket for the game if you spend 20 euros at LidL. It might sound stupid, but the goal is to bring Belém locals back to the stadium, even if they support other clubs. They can come and support the local teams.</p> <p>I would also emphasize working more with the community. As I mentioned earlier, school visits shouldn't just happen on special occasions but throughout the season. On the social component, collaborating with the Belém parish council to support the community could be more consistent. I remember there were some things with Restelo, but something more constant would be good.</p> <p>Universities, like what you're doing now, could be involved in projects for Beleneses, as there are university courses that cover these areas. Often, Beleneses has good ideas but lacks the human resources to implement them, so stronger links with universities could be beneficial.</p> <p>I remember that in the Europa League a few years ago, there was a game where people dressed in academic attire entered for free against Fiorentina. It was a great initiative. When freshmen start university, we have the Azuís campus right nearby, and maybe start for or after either, despite being closer to Estoril. We could include a flyer in their welcome kits with Beleneses' history and a voucher for a game ticket."</p> <p>"You have the Paróisse de Belém, with whom we already have a good relationship. On match days, we could have a stand there selling tickets, or even just a sign at the door with a flyer, so people can see it and ask, "What's that?" Because if you're in Belém, there's no sign pointing to the stadium up the hill. You're 500 meters away and have no idea there's a stadium where a football match might be happening. It's such a busy area with the CCP and the monastery. We could explore offering a combined ticket—for example, on match days, those who buy a ticket for the Jerónimos Monastery get 50% off a ticket for Restelo. Recently, we even had the viewpoint (Miradouro), which could be used to integrate the community more. It's a missed opportunity because most days, the viewpoint becomes mostly empty, and so explains why. It could be a great spot for events, like a DJ sunset event when summer returns... We need to encourage people to come to the complex, to the stadium area, because things are starting to look nice again with the LidL and the British School. The complex is becoming presentable again. There's usually a lot of sports activity but not much social activity. We should try to attract people during the week for events at the stadium, making Beleneses a recurring part of their lives, not just something that happens every 15 days for 90 minutes and then it's over."</p>	<p>The respondent expresses disappointment at the disconnect between Beleneses and its local community, highlighting that neighborhoods like Belém and Ajuda were once known as "Beleneses country," but the club has since lost its strong local presence. He feels that community engagement has been largely reactive, only sparking around important matches, rather than being a consistent effort throughout the season. He believes there is significant potential to engage locals through initiatives like regular school visits, partnerships with local businesses, and collaboration with organizations like the Belém parish council.</p> <p>The respondent also suggests practical ways to re-engage the community, such as offering combined discounts with popular local attractions like the Jerónimos Monastery and leveraging the Paróisse de Belém location to promote match days. He recalls previous initiatives like allowing university students to access academic attire to enter games for free, as successful strategies and proposes re-establishing connections with local universities to involve students in projects that benefit the club.</p> <p>The respondent envisions the Restelo complex as more than just a sports venue, suggesting it could host social events during the week to create a regular gathering spot for the community. This includes ideas like hosting events at the stadium's viewpoint, which, in his opinion, could be a missed opportunity due to its current inactivity. He emphasizes that these actions could revitalize the area and make Beleneses a regular presence in the lives of locals, moving beyond the occasional match day to a year-round community asset.</p>	
Fan 2	<p>"One thing would be a suggestion, though, since the fans are older, and the club is kind of oriented toward history, they should focus more on the club's history. They could also revive certain things. I don't know. It depends on the people who are there, right? But I think it would earn the respect of a lot of people, even if they didn't know you. If you were from a team, say, connected to a Portuguese Cup won by Beleneses and you showed up at the stadium. Something like that. A stronger connection to the past wouldn't be bad either. It's because the fans would also enjoy it. In other clubs, even less historical ones, they still do things like that. When you look at bigger clubs, they have a full stadium, so when they remember someone or congratulate a former player, it's always interesting. Beleneses doesn't have any of that, so it would be more entertaining. I don't know, try bringing someone in a something like that."</p>	<p>The respondent suggests that Beleneses could benefit from emphasizing its historical achievements and honoring past players to strengthen the connection with its fan base, particularly since many supporters are older and highly value the club's heritage. He feels that by bringing in figures associated with iconic moments, like a former player from a Portuguese Cup victory, the club could earn fans' respect and add interest to the stadium experience. Drawing on comparisons to larger clubs, the respondent notes that events honoring past players or achievements often resonate strongly with fans and can enhance the match-day atmosphere. He believes that a similar approach at Beleneses could enrich the fan experience, tapping into nostalgia and pride, and ultimately help the club reinforce its identity through a stronger link to its historical legacy.</p>	<p>"I think there are more initiatives nowadays. There have been blood drives, and I think sometimes players do volunteer work, which is a different theme, but I still don't know it... I think there could be more initiatives. There is some presence, but mainly around here, the thing most connected to Beleneses is the LidL down there.</p> <p>When it comes to the community, I still think it's not developed. It's true that nowadays they're trying to visit schools, which helps. I remember in my time, some players came to my high school, but that was because someone from the student association was connected to the club. So, they invited them, but there weren't much interest anyway, which is always difficult.</p> <p>But if there were more community events like there are now—the blood drive was a good example—I think they also did food collection drives. Beleneses has sponsors for this kind of thing, which I think is a good idea and could be expanded. Increasing visibility is what would be a big thing."</p> <p>"I would increase the frequency of activities. There are things I think could be more engaging, like showing up in public places to organize events or games, for example, at municipal pools, since Beleneses lost its pools. Something like that, a small demonstration, would bring people closer. I think it's especially important with children. I don't know. Obviously, you can't change the club's club support, but if parent supports a different one, but it helps more than not doing anything. It would also be good to work with the local parish council because, for public spaces, it's much easier.</p> <p>Mostly, I think it's about frequency, but I think an action that would make them feel closer to the community. For example, things like behind-the-scenes videos, which big clubs do now... I don't think it would be worthwhile, at least for now. The club doesn't have the structure to engage the fans this way. It would be forced and costly with little return. What we needs to be closer to people in the parish."</p> <p>"For events, it's just about doing a bit more. I would suggest more engagement with children because I think that's necessary. And not just at the British School next door, but with others nearby. Generally, I feel there's a lack of a real connection. I don't feel like Beleneses is the club that represents this area. It's here, but not in a way that's comparable to the clubs that are essentially the heart of their city. Here, that doesn't happen, and I think it could. There could be a stronger connection."</p>	<p>The respondent acknowledges recent efforts by Beleneses to engage with the local community, citing examples like blood drives, food collection, and school visits. While he views these initiatives positively, he feels they are still insufficient to establish a meaningful and consistent presence. He notes that Beleneses lacks community identity, with the club's most visible participation in the area being the LidL store connected to the stadium rather than its activities or influence.</p> <p>He emphasizes the importance of increasing the frequency of community events, suggesting that more regular, approachable initiatives would gradually strengthen the club's local reputation. Specifically, he advocates for engaging children through frequent school visits and organizing events at local facilities like municipal pools, which could serve as visible opportunities for families to connect with the club. He believes that while larger, more structured fan engagement initiatives—such as behind-the-scenes videos—might be impactful for Beleneses, grassroots involvement in parish activities would be more effective.</p> <p>Ultimately, the respondent sees a lack of identity between Beleneses and the surrounding area, which they feel could be improved. He envisions Beleneses adopting a more central role within the community, akin to other clubs deeply embedded in their cities, and believes that sustained local engagement is key to creating this connection.</p>	
Fan 3	<p>"Most of my friends are Benfica fans, but they still come to the stadium with me and my dad often. There's this rivalry, of course, but it's all good fun. They appreciate coming to Restelo and seeing a historical club, especially with ticket prices being more affordable now. I think the stadium's history and the club's status make it a unique experience for them."</p> <p>"My girlfriend Mattie is from the area, so she goes to games often, and we talk about it as well. There's a general interest in the club, even among non-supporters, because it's a historic team."</p>	<p>The respondent describes how Beleneses' historic status and the unique experience of attending matches at Restelo Stadium draw interest even from friends and family who aren't dedicated supporters of the club. The respondent's girlfriend, who is local to the area, also frequently attends games, highlighting that Beleneses' rich history sparks a general interest in the community, even among those who don't necessarily identify as fans. This appreciation for the club's legacy seems to foster a welcoming environment that attracts diverse spectators, uniting people through a shared respect for Beleneses' heritage.</p>	<p>"I think it's strong [the relationship between the club and the local community around Belém and Restelo]. The stadium is a landmark in the area, and many people attend games just because it's at the Restelo Stadium. The club has a connection with the nearby British School, and often see international families with their children supporting the team. It's great to see them wearing Beleneses gear even though they're not from here. I think the club is still an essential part of the community and this zone continues being the "Beleneses" area," even if it's not as prominent as used to be."</p> <p>"Yes, completely. Maybe it's partly my biased perspective because, for me, this has always been Beleneses' area, but even today, when I spend time in Restelo, I still feel like this is Beleneses' zone."</p> <p>"I think the initiative with LidL was a good move. Relocating Loja Azul inside the LidL is a great strategy because people who go shopping will encounter the club's store, even if they aren't fans. They might get curious and check it out. I also like the viewpoint that they built. The recent improvements to the pathway leading to the stadium were also well done—used to be quite precarious. Now there's a more grandiose path to the stadium, which is deserved. They are making the right investments with limited resources, and I think they're on the right track. For example, the recent launch of a T-shirt featuring the iconic bench in Belém was clever. These are the kinds of initiatives that the fans appreciate."</p> <p>"Yes, I have. We've even taken friends there to show it to them. But that is something that could be better utilized. As people who don't know about it, it might just pass by without noticing. It's just a bench to them. There could be more done to mark it as an important spot for the club's history." [João the bench that states that Beleneses was born there]</p> <p>"It would be nice to have a designated place where fans could gather, like a "Casa do Beleneses," where supporters could come together to watch games when they can't attend the stadium. It would add to the sense of community. Something I think could be worked on is to transform this area more into the Beleneses' one. Having things more "tailored" as Beleneses like Benfica and Avulsão. Small touches like that would help reinforce the club's presence."</p>	<p>The respondent views Beleneses as still holding a significant place in the Belém and Restelo community, despite the area not being as prominently associated with the club as in the past. He regards the stadium as a local landmark that draws attendees, including international families from the British School, even if these visitors aren't long-time fans. For the respondent, Restelo remains Beleneses' zone, a sentiment that may be somewhat personal but reflects a deep-rooted connection to the area.</p> <p>The respondent appreciates recent club initiatives aimed at enhancing visibility and community presence, such as relocating Loja Azul to the LidL, where it can attract potential fans and improve access to the stadium. He views these efforts as effective ways of drawing attention to the club, with thoughtful details like a T-shirt inspired by the iconic local bench where Beleneses was born, adding a meaningful touch for fans. However, he feels that there more could be done to emphasize Beleneses' historical roots in the area. For example, he notes that the iconic bench where Beleneses was founded is easy to overlook without any special recognition or signage, and he believes a more visible tribute to the club's history could engage local and visitors alike, reinforcing Beleneses' legacy within the community. The respondent also sees potential in creating designated spaces within and around the stadium to strengthen the fan community. While recent renovations of ticket counters and pre-game activities in the small field are viewed positively, he suggests establishing a gathering place—like a "Casa do Beleneses"—where fans can come together to watch games when they're unable to attend in person. This would foster a stronger sense of community and identity among supporters.</p>	
Conclusions	<p>All 3 respondents emphasize the foundational role of history and resilience in shaping Beleneses' identity and its enduring connection with fans. One respondent highlights the club's broad appeal by noting that even non-supporters, such as his girlfriend and friends, are occasionally drawn to the stadium due to the club's rich history. Another respondent believes that honoring the club's legacy could further deepen the fan base's connection, particularly through events recognizing past players and achievements, such as Portuguese Cup victories, which would resonate strongly with older fans who value Beleneses' heritage. Integrating historical elements into the stadium experience could enhance fan engagement and reinforce the club's unique identity.</p>	<p>Two of 3 respondents believe the connection between Beleneses and its surrounding community is currently weak. While one acknowledges recent improvement through local initiatives, they feel these efforts remain limited, using a proactive, year-round approach to community engagement. Both respondents emphasize the importance of increased frequency to build a stronger connection, suggesting regular events like school visits as effective ways to engage locals consistently.</p> <p>On the other hand, 1 respondent views Beleneses as having a meaningful presence in the community and appreciates its recent initiatives to increase visibility, such as relocating Loja Azul to LidL. However, he also believes further improvements could enhance this local connection such as creating designated spaces within and around the stadium to strengthen the fan community.</p>	<p>The respondent expresses disappointment at the disconnect between Beleneses and its local community, highlighting that neighborhoods like Belém and Ajuda were once known as "Beleneses country," but the club has since lost its strong local presence. He feels that community engagement has been largely reactive, only sparking around important matches, rather than being a consistent effort throughout the season. He believes there is significant potential to engage locals through initiatives like regular school visits, partnerships with local businesses, and collaboration with organizations like the Belém parish council.</p> <p>The respondent also suggests practical ways to re-engage the community, such as offering combined discounts with popular local attractions like the Jerónimos Monastery and leveraging the Paróisse de Belém location to promote match days. He recalls previous initiatives like allowing university students to access academic attire to enter games for free, as successful strategies and proposes re-establishing connections with local universities to involve students in projects that benefit the club.</p> <p>The respondent envisions the Restelo complex as more than just a sports venue, suggesting it could host social events during the week to create a regular gathering spot for the community. This includes ideas like hosting events at the stadium's viewpoint, which, in his opinion, could be a missed opportunity due to its current inactivity. He emphasizes that these actions could revitalize the area and make Beleneses a regular presence in the lives of locals, moving beyond the occasional match day to a year-round community asset.</p>		

Interviewee	Quote	Game Day Experiences and Atmosphere	Interpretation	Reasons for Improvement	Game Day Experience	Interpretation
Fan 1	<p>"There have been some good ideas, like the outlet of the Loja Azul, which created a bit more movement. The entry process for games has also improved. It used to be quite slow. Now it's better, besides the main gate, they open a side gate, allowing quicker access. But the problem is that the atmosphere outside is lackluster. There isn't much incentive to arrive half an hour or an hour early and enjoy yourself inside, the facilities are what they are. The bathrooms are rarely in good condition, and the stadium itself can't be changed, but it's uncomfortable, in a windy area, and it's hot in the day, you're freezing. The distance to the pitch is significant, and if you want to grab something to eat or drink at halftime, there's only one stall, and the line is massive. So, there's a lot of room for improvement. We're used to being the usual 2,000 fans, and we're satisfied with that. But if we want to grow beyond those 2,000, we need to do more and have a different organization to serve more people."</p> <p>"The positives are that, at the end of the day, it's my club, so I love being there, even if I always complain. The experience's strong points are being able to connect with other fans, so we're usually the same 2,000, so we pretty much know each other. It's nice to have that ritual every 15 days of seeing the same people. The atmosphere this year has been quite good. Fans are singing, and when the atmosphere is lively, the match experience is quite enjoyable. Despite being a small number of fans in a big stadium, the difference doesn't feel that significant."</p> <p>In the members' stand, there's always a good vibe. There used to be a stronger connection to the football team, especially during the lower leagues when we knew all the players. After matches, the players would come to the stands to greet fans individually, something common in other sports but not in football. Unfortunately, as we moved up, it was seen as if we were now professionals, so there wasn't the same connection with the fans. It was great back then because you felt like the players were an extension of the stands.</p> <p>This year, we've started to feel that connection again, with the players fighting until the last second like we saw against Lúsdafn and Sporting 8 last season. You feel like there's a bit of Belenenses in them. But last year, there was no connection to the team if it felt like the players were just there for 90 minutes, and that was it. It was all very artificial, and going to the stadium felt almost like an act of masochism because you knew you were going to lose, play poorly, and leave frustrated."</p>	<p>The respondent appreciates recent improvements around the Belenenses stadium, such as enhanced entry procedures and the opening of the Loja Azul outlet, which has drawn more foot traffic. However, he feels the overall fan experience lacks appeal, with few incentives to arrive early or socialize before the game. The stadium's facilities are seen as inadequate, with poor amenities like limited food options and subpar bathroom conditions, and the physical environment can be uncomfortable due to wind and distance from the pitch. The respondent notes that while the experience may suit the club's usual crowd of 2,000 loyal fans, a more organized approach is necessary to attract a broader audience.</p> <p>Despite these criticisms, the respondent expresses a strong emotional connection to the club, valuing the camaraderie and familiarity shared with fellow supporters. He appreciates the unique community feel of the members' stand, where fans regularly reunite and share in a common ritual, reflecting on past seasons where the respondent recalls a closer bond with players during Belenenses' lower-league years, when players engaged more personally with fans. While this connection faded as the team advanced, recent performances have rekindled this relationship. As players show visible passion and commitment on the field, this renewed sense of unity with the team has made the match experience more enjoyable, contrasting with last season, when the lack of connection felt demeaning and left fans feeling disappointed and disengaged.</p>	<p>The respondent expresses dissatisfaction with the current fan zone, describing it as lacking in engagement compared to previous years. He feels that the minimal offerings—like a single food truck and an inflatable—fall short of creating a dynamic atmosphere that encourages fans to gather before games. The respondent sees potential for improvement through partnerships and sponsorships, which could bring varied activities to the fan zone. He highlights Liga 3's fixed schedule as an advantage, suggesting that it provides some opportunity to plan events well in advance. In particular, he believes that utilizing the multi-sport facilities around the stadium for open days, featuring sports like handball and volleyball could attract younger fans, especially those not currently involved with Belenenses. This approach, he feels, could broaden the club's appeal and foster a more vibrant, multi-sport community atmosphere on game days.</p>			
Fan 2	<p>"They're trying to do things with the Fanszone, which helps a bit. But I think it still feels a bit empty. The problem is that the existing fans already have their usual spots. So, the Fanszone is more for new fans, and since there aren't that many, there aren't a lot of people sticking around. That's the issue. I think it's complicated, especially with the kind of fan base the club has, to change that habit."</p> <p>[Regarding the question "Do you think they're trying to make up for the ticket prices with the experience?"] "No, no, and you know it. I'm not one of those people who thinks the old tradition of sitting fans onto the pitch was great. But I've been hearing the same music at halftime for 10 years. There's nothing special to see, just ball boys kicking the ball around, usually, the game drives the fans, not the other way around. This has been the case for a while, not just because we're at a lower level. In the district leagues, it was better because there weren't that many fans. In the district leagues, there weren't as many restrictions on flags and other things, so there was more color and emotion. Nowadays, it feels likeless again, although it depends on the game. Even if the team wins, the football isn't spectacular, so if the team doesn't generate excitement, neither do the fans. There's the Furia Azul singing, but beyond that, there's not much happening. I've even been to games where the visiting fans were louder than the Belenenses supporters."</p> <p>"I think the biggest thing is that at least you have space. This sounds bad, but the stadium is large. You can be there calmly. In other words, if you're not really there to actively support and cheer, and you just want to watch the game calmly, it's easy. You're in the stands, relaxed. If you're with friends, you can all be together. That's really nice. There are also other things to do because I think, especially when it comes to food and such, at least the stadium is still not too bad in terms of services. So, there's still something to do. It used to be better, but it's not bad. But I think it's mostly that because I can't think of anything else more important than the fact that since you have much more space than in other stadiums, and since the stadium is huge and doesn't fill up, you can be comfortable there. Because people don't show up. The reason is bad."</p> <p>"I think the stadium is still good because there's usually space. And I think in terms of community, it's not bad either. I end up talking to a few people when I'm there. Some people you don't even know, but you start chatting with them. So, it's not that impersonal in the end, and I think that's good because with fewer people, it's easier to talk to them. It feels more laid back compared to, for example, watching a game of one of the big clubs where there isn't as much interaction, at least from my experience."</p> <p>"It's usually the team that pulls the fans along, not the other way around, most of the time. If that makes sense, I mean, it's usually too calm. There isn't much emotion. I'm not sitting 'n back, but the risk is that you don't end up meeting people you know. There's not much noise. It's not one of those typical experiences when you're watching a game."</p> <p>"I think the stadium is still good because there's usually space. And I think in terms of community, it's not bad either. I end up talking to a few people when I'm there. Some people you don't even know, but you start chatting with them. So, it's not that impersonal in the end, and I think that's good because with fewer people, it's easier to talk to them. It feels more laid back compared to, for example, watching a game of one of the big clubs where there isn't as much interaction, at least from my experience."</p> <p>Even with more supporters, I don't think that would be lost because I remember when the stadium was fuller, even with more kids from the local schools coming to watch because Belenenses was doing well or whatever, there was still room for conversation. The experience was generally the same, whether it was parents or kids, it didn't change much."</p>	<p>The respondent feels that recent efforts to enhance the Belenenses fan experience, like the fan zone, haven't fully resonated with the existing fan base who have long-standing routines and preferred spots, making it difficult to shift their habits. The fan zone appears targeted more at potential new fans, which limits its impact given the relatively small number of new fans. He also sees limited efforts to enhance the match-day experience in other ways, noting that halftime entertainment and amenities have remained the same for years, with few options for food or activities beyond the basic services at the stadium. Regarding the atmosphere, the respondent believes it's often subdued, heavily influenced by the team's performance rather than proactive fan energy. He observes that, unlike in the district leagues where fans had fewer restrictions and could show more enthusiasm, the current experience often lacks the vibrancy typical of more dynamic football environments. Though there are moments of strong support from groups like the Furia Azul, the respondent feels the general atmosphere to be rather calm, almost akin to a "family dinner" setting, he mentions that on some occasions, visiting fans even outshout the home supporters in volume and energy.</p> <p>Despite these limitations, the respondent appreciates the stadium's ample space, which allows for a comfortable and laid-back experience, making it easy for friends to sit together and for casual interactions among fans. However, this feeling comes from the negative aspect of having the stadium "rather empty," values the community feel this creates, as the smaller crowd size encourages spontaneous conversations, contrasting with the more impersonal experience at larger clubs. However, he notes that the calm atmosphere risks diminishing fan motivation and excitement, with the team usually driving fan energy and other fans actively engaging the game.</p>	<p>"If you think about the fan zone and such, it's in a really bad spot. People only go there when the game is about to start, so it already loses some appeal because of its location. But yes, I think you can't capitalize on the viewpoint, unfortunately. I don't think it's possible."</p> <p>"I think when it comes to the speaker or something like that, they could do a bit more. In other stadiums, they try to rally the team. I'm not saying it would work, but the speaker could say, 'Belenenses, move forward with the certainty of victory. Today is in the past.' That sort of thing. It's okay, but there's not much emotion, not much happening. Sometimes a bit more effort is needed to engage the fans."</p> <p>"Doing a bit more. Because I remember that before, it was... not during halftime games or anything, but there was more talking. Nowadays, he just announced the team lineup. Then, whenever Belenenses conceded a goal, he says something, or if they score, he mentions the scorer, and that's it. Sometimes, they could try to hype up the crowd a bit more at halftime, do something instead of just playing music. Especially since the songs have been the same for years. I don't know... it's just that sometimes I feel like it would be worth changing something, having a theme day for entertainment or something, playing different music, anything. It would be different, and people would remember it. But that doesn't happen anymore. I also think there's not much more they can do because, you know, there's no big screen, there's nothing so it's difficult."</p> <p>But I think doing something a bit different, or to appeal to a different generation, could help a bit more. I think that fight now, since everything is always the same, people already know what's coming, and it's no longer exciting. It feels like more of the same."</p> <p>"I also think that when there are fan activities or something, they could make one or two. I don't know, maybe to present, say a few words. Because I think many people would appreciate it, especially since this is a club that lives on its past. You could bring someone in, I don't know, use the opportunity, invite someone, do something at halftime, and it would be better than what we currently have. I don't think it draws people in. You know, someone from the past, or other sports, something that could attract more fans. I'm not saying it would be 100% effective, but who knows, maybe some people don't even know who their people are. There are players that they don't know about because the club doesn't promote them enough. I think it would be a way to bring the team closer to the fans."</p> <p>"In terms of facilities, maintenance is important, but that's OK. In terms of experience, improving organization. For example, arriving half an hour before the game and seeing a huge line is not pleasant. I don't know, but it should be done much better because there are few people, let's be honest. Few people and a huge line as if we were a massive crowd. So, it's frustrating."</p> <p>"But I'd say facilities and accessibility, those are the two main things."</p>	<p>The respondent feels that the fan zone is poorly located, which limits its appeal, as fans only pass through briefly before the game begins. He believes that certain aspects of the stadium experience, like the announcer, could also be improved. The current announcements lack excitement, consisting of little more than team news and goal updates. The respondent suggests that the announcer could add energy by rallying the fans with motivational phrases or engaging them more during halftime, rather than just playing the same music each time.</p> <p>He sees potential in organizing special theme days or inviting former athletes to create memorable experiences, emphasizing that Belenenses' legacy could be more actively celebrated. By introducing past players or figures from other sports to interact with fans, the club could enhance the sense of community and historical connection, especially for those who might not know about the club's history.</p> <p>Additionally, the respondent points out operational issues, noting that long lines before games are off-putting, especially given the smaller crowd size. He sees improvements in facilities and accessibility as crucial areas for enhancing the fan experience, making it more welcoming and efficiently organized for loyal attendees.</p>		
Fan 3	<p>"I usually arrive about two hours before the game with my father and sometimes a friend or two. We grab some beer and sit at the food stands outside the stadium. It's a simple routine, but I enjoy it. I like getting there early to be in the atmosphere and that with other fans before heading inside."</p> <p>"The game itself is obviously the highlight, but the pre-game atmosphere is really important to me. Sometimes, when the game doesn't go as expected, it's those pre-game moments that stay with me."</p> <p>"I think the atmosphere is good. The fans are always vocal, always singing and shouting. Of course, there are moments when the stadium is quieter, but generally, there's always noise and excitement. When the team scores, the celebration feels more significant because every goal is hard-earned. It's not something we take for granted, so the atmosphere is always special."</p> <p>[pre-game activities] "I've seen a few events organized there, sometimes involving the SportTV and Canal 11 channel. They have music and games for kids, which I think is really important. Belenenses needs to focus on connecting with the younger generation, many of whom are becoming fans because their parents were or because they play in the academy or go to the local school. Activities like these help create a bond with the club early on. But I believe the small field could be better utilized. A lot of the time kids are playing there, which is good for them to associate a game day with football. But I think something could be done to promote more activities that pull all age groups and types of fans, but I know that also depends on sponsors (which they have a good amount)."</p>	<p>The respondent values the ritual of arriving early on game days, and enjoying the simplicity of pre-game activities with family and friends, such as grabbing beers and chatting with other fans. For him, these moments of connection and excitement before the game are meaningful, often leaving a stronger impression than the game itself if the match outcome disappoints. He describes the atmosphere within the stadium as lively, with fans consistently vocal, creating a supportive environment where each goal celebration feels especially rewarding. Given the team's struggles, every success is cherished, adding to the unique intensity of the atmosphere.</p> <p>The respondent also sees potential in pre-game events organized around the stadium, noting that kid-friendly activities with mascots and games are valuable for building loyalty among younger fans. He feels that using the small field outside the stadium for additional all-ages activities would further strengthen this connection, creating a welcoming space that enhances the match-day experience. While he acknowledges the dependency on sponsors for such events, he believes that increasing these efforts could foster a broader fan community and deepen connections across generations.</p>	<p>"I think the stadium could use some improvements. It's a beautiful stadium, but it's not treated as well as it should be. I know these things take time and money, but even simple things like cleaner and more comfortable seating would make a difference. The scoreboard is also an issue. It's not great, but this season it's not, and that's a basic need. Fans should be able to see the score and game time. The bathrooms could also be better maintained and cleaned more often. The pitch grass is also in horrible condition. These small things would go a long way toward enhancing the overall experience. The club can't do much just because it is in the third division, because it's a First-division club and should act accordingly."</p> <p>"Maintenance is key. Outside the stadium, I think they've done well with pre-game activities in the small field nearby, but inside the stadium, there's room for improvement."</p> <p>"More or less, there are two main food and drink stands at either end of the stadium, and they recently renovated the ticket counters, which was a smart move. But in terms of places to socialize, I think there's room for improvement."</p>	<p>2/3 of respondents feel that the current fan zone is underwhelming and could benefit from improvements to draw fans earlier to the stadium. One respondent sees the potential to enhance the fan zone through partnerships and sponsorships, bringing in diverse activities. He also notes the advantage of Liga 3's fixed schedule, which could allow the club to plan engaging events well in advance. Another respondent suggests boosting game-day energy through the announcer, who could incorporate more motivational elements and interactive engagement during halftime rather than relying solely on music. The third respondent believes that essential maintenance improvements, such as regular bathroom cleaning and a functional scoreboard, to enhance comfort and maintain a high standard of facilities, aligning with the club's identity despite its current third-division status.</p>		
Conclusions	<p>2 out of 3 respondents feel that pre-game activities lack appeal, offering little incentive to arrive early, while 1 respondent values the pre-game experience for its social aspects, especially when match outcomes are disappointing. This respondent acknowledges that these pre-game moments are often the highlight of the day, though he also sees potential for improving these activities.</p> <p>In terms of game-day atmosphere, all respondents appreciate the unique sense of community at Belenenses matches. One respondent enjoys the welcoming environment where fans feel stronger together interacting, while another emphasizes the shared ritual among members, linking to a family experience. However, 2 out of 3 respondents feel the atmosphere lacks vibrancy, noting that the crowd often relies on the team to generate excitement rather than energizing the team themselves.</p>	<p>2/3 of respondents feel that the current fan zone is underwhelming and could benefit from improvements to draw fans earlier to the stadium. One respondent sees the potential to enhance the fan zone through partnerships and sponsorships, bringing in diverse activities. He also notes the advantage of Liga 3's fixed schedule, which could allow the club to plan engaging events well in advance. Another respondent suggests boosting game-day energy through the announcer, who could incorporate more motivational elements and interactive engagement during halftime rather than relying solely on music. The third respondent believes that essential maintenance improvements, such as regular bathroom cleaning and a functional scoreboard, to enhance comfort and maintain a high standard of facilities, aligning with the club's identity despite its current third-division status.</p>				

Interviewee	Tourism Integration		Youth and Future Generations	
	Quote	Interpretation	Quote	Interpretation
Fan 1	<p>"In Belém, you might not notice it, but there is a plaque where Benfica was founded, indicating it was there at the Franca Pharmacy, written in both Portuguese and English. But if you go to the bench where Belenenses was founded in Praça Afonso de Albuquerque, across from the palace, the bench only says, 'Aqui nasceu o Belenenses' ('Belenenses was born here'), but a tourist wouldn't even notice the writing on the bench, or won't even understand what is written. There should be a plaque next to it explaining a brief history of Belenenses, with a map showing that the stadium is 500 meters away. There should be signs pointing to the stadium because I think it's the only stadium in the country that isn't marked in any way. You can only find it with GPS because if you rely on signs, forget it. When I went to visit other lower-division fields, there was always a sign saying 'Hello! Such-and-such.' At the stadium, there's nothing, and it's a shame because people are already in the area, there's movement in Belém, and it's just a short walk uphill. On match days, you already see a lot of tourists coming to see Belenenses games. There are always large groups. If it were better advertised, it could be much more. Another thing is guiding them to our stand because the ticket offices don't give very clear instructions, and sometimes they place people on the other side, which is the general admission section where there are only about 50 people, and the atmosphere is dead. If they came to our members' stand, the store is right there. They could buy a shirt or a scarf, and for 90 minutes, they'd be fervent Belenenses supporters. This should be more widely promoted, with the website prepared for this, making the ticketing platform like SmartFan more visible, and letting them access the members' side on game day. We could also look for partnerships with companies that organize trips to Lisbon to see Benfica and Sporting games and include Belenenses as an option too."</p>	<p>The respondent observes that Belenenses could greatly improve its visibility in Belém and suggests practical steps to enhance its presence for locals and tourists alike. He points out that the iconic bench that marks the club's founding lacks sufficient context, making it easy for visitors to overlook. A plaque with a brief history in multiple languages, along with directional signage to the stadium, would make it easier for tourists to find and appreciate Belenenses as part of their experience in the area. The respondent also highlights the absence of wayfinding signs to the stadium, noting that, unlike other stadiums—even those of smaller clubs—Belenenses' location remains largely unmarked. He believes that clearer signage would attract more visitors already exploring Belém, who might be unaware that the stadium is just a short walk uphill. Additionally, the respondent suggests practical improvements to enhance the visitor experience on match days. For example, directing tourists to the members' stand would expose them to a more engaging atmosphere and give them convenient access to club merchandise, which could foster a stronger connection. He recommends refining the ticketing process and promoting the platform SmartFan to streamline access for visitors. To further boost visibility, the respondent proposes forming partnerships with travel companies that bring tourists to Lisbon for Benfica and Sporting matches, offering Belenenses as an additional option to broaden its appeal among visiting football fans.</p>	<p>"Moreover, those athletes could be much more engaged. We have 4,000 athletes, and they are the future Belenenses fans, but there's no work to instill Belenenses values in them. The connection could be much stronger. At every football game, they could present a youth team, encouraging pride among fans by showcasing Belenenses' breadth, given that we have 10 or 12 youth football schools; it would help inform fans about what's happening at Belenenses while also bringing those athletes closer to the club."</p>	<p>The respondent sees untapped potential in fostering a stronger connection between Belenenses and its 4,000 athletes, particularly youth players who represent the next generation of fans. He believes the club could actively work to instill Belenenses' values in these athletes, creating a deeper sense of belonging and pride. The suggestion is to feature youth teams at every football game, which would not only celebrate the club's extensive youth programs but also inform fans about ongoing developments across Belenenses' sports programs. This initiative could strengthen ties between athletes and the club, enhancing both community engagement and loyalty among young players and their families.</p>
Fan 2	<p>"I think you'd have to create a page in English or something like that. It also depends on how you organize it. But yes, it would be more interesting because you'd be linking to some historical aspect, because sometimes people don't even know what the club is about. But it's one of the two clubs in Portugal, not one of the big ones, that has won a title. So, that alone generates some interest. But if you promote it and do it in English, you'll always have a reputation that's seen as negative by your fans. The fans will like, 'Oh, these guys want to be big again, or come back,' or something like that. In Portugal, it's always seen in a bad light, and it's hard to balance the two, I think."</p> <p>"So, that might happen, but the problem is most tourists in the area since you have the Jerónimos and all that, it's very complicated to get there. Very difficult. Because people don't go uphill. They stay down below. What's up there, no one goes to. And then, it would be difficult because what would you have to do? You'd have to offer some discounts for tourists who were nearby. It's very complicated because most of the time, the club is closed, and only open on game days. And to me, that would make it almost impossible to attract attention. I think it's difficult. I don't know how you would do it. I don't know if this is just my perspective, I don't know what you were thinking about either, but..."</p> <p>"I think it's difficult. Can you appeal to tourists? Yes, but I think appealing to them is complicated. Maybe having information at a tourist spot wouldn't be a bad idea or something like that. But even then, I don't see much more you could do without incurring high costs to draw people there."</p> <p>"The cool thing would be to maybe run a campaign around the underdog position, saying, 'Look, you see the others? We're also trying to be good; we can't be like them, but we also have this, this, and this.' Sometimes that works. I don't know, if you framed it differently, it might work because people usually like the underdog. But anyway, I think the only way would be to appeal to emotion, like, 'We need you.' If you notice, the big clubs in Portugal don't appeal much to emotion. None of them do, because they don't need to... I think that's where you gain, but then again, that's just my perspective. I'm also the kind of person who's inclined to look at smaller clubs, so I don't know. Sometimes, if there's a big club in a city, I'm not interested. I don't know. It also depends on the club's history, but with this club, you could focus on the history of its struggles, like, 'They left us in this situation.' It's easy to sell it that way. And now we're trying to rebuild. We need everyone."</p>	<p>The respondent considers the idea of creating English-language content to appeal to tourists, highlighting that linking the club's history to its identity could spark interest, especially given Belenenses' unique position as one of the few Portuguese clubs outside the "Big Three" to win a title. However, he feels this approach could risk alienating the club's core fan base, who may interpret promotional efforts as an attempt to compete with larger clubs, which could be seen negatively. Balancing local loyalty with an expanded appeal is, in his view, challenging. He acknowledges the potential to attract tourists but sees practical obstacles. Most tourists stick to lower Belém attractions, rarely venturing uphill to the stadium, and the club's limited access outside of game days makes spontaneous visits difficult. The respondent suggests that discounts or informational displays at tourist spots might help, but they doubt this would be effective without incurring high costs. Instead, he proposes framing Belenenses as an underdog, appealing emotionally by focusing on the club's resilience and struggles. He believes this narrative could attract support, as people tend to connect with underdogs fighting against the odds. Emphasizing an emotional appeal—"We need you!"—and focusing on Belenenses' unique history could help engage both locals and visitors who value authenticity and tradition, setting Belenenses apart from the larger clubs in Portugal.</p>	<p>"Something like that, a small demonstration, would bring people closer. I think it's especially important with children, like at schools. Obviously, you won't change the club a child supports if their parent supports a different one, but it helps more than not doing anything."</p> <p>"For events, it's just about doing a bit more. I would suggest more engagement with children because I think that's necessary. And not just at the British School next door, but with others nearby."</p>	<p>The respondent emphasizes the importance of engaging children to build future support for Belenenses. He believes that even small outreach efforts, particularly in local schools, could foster early interest in the club. While he acknowledges that a child's club loyalty often aligns with family preferences, he feels that proactive engagement is beneficial and preferable to doing nothing. The respondent also encourages expanding outreach beyond nearby institutions, like the British School, to include a wider range of local schools, thereby broadening Belenenses' influence among young potential fans in the community.</p>
Fan 3	<p>"But if you go to the bench where Belenenses was founded in Praça Afonso de Albuquerque, across from the palace, the bench only says, 'Aqui nasceu o Belenenses' ('Belenenses was born here'), but a tourist wouldn't even notice the writing on the bench, or won't even understand what is written. There should be a plaque next to it explaining a brief history of Belenenses, with a map showing that the stadium is 500 meters away."</p> <p>"On match days, you already see a lot of tourists coming to see Belenenses games. There are always large groups. If it were better advertised, it could be much more. Another thing is guiding them to our stand because the ticket offices don't give very clear instructions, and sometimes they place people on the other side, which is the general admission section where there are only about 50 people, and the atmosphere is dead. If they came to our members' stand, the store is right there. They could buy a shirt or a scarf, and for 90 minutes, they'd be fervent Belenenses supporters. This should be more widely promoted, with the website prepared for this, making the ticketing platform like SmartFan more visible, and letting them access the members' side on game day. We could also look for partnerships with companies that organize trips to Lisbon to see Benfica and Sporting games and include Belenenses as an option too. That's basically it."</p>	<p>The respondent sees significant potential for engaging tourists with Belenenses, especially given the club's historical roots and location near popular tourist sites. He suggests enhancing the visibility of the iconic bench where Belenenses was founded, by adding an informational plaque with a brief club history in English and a map showing the stadium's proximity. This addition would help tourists understand and appreciate the club's origins, making it a more accessible part of their experience in Belém. On match days, the respondent notes that groups of tourists already attend Belenenses games but feel that better advertising could increase this turnout. Improving signage and directions to guide tourists to the members' stand, where the atmosphere is more lively and merchandise is readily available, could enhance their experience and encourage stronger engagement. They also propose partnering with companies that organize trips to Lisbon for Benfica and Sporting games, offering Belenenses as an alternative option. By positioning Belenenses as a cultural and historical experience, the club could appeal to tourists seeking an authentic and community-focused football experience in Lisbon.</p>	<p>"I've seen a few events organized there, sometimes involving the SportTV and Canal 11 channel. They have mascots and games for kids, which I think is really important. Belenenses needs to focus on connecting with the younger generation, many of whom are becoming fans because their parents were or because they play in the academy or go to the local school. Activities like these help create a bond with the club early on. But I believe the small field could be better utilized. A lot of the time kids are playing there, which is good for them to associate a game day with fun. But I think sometimes you could promote more activities that pull all ages and types of fans, but I know that also depends on sponsors (which they have a good amount)."</p>	<p>The respondent sees value in Belenenses' efforts to engage young fans through events featuring mascots, games, and activities with partners like SportTV and Canal 11. He emphasizes that connecting with the younger generation is essential, as many new supporters are children of current fans or participants in the club's academy or local schools. These activities are viewed as effective in building early loyalty and creating positive associations with the club. However, the respondent believes that the small field near the stadium could be more actively utilized to engage a broader audience. While he appreciates seeing kids playing there and associating game days with fun, they feel the space could support more diverse, multi-generational activities that appeal to fans of all ages. Acknowledging the role of sponsors, he suggests that with further support, Belenenses could develop a more inclusive pre-game environment, enhancing the match-day experience and strengthening fan bonds across age groups.</p>
Conclusions	<p>All respondents see potential in integrating Belenenses with the local tourist circuit, suggesting that the club's unique history and proximity to Belém's popular attractions could be more strategically leveraged. 2/3 of respondents emphasize the need for clearer signage and historical context, proposing informational plaques around key spots like the founding bench and the enhanced wayfinding to the stadium. These elements, they believe, would make Belenenses more visible to tourists who may already be exploring the area and could be drawn by the club's storied past. One respondent highlights the importance of balancing this outreach with maintaining local fan loyalty, noting that an overly promotional approach could alienate core fans who might see it as a shift toward competing with larger clubs. He instead suggests framing Belenenses as an underdog with a rich, resilient history, which could attract tourists interested in a genuine and historic football club experience. All respondents recommend a balance of historical and practical improvements—such as directing tourists to the more lively members' stand and enhancing match-day access—to foster a connection with visitors and broaden Belenenses' support base while preserving its authentic identity.</p>	<p>All three respondents emphasize the importance of strengthening loyalty and integrating youth more fully into Belenenses, as they represent the next generation of fans. Each respondent identifies specific opportunities to deepen the club's connection with young fans and future generations. 2/3 respondents highlight the value of proactive outreach to schools, with one suggesting that expanding engagement beyond nearby institutions could broaden Belenenses' influence among young potential fans. Additionally, one respondent emphasizes the need for Belenenses to instill its core values in its 4,000 athletes, particularly youth players, and proposes featuring youth teams at games to increase visibility and pride within the community, thereby strengthening bonds between young players and the club. The third respondent appreciates the club's existing efforts, such as pre-game activities with mascots and games, but suggests that the small field near the stadium could host a wider variety of activities for all ages. This, he believes, would create an inclusive environment that fosters community connections on game days.</p>		

	Quote	Engagement Efforts from Fans	Interpretation	Quote	Engagement Efforts from Belenenses	Interpretation
Fan 1	<p>"Yes, definitely attending games—home games, pretty much all of them—not just football but also trying to attend other sports events. I go to some away games as well and try to be present at the General Assemblies. I'm usually one of the youngest there, which is a bit sad, but I think it's at those meetings where the club is really discussed, rather than on Facebook. Of course, I'm also in the Facebook groups, but I'm not very active because I feel that the opinions there often lack a deeper understanding of the club's situation, or they come from people who clearly have other agendas and want to do things up a bit. I feel there's a lack of a healthier discussion space online for Belenenses. I also use Twitter and now Reddit, and I find that's where he finds disheartening. While he participates in online fan groups, the respondent is less active on Facebook, viewing discussions there as superficial and driven by personal agendas rather than genuine understanding. They feel that platforms like Twitter and Reddit offer a healthier environment for reasoned fan discourse."</p> <p>"I got more involved when I turned 18 and started being able to vote at assemblies; my first assembly was when we decided to remove the SAD from Restelo, so to speak. From that moment, I felt I could be more involved, I began wanting to know more about the people at Belenenses and started helping with various things. I got a bit involved with the basketball section and later on with communication and sponsorships when we were in the Campeonato de Portugal and Liga 3. I lived it from the inside, not just as a fan, I've always wanted to help, as much as I could. When I then started working, and it became harder to be as present. But still keep up with things from the outside, and whenever possible. I'm available to help whatever is needed because I believe we are few, and we all need to do our part to help. If the victory against the SAD was somewhat based on associativism, I think all members need to do their part, which goes a bit beyond being passive, just attending games, and really involves using our contacts and capabilities to help."</p>	<p>The respondent describes a deep commitment to Belenenses, actively participating in various aspects of club life beyond attending games. Supporting both home and away matches across multiple sports and attending General Assemblies, where he feels meaningful club discussions occur. He observes a generational gap at these meetings, noting that they are often one of the youngest attendees, which he finds disheartening. While he participates in online fan groups, the respondent is less active on Facebook, viewing discussions there as superficial and driven by personal agendas rather than genuine understanding. They feel that platforms like Twitter and Reddit offer a healthier environment for reasoned fan discourse.</p> <p>His involvement intensified at 18 when he gained voting rights at assemblies and experienced the pivotal decision to remove the SAD from Restelo. This moment of increased agency inspired him to contribute more directly to the club, engaging in activities like communication, sponsorship, and basketball support during the Campeonato de Portugal and Liga 3 periods. Though work commitments have since limited his involvement, he remains dedicated, seeing active participation as essential to preserving Belenenses' legacy. For the respondent, this dedication transcends passive support and embodies a collective responsibility among members to use their skills and networks to uphold and strengthen the club's future.</p>	<p>"Yes, I do think there's some ease [being easy to stay in touch with the club] in it. At least, whenever I started wanting to get more involved with Belenenses, I always felt that people were receptive to showing me how things worked. I do think there could be more openness to accepting help because I know other members have presented very valid projects, and the club didn't embrace them as much as I think it should have. But overall, the club is welcoming when it comes to meeting people, although advancing projects isn't always as straightforward. I think it would be good for all members to be involved in a section—whether it's basketball, volleyball, swimming, athletics, football, or whatever—to understand the reality of it. Often, the reality is tough, and it helps to dispel the illusion that Belenenses is just the name, even though it's a strong name and we're proud of it. The reality is quite different, and the problems the club faces are significant."</p> <p>"Older members used to talk about a social room at the Restelo stadium, where people would gather, play snooker, read the newspaper, etc. Today, if you go to Restelo during the week, there is indeed a lot of sports activity with kids playing football or using the pavilion, but unless members have to handle something at the store or office, it's not a common meeting place. The people you see during the week are mostly parents and athletes. The connection with the club is more of a weekend thing, not something that happens every day."</p> <p>"I believe there could be a greater effort in communicating with the members. Right now, communication is very focused on social media, and there's no personalized outreach. The website, for instance, hasn't even been updated this year. Since Liga 3 started, there haven't been any new posts on the site, and it's still a place where many fans go for information. It's the face of Belenenses and seems to be abandoned, which doesn't make sense"</p>	<p>The respondent reflects positively on the welcoming nature of Belenenses, finding that club members were receptive when he sought to become more involved. However, he feels that the club could be more open to member-driven projects, noting that valid ideas from other members have not always been embraced as much as they could be. This suggests a gap between a generally welcoming atmosphere and the practical limitations of implementing new initiatives within the club.</p> <p>The respondent believes that deeper involvement across different sports sections would benefit members by providing a more realistic view of the club's challenges beyond its name and historical prestige. This perspective, he feels, would ground members in the club's current reality, highlighting the significant issues Belenenses faces.</p> <p>However, he feels that the club's communication with members could be improved. Currently, outreach relies heavily on social media, with minimal personalized engagement or updates on the website, which he views as outdated and poorly maintained. He sees the website as a critical touchpoint for fans and feels that neglecting it harms the club's image.</p> <p>He also observes that the social aspect of Belenenses is limited mainly to weekends, with the Restelo stadium lacking a daily gathering space for members. While sports activities are prevalent throughout the week, the respondent sees the absence of a social space—once a staple for older members—as a missed opportunity for fostering continuous connection. As it stands, he feels that the club's community engagement is largely restricted to game days, rather than an everyday presence in members' lives.</p>		
Fan 2	<p>"I go to games whenever I can and see an opportunity—weekends or whenever—it's always fun. Usually, I go with friends who aren't even fans, but I always watch the games. Generally, I don't buy a lot of merchandise, but it depends on the product. I remember last year a friend and I bought something, but that's not usual. Mostly, it's about going to games, and following what's happening with the club because I care about it. I keep up with social media and those things. Sometimes, depending on who you know, you hear about what's going on inside the club, but that's more specific information. But mainly, it's about going to the games. If you ask me whether I comment on social media, no, I don't. I'm available to help whatever is needed because I believe we are few, and we all need to do our part to help. If the victory against the SAD was somewhat based on associativism, I think all members need to do their part, which goes a bit beyond being passive, just attending games, and really involves using our contacts and capabilities to help."</p>	<p>The respondent's engagement with Belenenses is centered around attending games, which he views as an enjoyable activity often shared with friends who aren't necessarily fans. While he doesn't frequently purchase club merchandise, his connection to Belenenses is sustained through regular attendance and passive following on social media. He keeps up-to-date with club developments, sometimes gaining insider knowledge through personal connections, but he generally avoids active engagement in online fan discussions, preferring to observe without much interaction.</p> <p>The respondent occasionally encourages friends and family to attend games, but he limits conversations about the club with non-fans, recognizing that the same level of interest may not be shared. Overall, his connection to Belenenses is expressed more through personal attendance and support at matches than through online or social media interactions.</p>	<p>"Mainly Twitter [the social media that the interviewee believed to be managed in the best way]. But the posts are nearly the same everywhere. Twitter almost has no replies, which makes it more interesting because there's hardly anyone on it. The posts are mostly identical across platforms. The only issue is that sometimes, on Twitter, due to the character limit, the descriptions aren't complete, so you have to check the post on Instagram or Facebook, although Facebook is best avoided because of the comments. But yes, those are the main three. If you asked if the club had a TikTok, it wouldn't be for me. I think it would be a bit odd because I'm not sure it wouldn't alienate some people. That's the problem. For a newer club or depending on the area, it might work. I think Estrela da Amadora gained some fans this way, but their demographics is different. Here, I'm not sure you'd get many supporters. I remember they tried doing teasers for new signings at the start of the season, like taking pictures with the player in silhouette, and people complained, saying, 'At other clubs, they just reveal the player.' So, I believe if Belenenses did something weird on TikTok, it would just get those kinds of comments most of the time, so I don't think it would add much. It's a cultural thing, too, because I think it's difficult to get fans here to engage with that. I'm not sure children would even find it interesting. Maybe, but I think the problem is that it would alienate some of the older fans. It's a shift. Sporting does something similar, and it depends on how it's managed. I remember Sporting doing things that seemed very strange to me, and then they'd post older videos, which might appeal more to me or older people. But if Belenenses started a TikTok, people would probably say, 'This seems weird; this isn't Belenenses,' regardless of the content. I'm not even sure they'd have the capacity for it right now, as I remember the YouTube channel being poorly managed, mostly by volunteers."</p> <p>[About what the club could do to increase engagement]: "Sometimes offering more perks, for example. Last year, in the Second League, they only organized trips for two away games. Things like that are a bit strange; they didn't even give information about bus or anything like that. I think it would be good to have away games. I think rewarding members would be nice. They do have annual ceremonies for the club's anniversary, but beyond that, I feel there's a lack of connection in terms of member benefits."</p> <p>"Posts on social media don't even provide information for regular fans, only for members. They only mention member ticket prices, not the general public. So, I think that's a bit lacking too. Online ticket prices could be more specific."</p> <p>"They'll post a photo of the training, and that's it because there isn't that much interest. I spend for myself, too. I think in terms of fans, you don't have many people who are die-hard supporters. The level of engagement would seem forced if you tried to push it. They post enough for you to know they're here and doing something, and I think that's fine. Outside of game days, posting a picture from training or something is enough. It doesn't need to be every day or have a 'Happy Monday' message every week. After a game, a post thanking the fans is good enough for me. There should be something midway, like 'we had a good training session' or a mention of a sponsor, or just a photo of a player. If it were just game-related posts, it wouldn't be great. The way things are now seems fine to me, and I wouldn't change much in terms of content unless it involved using different social media platforms, which I don't use myself."</p>	<p>The respondent feels that Belenenses' social media, particularly on Twitter, is well-managed but largely standardized across platforms. He appreciates Twitter for its minimal interaction, as it avoids the sometimes contentious or superficial comments found on Facebook. However, he notes occasional limitations due to Twitter's character constraints, which sometimes require checking other platforms for complete information. The respondent is cautious about newer social media like TikTok, which they feel may alienate Belenenses' older fan demographic and lack appeal within the club's traditional supporter base, unlike other clubs that attract younger audiences. He believes that attempting to extend broader content might meet with skepticism, potentially clashing with Belenenses' culture and limited social media management capacity. In terms of engagement, the respondent suggests offering more member perks, particularly for away games, as he sees a lack of support for fans traveling independently to matches. He feels that the club could improve communication about ticketing by including information for general fans, not just members, to make it clearer and more accessible.</p> <p>The respondent is satisfied with the current level of content on social media, preferring a low-key approach with occasional updates, such as post-game thank you messages or midweek training photos. He sees no need for daily posts or overly enthusiastic content, viewing it as a potentially forced within the club's culture. Instead, he suggests that straightforward, fact-focused updates are sufficient for maintaining a steady connection with fans without oversteering engagement efforts.</p>		
Fan 3	<p>"I've been to Varanda Azul (restaurant) a few times, especially for family occasions like my father's birthday, and I'll occasionally buy something from Loja Azul. I also have friends who rent the field next to the stadium to play football. It's a nice experience to play there, even if it's not inside the stadium itself. I always watch the games on Canal 11 if I can't make it to the stadium. I think that is good as well. There is not a single week where we don't talk about Belenenses in my household. Engagement actions outside games."</p> <p>"Yes, I talk about it with my father every week. Sometimes my friends bring it up, especially when the club is doing well. My girlfriend Maddie is from the area, so she goes to games often, and we talk about it as well. There's a general interest in the club, even among non-supporters, because it's a historic team."</p> <p>[When the interviewee was living in Algarve]: "It didn't affect it much, mainly because I had SportTV back then, which I don't have now. When Belenenses was in the first division, or even the second, all their matches were broadcasted, so it was easy to follow the team. I didn't attend many games in person, but I always stayed connected. I remember coming to Lisbon a few times to watch Belenenses play Sporting at Atletico. It wasn't as often as I would have liked, but the broadcasts kept me in touch with the club."</p>	<p>The respondent's connection to Belenenses extends beyond game attendance and includes various forms of engagement that contribute to their sense of loyalty. He celebrates family occasions at the club's restaurant, Varanda Azul, and occasionally purchases items from Loja Azul, signaling his commitment to supporting Belenenses in different ways. There are also enjoyable recreational activities near the stadium, such as friends renting the adjacent field for football, which further connects them to the club environment.</p> <p>In his household, Belenenses is a regular topic of conversation, especially with his father and girlfriend, who also attend games. This regular discussion reflects the club's presence in his daily life and its role in family and social bonds. Even when he lived in the Algarve, the respondent maintained the connection by watching broadcasts on SportTV, allowing him to stay up-to-date despite the distance. He particularly remembers traveling to Lisbon for significant matches, demonstrating that his support remained strong even when not attending in person. Overall, the respondent's engagement is marked by diverse interactions with the club, from family traditions to media and recreational connections, which collectively sustain his loyalty to Belenenses.</p>	<p>"I think the club has been making an effort to be closer to the fans, mainly this year. As someone who works in marketing, I can see the effort they've put into engaging through their Instagram page. They're promoting not only the football team but also basketball, handball, futsal, and other sports. This is important because the club isn't just about football. Last season, the comments on social media were often harsh, especially after defeats, but this season things are better. The team is performing well, and the criticism has decreased. The relationship is improving as a result."</p> <p>"I use Twitter occasionally, but I mainly follow them on Instagram. I'm part of a couple of Facebook groups, but I don't like some of the discussion themes there and I feel people tend to go over the boundaries."</p> <p>"I appreciate that they announce all the new athletes joining the club, across all sports. It helps keep fans informed about what's happening in basketball, handball, and other sports. It's a good way to keep fans connected with the club outside of football. They've also done well in terms of marketing techniques, which even some first-division clubs lack. I believe social media is an effective way to maintain a connection with fans outside the stadium and I think they are doing well and being consistent. Recently, they had a comedian visit the club, and they gave him a jersey. That kind of initiative shows the club is open to new fans and visitors."</p>	<p>The respondent acknowledges recent efforts by Belenenses to strengthen its relationship with fans, particularly this season, noting improvements in the club's Instagram engagement. As a marketing professional, he appreciates the consistent promotion of various sports—not just football—which reinforces Belenenses' identity as a multi-sport club. He feels this approach helps diversify the fan base's interest and showcases the club's broader athletic involvement. Social media management, especially on Instagram, is seen as a valuable tool for keeping fans connected. The respondent finds the club's efforts to announce new athletes across all sports helpful in maintaining a sense of community and inclusivity. He observes that the reduction in online criticism correlates with the better team performance, indicating a positive trend in fan sentiment.</p> <p>While he uses Twitter occasionally, the respondent prefers Instagram due to its focus on consistent updates, and they avoid Facebook groups, feeling that discussions there often become overly negative or cross personal boundaries. Overall, he believes Belenenses' social media presence is well-educated and professional, even comparable to that of first-division clubs. The recent initiative to host a comedian and give him a club jersey is seen as an effective marketing move, showing openness to new fan engagement and broader visibility.</p>		
Conclusions	<p>All three respondents display strong and varied engagement with Belenenses, although the nature and depth of their involvement differ. One respondent exhibits a high level of active commitment, attending both home and away games across sports, participating in General Assemblies, and engaging in club initiatives like sponsorships and communication.</p> <p>In contrast, another respondent's connection to Belenenses is primarily expressed through regular game attendance, often with friends who aren't fans. This respondent's engagement with the club is more passive, marked by occasional social media following rather than active involvement in online discussions or club activities. While he avoids deeper online engagement, he maintains his connection by encouraging friends and family to attend games and supporting Belenenses in his personal lives.</p> <p>The third respondent demonstrates a diverse and family-oriented connection to the club. His engagement includes visiting the club's restaurant, making purchases from Loja Azul, and enjoying recreational activities near the stadium with friends. For him, Belenenses is an integral part of family traditions and daily conversations, which helps sustain a strong sense of loyalty. This respondent's commitment remained steadfast even when he lived far from Lisbon, as he stayed connected through media broadcasts and occasional travel for key matches.</p>	<p>All three respondents recognize Belenenses' efforts to engage fans, particularly through social media, with 2/3 emphasizing Instagram's role in promoting a diverse range of sports and building connections beyond football. There is a shared preference among respondents to avoid Facebook, as they feel it fosters negative commentary. Instead, they favor platforms like Instagram and Twitter, where engagement is more streamlined and positive.</p> <p>The respondent with a marketing background appreciates Instagram's consistent updates, noting that it effectively showcases Belenenses' multi-sport identity and contributes to a reduction in online negativity. Another respondent values Twitter for its low interaction, concise updates, contrasting it favorably with the sometimes contentious discussions on Facebook.</p> <p>2/3 of the respondents identify areas for improvement in engagement. One suggests establishing a dedicated social space at Restelo stadium to foster member connections beyond game days, reviving a tradition valued by older fans. Another calls for additional perks for traveling fans and clearer communication on ticketing for both members and the general public.</p> <p>Lastly, one respondent also points out that communication relies heavily on social media, with minimal personalized engagement or updates on the website, which he views as outdated and poorly maintained.</p>				

Interviewee	Quote	Interpretation	Quote	Interpretation
Fan 1	<p>"Yes, I think so. From what I can tell, Patrick has been holding a lot of assemblies; he's someone who really brings matters to the members in those spaces, and they often discuss Belenenses extensively. There's always a time for member interventions, which usually lasts quite a while, and people share what's on their minds, leading to some interesting discussions. I think it's much more valuable to attend the AGs than to discuss the club on Facebook. But I do think much more could be done. Four years ago, during the elections amid COVID, Patrick did a series of online Q&A sessions where we all joined a Zoom call to ask questions. I think something like that could be repeated—status updates or discussions on various topics, perhaps every three months, focusing on key themes. Also, last year when Mariano Barreto was president, we had a kind of town hall where Patrick was there answering fans' questions. I think that event went very well. It was held at the stadium, and I expected everyone to focus on questions about the football team, like why we hired a coach who hadn't worked in Portugal for years. But no, it wasn't just about football. We also discussed other sports, communication, sponsorships, requalifications—several in-depth topics. I think these initiatives, whether online or in person, where the president and the board address and respond to the members on matters outside AGs, are good and should happen more often. I think the communication could be more open. Patrick usually does an annual interview with questions from the members, which is nice, but the answers are very thought-out and controlled, right? I see the questions themselves, I'm not sure how they are selected. There should also be efforts to open the club more, creating content that the other clubs do, showing what Belenenses is like beyond what we see on game days. Many members don't really know what goes on behind the scenes, so they end up making unfair criticisms because they don't understand the difficulties the club faces. So, I feel there's an effort to communicate, but it could be bigger. I'm not sure if I answered your question, because I don't remember everything you asked."</p> <p>"Yes, I do feel that the club is mine, but to some extent. I feel that if I wanted to remove the board tomorrow, I could probably do it. I have some decision-making power by voting in the assemblies, but of course, I'm trusting the elected leaders to run the club. I also know that if they wanted to decree me, they could. They are the ones on the inside, they know how things are run. So, I have some control—the club is mine, but they hold the real control."</p>	<p>The respondent values the club's efforts to engage members through assemblies and other interactive events led by the president, noting that these gatherings allow for meaningful discussions and give members a platform to share their perspectives on Belenenses. He finds these assemblies to be more valuable for club discourse than online forums like Facebook, where discussions can often lack depth. The respondent recalls successful initiatives, such as town halls and online Q&A sessions during COVID, where members could directly interact with leadership, asking questions on a range of topics beyond just football. He feels these types of open forums should occur more frequently, perhaps every quarter, to improve transparency and foster a stronger connection with the club.</p> <p>While he acknowledges current communication efforts, the respondent believes there is room for a more transparent approach. He finds the annual interview format somewhat controlled and suggests that more behind-the-scenes content would help members understand the complexities of running the club, potentially reducing misguided criticisms that stem from limited awareness. The respondent feels a sense of ownership through their voting rights at assemblies. However, he also recognizes the limitations of this power, as the club's day-to-day control ultimately rests with elected leaders. While he trusts in his ability to influence decisions, he acknowledges that real operational control lies with the board, leaving members somewhat distanced from the inner workings of the club.</p>	<p>"Yes, I think the tickets are overpriced because Belenenses fans already pay membership fees comparable to those in the first league. The adult membership fee is around €5 EUR, a student and a reformer pay half that, and it's free for those under 16 or 12. I can't remember exactly, but an adult membership fee is quite expensive, and if you compare it to Sporting or Benfica, they might pay 10/12 EUR, so the difference isn't that big. We're talking about a club in Liga 3, after all. Belenenses members already pay a lot in membership fees, and then they also have to pay a lot for tickets. Last year, we had some of the most expensive tickets in the second division, or at least comparable to the highest prices. This year in Liga 3, it's unlikely to be different."</p> <p>I think more consideration or care for the fans would be welcome. The mentality seems to be, "We know those 2,000 will always be here, whatever the price is, 10, 20, or 50 EUR." And I'm guilty of this; I buy the season pass every year without thinking about the price. I just want to support my club. But I think the ticket prices could be reconsidered to try to attract more people beyond the usual 2,000. The season pass price is still the same even though we were relegated. It indeed includes access to other sports this year, unlike last year, but ultimately, most fans aren't drawn by the other sports. It's the same, despite being in Liga 3 instead of Liga 2."</p> <p>There's also the issue of how tickets and season passes are promoted. I recall only seeing one Facebook post about the 1919 pass, and there was no email communication, for instance, or any messages. There's no direct and personalized communication with the members encouraging them to buy tickets and passes."</p>	<p>The respondent feels that Belenenses' ticket prices are disproportionately high, especially considering that membership fees are already close to those of first-division clubs despite Belenenses' current position in Liga 3. He notes that fans pay a premium both in membership and ticket costs, observing that last season's ticket prices were among the highest in the second division. The respondent suggests that a more considerate pricing strategy could help attract fans beyond the regular 2,000 core supporters, whom the club seems to rely on regardless of ticket cost.</p> <p>While he buys a season pass each year without hesitation, out of loyalty, he feels that the club's pricing does little to encourage a broader attendance. This year's season pass includes access to other sports, which the respondent acknowledges as a new benefit, but he believes it's still fails to compensate for the club's relegation to Liga 3, as most fans are drawn specifically by football. The respondent also points out a lack of effective promotion for tickets and season passes, recalling minimal communication about key offerings like the 1919 pass. He suggests that a more direct, personalized approach in encouraging ticket purchases could foster better engagement with members and potentially boost attendance.</p>
Fan 2	<p>"Well, with the current model, I do have a lot to say. Every proposal has to be voted on. But honestly, for the bigger decisions, it's all approved by the members, so really, the issue is if you disagree with the majority. But I don't think that's a problem because the current management is all about the members. Obviously, in my opinion, a member doesn't have the right to fire who is a good coach or a good sports director. It doesn't make sense to fire someone just because the fans want it. Otherwise, with the supporters we have, coaches would be fired after every game. But I think it's adequate the way it is. I think it's going to get worse because technically, you need to bring in an investor somehow."</p>	<p>The respondent feels that Belenenses' current model grants members substantial influence, with every proposal subject to member voting. He acknowledges that disagreements may arise if an individual's views differ from the majority, but he sees this as part of the democratic process, with the management's focus being on member input. However, he draws a line at decisions on technical or professional roles—like hiring or firing coaches—arguing that such choices should be left to the club's leadership rather than dictated by fan sentiment, as this could lead to impulsive, reactionary decisions. Looking forward, the respondent anticipates potential challenges, suggesting that securing an investor may become necessary to support the club's financial needs. While he finds the current model satisfactory, he implies that the involvement of external funding might complicate the balance of member influence in the future.</p>	<p>"I think where the club struggles the most is precisely in the perks it offers to members because members pay more than at other clubs of the same level. Even tickets are more expensive. If I'm not mistaken, last season in the Second League, only Torriense had more expensive tickets for members, and then they made them free. Sometimes there were even restrictions for bringing guests to the stadium, which I also don't think makes sense. If you want to bring people to the stadium, you shouldn't limit that. It was reduced to one guest, which isn't right."</p> <p>So, I think there's a lack of incentive. The majority of people go to see football matches, and I don't think the club offers much in that regard. There are discounts for members on merchandise, but the shop isn't great. Sometimes products that were supposed to arrive haven't, so you might have seen. Online, it says one thing, but reality is different. The member online area is a good addition, but some things still require going to the club office, which is bureaucratic and not well-organized. It's more about the fan going to the club rather than the club reaching out to the fan. There's no great advantage to say this is nice."</p> <p>For example, the neighboring club, Adolfo, when they were promoted, they had cheap tickets. I think it was 5 EUR for non-members, while Belenenses was charging that for members. They also had community perks, like discounts for residents of Adolfo, which I feel Belenenses doesn't do. It's still very much the old-fashioned style of 'members pay, and that's it.'</p> <p>"Ticket prices are usually very high, and people don't come. If a family wants to watch a game - let's say three or four people - and none of them are members, they're looking at 10-12 EUR per ticket. That's a lot for a game of this quality. The quality isn't great, and yet the prices are almost like First League tickets. I saw a Second League game in Porto for 5 EUR as a non-member. I'm not saying that's normal, but charging 10 EUR for a game in a non-professional league won't attract people. It's very difficult. If it's bad for members, then for non-members, forget it. Most people engage with the club by watching the team. If that's not an option, it's a big barrier."</p> <p>"I remember two years ago, tickets for a Third League game against Leiria were 15 EUR, and people were saying, 'It feels like we've suddenly been promoted to the First League.' It was too expensive, and that won't get you anywhere. With those prices, unless you're one of the big clubs, you won't succeed. It's impossible."</p>	<p>The respondent feels that Belenenses falls short in providing sufficient perks and incentives for its members, who already pay comparatively high fees. He points out that last season's ticket prices were among the highest in their league, with even member tickets priced similarly to non-member tickets at other clubs. Restrictions on guest tickets further detract from the stadium experience. Limiting fans' ability to bring others and expand the supporter base, despite some membership benefits, such as discounts on merchandise, the respondent finds these perks lacking in quality and accessibility. He describes a disjointed experience, where promoted products may not arrive at the store, and bureaucratic requirements often demand in-person visits to the club office. The respondent feels this "member-first" approach could be modernized, making the club more proactive in engaging its supporters rather than relying on members to seek out benefits.</p> <p>He emphasizes that high ticket prices create a significant barrier for non-members and families, who face costs close to first-division prices despite lower league quality. He believes these prices discourage attendance, particularly for non-members, preventing broader community engagement. Reflecting on a previous Third League game with €15 tickets, he notes that such prices are unsustainable for a club outside the top tier, where more affordable pricing would be necessary to grow the fan base and foster a supportive community atmosphere.</p>
Fan 3	<p>"Perhaps a bit more involvement [of the fans in the club's decisions] would be good. Last season, for example, I felt that members weren't being listened to enough. It was a tough season with poor planning. We went through three coaches, and members were calling for changes earlier. I think some of the good players from the third division season, when we reached the final at Juncos, were let go without much consideration. One example is João Costa, who was our top scorer but wasn't kept on the team. He ended up at Alentejo, where he became the top scorer in the division, and now he's nearly a starting forward for AVO in the first division. Members sometimes have valid points, and the club should be more attentive to their opinions. This year, I think the club has done better in that regard, and the results reflect it."</p> <p>"Yes, definitely [feeling a sense of ownership of the club]. I don't feel like I am influential within the club, maybe because I'm not the most vocal or hardcore fan, but it's still my club, and I feel like I am heard."</p>	<p>The respondent believes that fan involvement in club decisions could be improved, particularly by highlighting last season's struggles. He felt that management did not adequately hear member concerns, especially regarding team planning and player retention. He cites the example of João Costa, a high-performing player who was released despite fan support, only to excel with another team, suggesting that more attention to member feedback might have prevented such oversight.</p> <p>However, he acknowledges that the club appears to be more receptive to member input this season, and he views this shift positively, noting that it correlates with improved team performance. Though he does not see himself as particularly influential within the club, the respondent still feels a sense of ownership and believes that their voice, along with other members, is heard. This sense of connection reinforces his identity as a Belenenses supporter, even if his contributions are not among the most vocal.</p>	<p>"My father and I weren't members for a long time. I had never been one, and he used to be, but then stopped. We decided to rejoin two years ago. It's a way to support the club, which has always struggled financially. Even if it's not much, our contributions help improve areas where we see the club lagging, even within the same division. The membership fees have contributed to positive changes in recent times. Even with relegation, I feel it was a step back to take two steps forward. The club's dynamics and structure have improved significantly, and I believe it's up to members to keep paying their dues and attending games to maintain this momentum. I remember last year when the club was playing badly, my father wanted to stop being a member, but I convinced him to keep paying because if we all think like that, then the club will go bankrupt and we don't want that."</p> <p>"Yes, of course [feels that there are personal benefits to being a member]. As a member, I can buy a season ticket, which my father and I have. We also get discounts at the Loja Azul, which is nice for gifts or buying shirts. But beyond the practical benefits, it's a matter of pride. I love having my Belenenses membership card in my wallet—it's something that means a lot to me personally."</p> <p>"No, I don't think so [that ticket prices are an obstacle]. As a member, I pay around €4 per ticket now, which used to be €6 or €7. I think it's a fair price, and honestly, the club could charge more, but the goal is to fill the stadium, which makes sense."</p> <p>"Considering the club's financial situation, yes." [Considers the ticket prices fair for the experience offered]</p>	<p>The respondent and his father recently re-joined Belenenses as members, viewing membership as a meaningful way to support the financially struggling club. They see their contributions as essential, helping to foster improvements and maintain stability despite the club's challenges, such as relegation. For the respondent, remaining loyal and encouraging others to do the same is vital to avoid financial decline. He views membership as a shared responsibility that enables Belenenses to make the necessary progress, even if incremental. Beyond financial support, the respondent finds personal satisfaction in being a member. The practical benefits, like discounts at Loja Azul and reduced ticket prices, are appreciated, but he sees their membership card as a symbol of pride and loyalty. The respondent finds current ticket prices fair, especially given the club's focus on filling the stadium and its financial situation, and believes that membership fees are ultimately justified by the impact on the club's operations and community.</p>
Conclusions	<p>All respondents value the role of assemblies and voting in giving fans a voice in Belenenses' governance. Highlighting a strong sense of ownership among members, 2/3 of respondents appreciate the democratic process within the club, with one viewing assemblies and open forums as essential venues for meaningful discussions. They recommend more frequent town hall-style events to improve transparency and allow for deeper engagement with club leadership, while another feels that decisions on professional roles should remain with management to avoid reactionary choices influenced by fan sentiment. 1/3 of respondents suggest that more fan input would enhance club operations, reflecting on a past example where disregarded member opinions may have impacted team performance. However, he observed an improvement in management's receptiveness this season, linking it to positive outcomes on the field.</p>		<p>All three respondents agree on the critical role of membership and ticket sales in sustaining Belenenses financially, with 2/3 expressing concerns that current ticket prices are excessively high. They feel that the combination of high ticket prices and substantial membership fees restricts attendance to a core group of 2,000 regular fans, limiting broader community engagement. One respondent suggests that ticket prices should be reconsidered to attract a wider audience and address a lack of targeted marketing for options like the 1919 pass, which could benefit from a more direct approach to engage both current and potential members. Regarding membership perks, 2/3 of respondents find the existing benefits insufficient. One respondent highlights logistical challenges in accessing merchandise and restrictions on guest tickets, suggesting that a more proactive, member-centric approach would enhance the fan experience. The other respondent appreciates recent changes, such as the season pass's expanded access to additional sports, though he feels these perks don't fully address the limitations of being in a lower league. Overall, these two respondents believe that ticket prices are too high for the current stadium experience provided.</p> <p>The third respondent, while recognizing the high costs, views membership as a meaningful financial and symbolic commitment to the club's stability. He feels that the fees are justified by the improvements and progress supported by loyal member contributions. For this respondent, membership represents a badge of pride and a way to actively support the club through its financial and competitive challenges.</p>	

Interviewee	Quote	General Suggestions	Interpretation
Fan 1	<p>"I think we can offer a different experience than what Benfica and Sporting provide. Sure, when you go to their stadiums, it's impressive with the large crowd and great atmosphere. But the experience at Restelo is entirely different. It's a much more authentic and family-oriented experience. I believe that's where we should build our identity—a club truly owned by its members, in constant relationship with them, and promoting these values. We should try to attract students, even if they aren't from Portugal and are here on Erasmus or for a master's degree, to learn about Belenenses and take advantage of the tourist area we're in."</p> <p>"The 1919 pass could also reward the most frequent fans. For example, there are no discounts for the next season for fans who attended all or more than half of the games, as many clubs do. There's no recognition for being a loyal fan. There used to be initiatives with members, like the José António tournament, where member teams played a summer tournament at Restelo, allowing members to play on the stadium's pitch, which is a point of pride. It was a moment of socializing for the members. It was a weekend tournament that went on for a year or two, then stopped."</p>	<p>The respondent sees a unique opportunity for Belenenses to differentiate itself from larger clubs like Benfica and Sporting by creating an authentic, family-friendly experience at Restelo. He believes Belenenses can build an identity rooted in member ownership, close connections with fans, and values that emphasize community. The respondent suggests that Belenenses could leverage its location in a popular tourist area to attract international students and visitors, introducing them to the club and enriching the fan base with diverse perspectives.</p> <p>Additionally, the respondent suggests implementing rewards for loyal fans, such as offering discounts on season passes for members who frequently attend games, a common practice at other clubs. He fondly recalls past initiatives like the José António tournament, where members participated in a friendly competition on the Restelo pitch, fostering social bonds and pride among fans. The respondent believes that reviving such initiatives would enhance the sense of community and loyalty, reinforcing Belenenses' identity as a club owned and supported by its members.</p>	
Fan 2	<p>"I don't think so. I mean, I'd like to have the swimming pool's back, but that's not going to happen. The only other thing would be, but it's impossible because there's no money, to invest more in the different sports. It's kind of sad to see how much the level has declined nowadays, but other than that, I don't think there's much that I haven't already mentioned. One thing would be a suggestion, though: since the fans are older, and the club is kind of oriented toward history, they should focus more on the club's history."</p>	<p>The respondent expresses a desire for Belenenses to restore certain facilities, like the swimming pool, but acknowledges that financial constraints make this unlikely. He also feels that the club's multiple sports programs have declined in quality over time, which is disappointing, though he recognizes that improvements would require significant investment.</p> <p>As a suggestion, the respondent believes that Belenenses should focus more on its rich history, especially given its older fan demographic and the club's heritage-oriented identity. He sees historical emphasis as a way to honor the club's legacy, aligning with the interests of long-time fans and enhancing the club's unique appeal in a way that resonates with its supporters.</p>	
Fan 3	<p>"General renovation of the stadium and greater financial capacity."</p> <p>"Completely remove those who still support the old SAD and work together to help the club. More support for different sports and making trips to the stadium a routine." [regarding the question "how do you think the club could get closer to distant fans?"]</p>	<p>The respondent believes that Belenenses could benefit from a comprehensive stadium renovation and increased financial resources to strengthen the club overall. He also suggests unifying support by distancing the club from individuals still aligned with the old SAD, aiming to foster a collaborative environment focused solely on advancing Belenenses. To enhance engagement, the respondent advocates for greater investment in various sports and encourages fans to make attending games at the stadium a regular habit, which he sees as key to building a cohesive and dedicated fan base.</p>	
Conclusions	<p>All respondents emphasize the need for Belenenses to leverage its unique characteristics and reinforce its community-centric identity, with each offering specific suggestions to strengthen the club's connection to its fans. One respondent suggests that Belenenses could distinguish itself from larger clubs by fostering an authentic, family-friendly environment and a more personalized, member-owned club experience. He believes this could appeal not only to local fans but also to international students and tourists, broadening the fan base. Additionally, he proposes implementing rewards for loyal members and reviving past initiatives, such as friendly competitions among members, to enhance social bonds and pride.</p> <p>Another respondent highlights the importance of focusing on Belenenses' historical legacy, seeing it as a way to engage the club's older fan demographic and honor its heritage-oriented identity. He believes a stronger emphasis on history would align with the interests of long-time supporters and could enhance the club's unique appeal compared to other teams.</p> <p>Finally, the third respondent advocates for substantial stadium renovations and an increased financial commitment to improve both facilities and the quality of the club's multi-sport programs. He also suggests creating a unified fan base by reducing ties with individuals linked to the old SAD, emphasizing that greater collaboration and regular attendance are essential for building a dedicated community.</p>		

Appendix 2.2 – Interviews with locals

Interviewee	Relationship with the Club		Club Perception	
	Quote	Interpretation	Quote	Interpretation
Local 1	<p>"I have some sympathy for Belenenses because I played sports there (it was the closest to my house). Playing sports there required being a member. So, the first club I joined was Belenenses. Also, because my grandfather is a Belenenses supporter. I'm a Sporting supporter, but whenever there was a game between Sporting and Belenenses, I would always go with my grandfather. Nowadays, those matches no longer happen, but when I can, I like to watch Belenenses because I like their story of rising again. The issues with the SAD (Sociedade Anónima Desportiva), the separation, and then how Belenenses managed to break records every season since being relegated to the district league and working their way back up, gaining promotion every year during this period. The season I followed most closely was the one when Belenenses moved up from the third to the second division. It's a shame they lost to União de Leiria and didn't become the champion of the Third League, but I think it was a good season for them in the Third League."</p> <p>"I'm not quite sure how I became a Sporting supporter because my family doesn't really follow football, and those who do are either Benfica or Belenenses fans. So, I think Sporting was more of an influence from school because my primary school teacher was a Sporting supporter and loved the club. My grandfather, instead of trying to make me a Belenenses fan like him, simply accompanied me when I went to Avelãs. So, that's how Belenenses wasn't really instilled in me as my main team, but more as a club I respected, especially because of its history and being the club of the area where I'm from. At the very least, I got to know great players from Belenenses and heard my grandfather's stories about the times when Belenenses fought to be champions and win the Portuguese Cup."</p>	<p>The respondent says that even though her grandfather is a Belenenses supporter, he didn't instill that in her. However, she still holds sympathy for Belenenses because of her grandfather, because she used to swim there (which required her to be a member), and because she is a fan of the recent Belenenses' history and their courage to split from the SAD and progress to rise through the divisions once again.</p>	<p>"I think it's a club in reconstruction. I consider Belenenses one of the great clubs in Portugal because I believe that a club that has been a national champion should be regarded as a major club, even if today it's facing difficulties. But I'd say that at this moment, it's a club in reconstruction, trying to return to those times. In the 2000s, Belenenses still reached a Portuguese Cup final against Benfica. So, it's about regaining that place it once had in Portuguese football which today is occupied by clubs like Vitória or Braga."</p>	<p>The respondent sees Belenenses as a club in reconstruction, trying to regain the major place it once had in Portugal. However, even though it is in a lower division, she still considers the club one of the greats in Portugal, much because of having been a national champion in the past.</p>
Local 2	<p>"[...] I'm not a Belenenses supporter, at least not as a member and as someone who goes to the games. But I ended up becoming quite attached to Belenenses (I would say I have a lot of affection for the club) since I went to a lot of games with people from the area who are supporters of the club. I'm a supporter of Casa Pia because I was part of the institution and played there. My mother is a teacher there, my father was a coach, my brother also went there, and my grandfather as well. My roots ended up growing on the other side of Belem. It's an institution that tends to be a bit forgotten due to legal issues from the past. But that doesn't mean I don't feel connected to Belenenses, because that's where I started playing rugby, which was a very good start. So, I end up having a good connection. Now that the club started to grow and return to its roots after the split from the SAD, there's a satisfaction in seeing that. However, I don't consider myself a supporter, but someone with a special fondness for the club."</p>	<p>The respondent isn't a Belenenses supporter as his family is connected to Casa Pia (also in Belem). However, he still has a special fondness for the club because he went to many games with people from his living area who are actually supporters, played Rugby at Belenenses, and likes the direction the club has taken since splitting from the SAD.</p>	<p>"Training is a big differentiator. Belenenses accompanies the athletes from youth training to the senior level if the athlete wishes, offering excellent conditions to play and forcing them to be competitive." / "There is a lot of competitiveness within the club, which forces athletes to give their best from an early age and become high-performance athletes very young. Rugby, for example, was quite demanding in training, reflecting the club's desire for success in the youth teams and then transferring that to the seniors." / "Belenenses dominates in Rugby, it's good in Basketball, and excellent in Handball. I know they're a national force. The training mentality is something I see as a strong and differentiating point of Belenenses." / "The youngest end up joining the club at a very early age and growing up within the club."</p> <p>"Management was a bit different in rugby, and that created a certain discrepancy. I came from Casa Pia, so I didn't have the same roots as many of the other players, who came from families with connections to each other and the club. This created a more closed environment, where I felt a bit outside of that core where everyone was very similar (in terms of lifestyle, attitudes, clothing, etc.). Rugby is a sport characterized by families with a medium-high capital, and when you're not part of that environment, you end up feeling marginalized, even if the training and dynamics are great (which they were). There was a lack of that team dynamic, and this also hindered the educational part of sports training. I don't know how it is now, but when I left rugby, it was largely because of this."</p>	<p>The respondent sees the club as a reference when it comes to the academy and development of players from a young age to a senior level. Its main differentiator from other clubs is the training. For him, it offers excellent conditions to play, competitiveness within the teams, and a big desire for success. He sees the club as a national sporting force, being competitive in many sports. However, for him, Rugby has a different management and culture. Being a sport that attracts more medium-high capital individuals, which can lead to segregation of others who don't belong to that environment.</p>
Local 3	<p>"I did taekwondo there for two years, but I think taekwondo at the time wasn't part of the Belenenses club. They rented a space, so I don't know if there's any actual connection to the club. But I think they just rented the gym space."</p> <p>"I know a lot of people, really a lot, in my class in high school at Restelo who played sports at Belenenses. I remember at least two people from my class who were big Belenenses supporters, and throughout my school years, since I always studied in the area, I met some people who were really dedicated to Belenenses and who considered it their main club."</p>	<p>The respondent's relationship with the club comes mainly from having practiced Taekwondo there, feeling an indirect connection to the club during her high school years, due to some classmates who were Belenenses supporters.</p>	<p>"I know they have very passionate supporters, but not many. I know the current conditions at the stadium aren't the best. I know they've built a new rugby stadium, which is somewhere in Monsanto, near CUF. I'm not sure how to describe the club, but I know the conditions at the stadium aren't great. I also know they have some restaurants there, which I sometimes go to. I haven't been in a long time, but there was a time when I used to go often. I also know they split from B-SAD. It's a historical club, and they had a very famous player in the past century. I know it's a well-known club in Lisbon, and they host events and concerts at the stadium."</p> <p>"I know it used to be much more than that, but now I think it's become more of a neighborhood club."</p>	<p>The respondent is aware that Belenenses is a historical club, well-known in Lisbon, and their recent split from the SAD. She currently sees it as a neighbourhood club, but she knows it is much bigger than that before. She recognizes its supporters as passionate, even though not in large numbers. She also knows that the current infrastructure conditions at the stadium aren't the best, but it has restaurants and hosts events and concerts.</p>
Conclusions	<p>All of the respondents practiced sports in Belenenses or in its facilities. Only 1 of the 3 respondents had family ties to Belenenses (her grandfather) but 2 out of the 3 mentioned having sympathy towards Belenenses, with both of them mentioning playing sports there, and the recent split from SAD and change in direction of the club as motives. Having watched live matches and having family ties were also mentioned as motives for sympathy towards the club (but mentioned only by one individual).</p>		<p>When asked about how they perceived the club and how they would describe it, the themes each respondent covered differed significantly. One of the respondents emphasized how rigorous and competitive Belenenses is across all the sports both at an academy and senior level. Another respondent mentioned how passionate the supporters are and how the current infrastructures have deteriorated, even though it is a place that hosts events and concerts. Lastly, other respondents see Belenenses as a club in "reconstruction".</p> <p>However, a common theme among respondents was that the club is a national reference, with Local 1 saying it was a "big club", Local 2 mentioning it as a "national force" and Local 3 as a "well-known" and "historical club".</p>	

Interviewee	Community Identification with the Club		Community Engagement and Local Actions	
	Quote	Interpretation	Quote	Interpretation
Local 1	<p>"The Restelo area is a place of people who have a certain status and some money, thus a quality of life that most Portuguese people may not have. It's a parish (as seen in elections) that leans heavily to the right. Belenenses, however, is a club that, at least through its supporters, seems to have a much greater social conscience and connection to social causes. You see it in the various stickers around the stadium. These social causes seem to be more of a priority for the club's members than for the general population of Restelo and Belém. For the residents, the main priorities are things like taxes and accessibility (there's no metro). So, I think these issues are easier to associate with a football club than with the area itself, so to speak." / "The typical person who lives in that area and a person who supports Belenenses are quite different. There's a lot more variety, in terms of different social classes, among the people who gather to support Belenenses, unlike the more uniform community of Restelo, which doesn't represent the diversity within Belenenses."</p> <p>"[...] I've also met many people who support the club but don't live in Belém or even Lisbon. I'd say most Belenenses supporters I've met throughout my life were not from that area. That's why I think there's this diversity among supporters, which is reflected in the club, making them distinct realities."</p>	<p>The respondent believes Belenenses as a neighborhood is very uniform and inhabited by people with higher life conditions. For her, Belenenses has much more diversity in terms of social classes of supporters and therefore doesn't restrict itself only to high-income individuals. This diversity between the supporters is further emphasized by the fact that she knows many people who are Belenenses' supporters and don't live in the area. Furthermore, the perception is that Belenenses members seem to have social causes as a bigger priority than the majority of the population of Belém and Restelo. Ultimately, this local believes the club and the community are distinct realities.</p>	<p>"I've heard that there were games where they gave out Pastéis de Belém. If that's true, it's a gastronomic promotion of the area, and I think those initiatives are interesting, even for tourists. There were also many times when I went with friends who weren't from the area (but were from Lisbon) and wanted to have a Pastel de Belém after the game. So, if Belenenses can facilitate access to the Pastéis de Belém (because the lines are usually huge), it can attract people to the games and also provide access to the culture of the area."</p> <p>"I think Belenenses players did visit my school, and two years ago, they also gave out free tickets."</p> <p>"I don't think people around the area are aware of what happens in the club. I think people only notice when it is game day, and it affects them because they can't park or there is a lot of noise. I feel like I know what's going on because I actively look for it, not because the information is easily accessible. I think they do a good job of the things they do, but the information only reaches those actively looking for it, not those who are indifferent and who would be expected to it through an algorithm. Or even through the streets, it doesn't have to be just the algorithm. (Around the stadium) The most there was would be a flyer wrapped around a pole with information. In the area, you'd also occasionally find things written by fans or the supporters' group related to Belenenses, often against the SAD."</p>	<p>The respondent enjoyed when Pastéis de Belém were offered in the stadium and that, when typically watching a game with friends from outside the area, they always wanted to eat a Pastel de Belém after the match. Since there are always big lines to buy them, selling them in the stadium would attract people to the games and also provide access to the culture of the area.</p> <p>The visits players made to her school and the free tickets stayed in her mind until today.</p> <p>In this respondent's opinion, the club doesn't do a good enough job of informing and engaging the community in what it does, with the information not accessible. Even in the area around the stadium, the information is very scarce. Overall, they should be more proactive and not expect only the people to actively look for it.</p>
Local 2	<p>"The club is a mirror of the community around it. Belém is a privileged area, with a lot of development and people with high capital, close to embassies. This naturally influences the club and the people within it. Sports like rugby end up reflecting this cultural reality more, while football, being broader, also attracts people from outside and therefore has greater multiculturalism (and doesn't mirror the community as well). Rugby ends up being more selective and elitist, which reflects Belém's culture well. Belenenses also connects very well with the older community since it's the club they were born into and that has accompanied them throughout their lives. But in short, I'd say it mirrors it well."</p>	<p>The respondent believes the club mirrors the community well. For her, Belém is a privileged area with people of high capital which is reflected in Belenenses. Rugby reflects this cultural reality more, while football can attract a bigger variety of people even from outside the area. This leads to Rugby being a better mirror of the selective and elitist culture of Belém, while football has a bigger multiculturalism. Lastly, being such an old club with such a big history, it is particularly easy for the older community to identify with it.</p>	<p>"I think the SAD had a focus on football and wanted to get more involved in the other sports. This might have caused a discrepancy. So, I believe the split was something that the club members wanted, and although it was detrimental in the short term, it helped reconnect the club with its fans. The people from the area gathered to help since the club was a bit down. I remember a movement in the Parish Council encouraging people to support the club, which has always been deeply rooted in the area of Belém and the Torres do Restelo and surrounding areas. At least that's what I felt, but I believe the players also noticed this greater support. I went to games during the SAD period that also had support, but not like now."</p> <p>"The Parish Council of Belém is a very active council with its parishioners, organizing many activities (garage sales, Pilates classes, etc.). It's quite dynamic and has money. I remember when the club split that there was an attempt by the council in its newspaper to energize people to go to the games."</p> <p>"The community engages with the club, but I think there could be greater reciprocity from the club. What I would do is open days for people to visit the stadium (I think the Restelo Stadium is one of the stadiums with the most beautiful view, if not the most beautiful). More initiatives to show the club what it stands for, its history, its values, and the stadium. Not only do the people have to take the initiative to discover more about the club, but they also show themselves."</p> <p>"I think there could be more initiatives like discounts on pitch rentals for locals. Or campaigns to encourage locals to become members or reclaim their member number (I know they did this many years ago, but then there was no more contact)."</p> <p>"I studied at Restelo Secondary School, and I didn't feel much of the club's presence. What I felt came from the fact that most of the students were Belenenses athletes. The presence of Belenenses was always there for that reason, but the club itself didn't have a presence or initiative. But I think it's something they should do and could invest more in. I think they could promote inter-class tournaments with the club's support to attract young players to their academy and raise awareness about the club. They have Restelo Secondary School or Paula Vicente nearby, for example." / "I think creating a veterans' team would be interesting for older people who still want to play football."</p> <p>"For example, Casa Pia has a very good initiative where every year the senior team players go to visit the Casapiano center."</p>	<p>For the respondent, since the split from the SAD, the engagement between fans and the club increased and so did the support. Since the club is very rooted in the area, the Parish Council also took action to encourage people to support the club in these tougher times in the lower divisions. The respondent believes the Parish Council of Belém to be very active.</p> <p>The respondent believes the community engages with the club, but that there is not enough reciprocity from the club. The club should take more initiative to present themselves (giving the example of open days). Moreover, he feels there could be more initiatives target directly at locals like discounts, campaigns to become a member, promotion in schools of the region and creating a veterans' team.</p>
Local 3	<p>"(When asked if Belenenses represents the values of Restelo and Belém, well) I think so because Restelo is almost like a community since it's a neighborhood within Lisbon. In that sense, yes, because everyone, especially those who have lived in Restelo for a long time, with their parents and grandparents, form a strong community among themselves. I think that's somewhat reflected in Belenenses because many of them end up playing or having played rugby, football, or another sport at Belenenses."</p> <p>"This area, Restelo, is very 'posh'. Everyone knows each other, everyone is related or almost related. Everyone has a friend of a friend, and it's like a bubble of people, partly because it's generations and generations living here. Even if I don't know someone, my grandparents might. I think there's not much of that in other areas of Lisbon, because people keep moving to different places. Here, there's a lot of tradition of staying in Restelo for the social status that living here provides and because they've always lived here. For example, Telheiras is just full of apartment buildings, but here there are a lot of houses. It almost feels like it's separate from the rest of the city, like a bubble. Then, if you go a little further into Belém, it's a more touristy area with the Belém Tower, the Monastery, etc. So, I think there's a different dynamic compared to the rest of the city."</p> <p>"However, I don't feel like Belenenses is the center of Restelo at all."</p>	<p>She believes Belenenses represents well the values of Restelo and Belém. For her, this neighborhood is a very strong community with roots that perpetuate for generations, in opposition to the majority of neighborhoods in Lisbon which have a big rotation of people. She feels that is reflected in Belenenses since many of the residents end up playing sports there. However, for her, Belenenses is not the "center" of the community for this local.</p>	<p>"(When asked if the school colleagues were involved with Belenenses) Yes, because many people went for rugby, and then one thing leads to another. When they were promoted to the third and second divisions, I remember everyone going to the stadium to watch the promotion games. I don't go, but a lot of people did."</p> <p>"With Belenenses, I never know when the games are, and I'm never informed about them, and I live 10 minutes from the stadium (but I also don't make an effort to find out)."</p>	<p>The respondent feels that colleagues who played sports in Belenenses were engaged in the club because of it. And that promotion games gathered big crowds. But she feels like the information never gets to her, as she doesn't make an effort to look for it either.</p>
Conclusions	<p>The respondents have distinct views on whether the club represents well the community and its characteristics. One of the respondents affirmed it mirrored very well, another said it represents well, while another said the community and the club are two distinct things. On the other hand, all of them described the area of Restelo and Belém as a very uniform neighborhood, inhabited by higher-income individuals. Even though one of the respondents believes this higher social class culture is very present in Belenenses' Rugby, 2 of the respondents believe football has a much more diverse fan base, even attracting many people outside the area.</p>		<p>All the respondents believed that Belenenses doesn't actively do enough to engage the local community. Local 2 believes the community does engage with the club, but it is not reciprocal with the club having the potential to do many more initiatives targeting the local audience. Local 1 says that she actively looks for information (and that's why it gets to her) while Local 3 who doesn't actively look for it, isn't informed. Showing that passive individuals aren't being addressed by the club.</p> <p>Local 3 pointed out that practicing sports at the club leads to engagement, while Local 2 affirms that after the split from the SAD, the engagement increased by the local community, with the support of the Parish Council. Two of the respondents mention actions in local schools as something that creates a lasting impact and engages the community.</p>	

	Belenenses Stadium as a Multi-sport Hub of the Region		Influence of Sports Matches Beyond Football and Activities Besides Matchday	
Interviewee	Quote	Interpretation	Quote	Interpretation
Local 1	<p>"[...] I played sports there (it was the closest to my house). Playing sports there required being a member. So, the first club I joined was Belenenses."</p> <p>"Everyone who played rugby did so at Belenenses, and most people always practiced their sports there. I think Belenenses competes a lot with Algas since they're so close, and each excels in different sports. Given the prices in the area, I'd also say that Belenenses makes sports more accessible with cheaper options. I only regret that the pool, where I used to swim, closed down. When that happened, I was forced to look for other places nearby (which were more expensive). They were really large pools, and it's a shame that Belenenses didn't continue with that. The pools could close, but Belenenses could have said, 'hey, we've arranged this solution.' Even collaborating with the municipal pools, I don't think that happened at the time, and a lot was lost. When you do sports there, you're required to be a member, so Belenenses offers a lot of money too. Those who aren't Belenenses fans and are just there for the sports won't keep paying their membership fees without that incentive."</p>	<p>The respondent played sports in Belenenses, as it was the closest club to her residence. Which required her to become a member. For her, most people the most practiced sports there (particularly the ones who played Rugby). However, Belenenses faces some competition from Algas, with each one excelling at different sports.</p> <p>She didn't enjoy the fact that the swimming pools were closed and how Belenenses handled it. And she believed it damaged the revenue from the club, as people who weren't fans also stopped being members because they didn't need the membership anymore. But, she does like that Belenenses offers the possibility to practice sports cheaply.</p>	<p>"I think using the stadium for concerts is always a good idea. But I think Restelo Stadium is still strongly associated with the concerts that used to happen there, like in Alvalade Stadium and now Estádio da Luz. But it's an easy way to draw people in and introduce them to the stadium. Organizing sports tournaments and better communicating that people can play on the fields at Restelo Stadium would also help promote physical activity and generate revenue from the fields. Ideas could also come up from there, like paying an extra 2 euros for field rental and getting a ticket to watch Belenenses. I think people who go there to play football might be interested in attending a game. And now, with Lidl nearby, parking is easy, which also encourages people to go."</p>	<p>The respondent believes using the stadium to do concerts is good as it is an easy way to draw people in and introduce them to the stadium. The club could also use its facilities to organize sports tournaments as well as better promote that the fields can be rented. This could even generate synergies.</p>
Local 2	<p>"I studied at Restelo Secondary School, and I didn't feel much of the club's presence. What I felt came from the fact that most of the students were Belenenses athletes. Their youth academies have so many players that if all of them attended the games, the stadium would be packed. I think they could capitalize more on their youth athletes, as all the kids from private schools around here end up being Belenenses athletes."</p> <p>"[...] (Belenenses) is where I started playing rugby, which was a very good start. So, I end up having a good connection. [...] Belenenses dominates in Rugby, it's good in Basketball, and excellent in Handball. I know they're a national force. The training mentality is something I see as a strong and differentiating point of Belenenses. The youngest end up joining the club at a very early age and growing up within the club. Training is a big differentiator. Belenenses accompanies the athlete from youth training to the senior level if the athlete wishes, offering excellent conditions to play and forcing them to be competitive. There is a lot of competitiveness within the club, which forces athletes to give their best from an early age and become high-performance athletes very young."</p>	<p>The respondent says most of his colleagues in school played at Belenenses and that the club should capitalize more on the academy players to fill the stadium. Moreover, he feels the club is a reference in training and athlete development, having excellent conditions to play and a competitive environment.</p>	<p>"I think the club could better promote the youth games. Many people watch those games, but if there was better publicity, more people would attend. I think there's interest in various sports, not just football. People would go to basketball or handball if they knew more about these games. Considering the strength they have in these sports, I think they should capitalize more. For example, by placing the game schedules in the parish council's newspaper."</p> <p>"What I would do is open days for people to visit the stadium (I think the Restelo Stadium is one of the stadiums with the most beautiful view, if not the most beautiful)."</p>	<p>The respondent believes the club could better promote youth games and games from other sports besides football (for example, using the parish council's newspaper) as he thinks there is interest in them. He would also promote open days for the community to visit the stadium.</p>
Local 3	<p>"I did taekwondo there for two years, but I think taekwondo at the time wasn't part of the Belenenses club. They rented a space, so I don't know if there's any actual connection to the club. But I think they just rented the gym space."</p> <p>"I know a lot of people, really a lot, in my class in high school at Restelo who played sports at Belenenses. I'd say half of my class did volleyball, rugby, or some other activity at Belenenses."</p> <p>"In that sense, yes (the community identifies with Belenenses), because everyone, especially those who have lived in Restelo for a long time, with their parents and grandparents, form a strong community among themselves. I think that's somewhat reflected in Belenenses because many of them end up playing or having played rugby, football, or another sport at Belenenses."</p> <p>"I think improving the conditions at the stadium would help. I know many people who used to train there, especially a close friend who played football there. The conditions were horrible, so it discouraged people from continuing the tradition of playing sports there due to the stadium's poor conditions. But I also know that many just infinite. I know they built a Lidl store there, and I think they renovated that part of the stadium, which is great. But maybe improving the facilities a bit would help motivate more people, new generations, to keep going. To go there instead of switching to bigger clubs. Even in football, many players moved on to Algas and the youth programs at Sporting and Benfica. I feel like in terms of football training, Belenenses is already a second option to Algas."</p> <p>"I think yes (the club is positive for the area), because it cultivates a lot of sports in the region. I feel like many people do sports at Belenenses (I did too). So, I think maybe investing more in sports programs, developing players, and maybe building more of a name around that since they're losing in football."</p>	<p>The respondent practiced a sport in the Belenenses stadium and many of her classmates in the local school practiced sports in Belenenses. However, she feels that Belenenses infrastructure conditions aren't perceived as the best and that can lead to the club losing players to others. She has the perception that the club has a positive impact on the region because it fosters a lot of sports practice, and since they aren't at the top in senior football right now, they build on that.</p>	<p>"I know it's a well-known club in Lisbon, and they host events and concerts at the stadium. I also know they have some restaurants there, which I sometimes go to. I haven't been in a long time, but there was a time when I used to go often."/></p> <p>"Hosting concerts brings people in. I know they're doing a few concerts, but I feel like they're losing some to the Passeio Marítimo in Algas. It feels like more events are happening there and fewer at the Belenenses stadium. So, promoting more events and using the space they have would help. I haven't been to a concert there, but my parents have been, so I know they exist. I never went because it just didn't happen, and in recent years, I feel like there hasn't been much going on, and the events that have happened didn't interest me."/></p> <p>"I know that at least Belenenses Rugby has a big community, especially that part. I don't know if they have one, but I'd assume they have an Instagram for Belenenses Rugby where they post the lineups and such because I think Rugby has more of an impact at Belenenses than football at the moment. Restelo is a very 'posh' area, and there's a much bigger attraction to Rugby. I went to Colégio Helen Keller until the sixth grade. There are many people there who don't live in Restelo, from places like Alfragide, MiraFioris, Linda-a-Velha, and I felt a bit outside the Restelo bubble, and all my classmates played football. I don't even remember hearing about Rugby. However, when I went to high school at Restelo, there were maybe one or two boys who played football, and the rest were all into Rugby."/></p> <p>"Being a smaller sport than football, Rugby allows Belenenses to have more of an impact than in football, which is much bigger. I think football is still bigger here in the area than Rugby because it's football, and it's the biggest sport ever. But I think there's more of a Rugby culture here than in other areas of Lisbon."</p> <p>"I think Lidl was a great addition and brings a lot of people to the area. The restaurant, I haven't been in a long time, and I don't even know why I stopped going. I know the food was good, so maybe more promotion of the restaurants could be important. Partnering with The Fork, for example. Speaking for myself, when I plan a dinner, I use The Fork to see where there are discounts."</p>	<p>The respondent believes holding events in the stadium is key. But also wants that she feels Belenenses is losing concerts and events to Passeio Marítimo de Algas. She also believes the restaurants can be a good way to attract people to the facilities, suggesting more promotion and partnerships with The Fork. She also suggests Rugby as a sport where Belenenses could capitalize, since she feels this area of Lisbon is the one with the biggest Rugby culture.</p>
Conclusions	<p>All of the respondents practiced sports in Belenenses at some point in their lives and so did many of their school colleagues in the local schools. Two of the respondents mentioned Belenenses as a sporting reference and one mentioned how it can offer the opportunity for people to practice sports at a cheaper cost. The infrastructure conditions and the closing of the swimming pools were also mentioned as something that makes Belenenses lose athletes (and members). With two of the respondents talking about Algas as a competitor.</p>	<p>2 of the respondents pointed to promoting concerts and events as a way to use the facilities besides matchday. One of the respondents suggested promoting more tournaments and the fields that can be rented, while another suggested open days for the community to visit the stadium. One of the respondents believes with a better promotion that the club could capitalize more on youth and non-football games with another respondent focused particularly on Rugby, as she believes Belenenses could capitalize on the stronger culture of that sport in the region.</p>		

Interviewee	Economic Impact and Synergies with Local Businesses		Tourism Integration	
	Quote	Interpretation	Quote	Interpretation
Local 1	<p>"I know that Belenenses has partnerships with nearby schools. But I think the main targets should be Pastéis de Belém and Careca with their croissants. These are two well-known attractions, or if people don't know them, they become aware of them and may want to not only attend Belenenses games but also visit those specific places. Everything is very close, so the accessibility is good."</p> <p>"There are several schools nearby, including the Ajuda University Campus. I think it would be cool for Belenenses to have initiatives with these institutions. For example, offering tickets, like the first 10 people to show up at the stadium get a free ticket. Making it easier to buy tickets at these points as well, because people see there's a game nearby and think it's interesting and go."</p> <p>"I also think that partnerships with student associations could be a good idea, as they're always looking for sponsors, and having Belenenses as a sponsor would add a certain prestige to their list."</p>	<p>The respondent believes Belenenses' main targets for synergies should be Pastéis de Belém and Careca with its croissants. Moreover, since many schools and universities are nearby (Ajuda University Campus), they should have initiatives with these institutions like offering tickets or establishing selling points. They could also capitalize on the student associations of these institutions as they are typically looking for sponsors and Belenenses is a name that adds prestige.</p>	<p>"There were also many times when I went (to Belenenses' games) with friends who aren't from the area (but are from Lisbon) and wanted to have a Pastel de Belém after the game. So, if Belenenses can facilitate access to the Pastéis de Belém (because the lines are usually huge), it can attract people to the games and also provide access to the culture of the area."</p>	<p>The respondent says that when she went to games with friends who weren't from the zone, they typically wanted to eat a Pastel de Belém after the game. Therefore, facilitating access to this sweet can attract more people and show the culture of the area to outsiders.</p>
Local 2	<p>"The Lid that was built in the area had a big impact and, for me, made it an excellent and useful zone. It also boosts the area a lot on game and concert days with much more movement, which benefits businesses like Pastéis de Belém and other local shops. Personally, whenever I went to see a Belenenses game, I'd go eat a Pastel de Belém."</p> <p>"If Belenenses continues to grow in the Portuguese League, that could be more economically advantageous for the community."</p> <p>"I feel that Belenenses is quite integrated into the local ecosystem. But there are possibilities for more. For example, here near there's a car dealership called Auto Restelo, and I would try to integrate them with the club, for instance, advertising with the players on social media, providing rental cars to the players, or partnerships with Belenenses for people who go to games to get a discount on car rentals."</p>	<p>The respondent feels that Belenenses is integrated into the local business ecosystem boosting local shops (like Pastéis de Belém) during game days and concerts, with that impact tending to increase as Belenenses continues to grow in the Portuguese League. He gives some good examples such as the Lid partnership, however, he believes there is potential for more and suggests a partnership with a local car dealership.</p>	<p>"Looking at tourism, despite having a great history, since it doesn't have many recent achievements, I think it's complicated. However, there are many travel agencies nearby, and I think it could be interesting to have a package where someone visits Belém, eats a Pastel de Nata, and watches a Belenenses game."</p> <p>"They could also live up Belém Park with activities aimed at tourists."</p> <p>"Belenenses is one of the most important landmarks of Belém and has everything to be even better."</p>	<p>For the respondent, despite Belenenses having a great history, since it doesn't have many recent sporting achievements it's harder to attract tourists. However, it is one of the most important landmarks of Belém and has potential. To fulfill this, he suggests partnering with local travel agencies and offering a package for visitors to watch a Belenenses' game and eat a Pastel de Nata (same as Pastel de Belém, but from different bakeries) as well as live up Belém Park with activities aimed at tourists.</p>
Local 3	<p>"(Answering whether Belenenses had a big economic impact in the region) I'd say no, but I'm not very knowledgeable on the subject, so I can't say for sure. But no, I don't think so. People only go to Belenenses (besides the games) for the restaurants or to play sports. Especially considering Belém is such a touristy area, I think most of the economy comes from that, like the Monastery, the Belém Tower, and Careca. It's involved, meaning it's part of the ecosystem in Belém, but not a big part of it. But I think adding Lid was a great improvement because it refreshes the area."</p> <p>"I think Lid was a great addition and brings a lot of people to the area. The restaurants, I haven't been in a long time, and I don't even know why I stopped going. I know the food was good, so maybe more promotion of the restaurants could be important. Partnering with The Fork, for example. Speaking for myself, when I plan a dinner, I use The Fork to see where there are discounts."</p> <p>"I think hosting more events there (in the stadium) is key"</p>	<p>The respondent believes Belenenses is part of the business ecosystem. However, it does not have a big economic impact on the region because the region is much more geared towards tourism. She enjoyed the partnership with Lid and also believes restaurants and events in the stadium are important.</p>	<p>"Considering Belém is such a touristy area, I think most of the economy comes from that, like the Monastery, the Belém Tower, and Careca."</p> <p>"Making the stadium a bigger tourist attraction (would help the finances of Belenenses)"</p>	<p>The respondent believes Belém is a very touristy area with most of the economy coming from that. Therefore, making the stadium a bigger tourist attraction would be beneficial for Belenenses.</p>
Conclusions	<p>Of the 3 participants, 2 said that Belenenses was part of the business ecosystem. However with contrasting views, as one thought it had a reasonable impact on the economy while the other said it didn't impact much, as the economy of the area is much more affected by the tourist activities.</p> <p>2 of them believe the partnership with Lid was great for improving the area and bringing more people.</p> <p>2 respondents stated they think there is potential for more synergies and suggested some establishments for partnerships: Pastéis de Belém, Careca, local schools and universities, and a car dealership. The bakery "Careca" was mentioned by 2 respondents while the bakery "Pastéis de Belém" was also mentioned by 2 respondents.</p>		<p>A respondent identifies Belém as a very touristic area, which Belenenses could capitalise on by making its stadium a bigger tourist attraction. Another respondent corroborated that potential, saying the Belenenses' stadium is one of the biggest landmarks in Belém. However, not having many recent top-flight sporting feats can be a barrier to attracting tourists.</p> <p>One of the respondents says that when going to Belenenses games with friends from outside they always wanted to eat a Pastel de Belém after the game. Another respondent also suggested that to appeal to tourists a package could be offered for people to attend a Belenenses' game and eat a Pastel de Belém. It was also suggested that Belenenses promotes activities for tourists in Belém Park.</p>	

	Quota	Communication, Merchandise, Marketing, and Digital Presence	Information	Quota	Game Days and Stadium Attendance	Information
Local 1	<p>"I think people today love collecting jerseys, and they don't identify with modern styles. When people see a retro jersey, it sells a lot. In the case of Estoril, their main jersey was already sold out by August. I can't remember ever seeing an Estoril jersey sold out. But the fact that the jersey is beautiful and they're the photographer at specific locations around Estoril also connects the community to the club. People might see a beautiful place in the photo and think, 'Where is this?' I want to visit. I think their retro jersey should be marketed more because I know many people who like it, and I don't think it's too expensive. We also have several clubs like Atlético Madrid or Rayo Vallecano where one of their kits supports a social cause. I think Belenenses could do something different by associating with causes."</p> <p>"In terms of marketing, they could follow clubs like Estoril. I'm not sure how effective social initiatives are at drawing people, but I think any attention they bring to the club is positive. But after drawing that attention, you have to continue engaging people and be consistent. The last game I attended was in December last year, and they had a bunch of scarves, and they were giving them away [and everyone wanted one]. For example, I don't have TV because I'm going to work, and I get the scarf. I think that makes a difference to buy because you see a lot more people with Belenenses merchandise."</p> <p>"Information usually reaches me through Instagram, and what doesn't come directly from the source, I see because I follow Belenenses fans, and things always find their way to me. So, if I don't see it on Instagram, I hear about it from a Belenenses supporter through social media like Twitter. Belenenses also shares information quite well regarding tickets on Twitter, which is good."</p> <p>"I don't think people around the area are aware of what happens in the club. I think people only notice when it's game day, and it affects them because they can't park or there's a lot of noise. I feel like I know what's going on because I actively look for it, not because the information is easily accessible. I think they do a good job of the things they do, but the information only reaches those actively looking for it, not those who are indifferent and who would be exposed to it through an algorithm. Or even through the streets, I don't have to be just the algorithm. Around the stadium the most there would be a few wrapped around a pole with information. In the area, you'd also occasionally find things written by fans or the supporter group related to Belenenses, often against the SAD."</p>	<p>The respondent believes we are currently seeing a trend where people are looking for retro and authentic jerseys and that Belenenses could capitalize on that, giving the example of Estoril and its Marketing efforts. She also says that Belenenses could partner with associations to support causes and do something different with them.</p> <p>Her main source of information about Belenenses is Instagram, but what she misses there she finds through the Belenenses supporters that she follows. Twitter is a good source of information regarding tickets. However, she believes people around the area aren't aware of what happens in the club as the information is not easily accessible and there are no efforts to reach people who don't actively look for it. Even around the stadium, there is almost no information.</p>	<p>"I know sometimes the ticket prices can be a barrier because I've seen many Belenenses fans complaining. I think people's price limits for watching third division football should be around 10 euros at most. There's a lot of talk about Belenenses being a tough stadium to fill, even when they were in the top division. I think all the facilities are quite outdated. For example, the place where you buy tickets is unappealing and very small, and when I went, they only accepted cash payments. So, Belenenses doesn't make it easy with prices or with the ticket-selling process. It also seems like online ticket sales aren't very encouraged by Belenenses, and I think because of the comfort of your home and pay via MB Way would help because people don't want to go out to do anything. For example, the Sporting website is terrible for buying tickets. Belenenses can differentiate itself there, that would be good." "Last year, I was thinking about getting a season ticket, and the price wasn't even that high. From what I remember, becoming a member and getting a season ticket was quite affordable. So, encouraging more people to buy a season ticket could be a good move because it's more affordable than always buying a single ticket for 15 euros. One thing Belenenses does well at is that regard is that the season ticket card allows you to bring a guest. As attractive as it may be, not everyone will want to become a member or have a season ticket. So, being able to bring someone with you is always good, and it's a way to fill the stadium."</p> <p>"[Talking about the stadium conditions] For me, those things don't matter much. But I know that to some people, it makes a difference, or for those going for the first time, it leaves a bad impression. Even though the stadium has a great view, that can impact the experience."</p> <p>"[Talking about what she likes the most about a game day at Belenenses] I think it's the atmosphere. I think Belenenses' fan group is very dedicated and stays engaged throughout the whole game. The supporters are quite loyal, and you might not see that level of support at other clubs. That's something that makes a difference. The stadium has a very family-friendly atmosphere. You never feel like something bad is going to happen or that there's going to be trouble with fans. It's an environment where you feel safe, even when it rains are there."</p> <p>"The game day you could always feel because there was always a lot of cars. Especially as you get closer to the stadium, you'd see many cars and a buzz of people arriving early to get ready. Recently, there was a concert at Belenenses Stadium, and that first thing my dad did was call me and ask, 'Is there a game happening?' We saw so many people that he assumed it was a Belenenses game."</p> <p>"Maybe just about the food trucks. I think there could be more activity around them, like at Alvalade or Estádio da Luz. Having that culture also attracts people and makes them arrive earlier than just a game time. It brings people together two hours before the game to socialize because I think promoting that social aspect is really at the heart of football and why people go to the stadium." "I know Belenenses has a fan zone, but I think people like the spontaneity of food trucks much more than organized activities by the club. Fans also associate club-organized events with being more expensive, whereas with food trucks, you have more freedom to go where you want and how much you want to pay since there are more options."</p>	<p>The respondent says many people complain about ticket pricing at Belenenses. Furthermore, the process of buying tickets isn't very appealing as the physical place is not very comfortable, and there is little promotion of online ticket sales. She mentions the example of Sporting as a bad example from which to purchase tickets and says it would be good if Belenenses could differentiate itself in that regard. She believes the season ticket is seen as a great option as the prices are affordable and the option to bring a guest is good. Because of this, it is believed that season tickets could be encouraged over buying tickets individually.</p> <p>When she was visiting in the area, she could always feel when a game day was happening because there were always a lot of cars and a buzz of people arriving nearby. She believes, when going to the stadium, people value socializing in the food trucks a lot and that is one of the key things that makes people attend matches. For her, Estádio do Restelo could be more activity around it, as the site for food truck activity is not as big as Benfica or Sporting stadiums. She also doesn't appreciate a fan zone as much as food trucks because it doesn't have the same spontaneity and fans associate club-organized events as being more expensive because of the lack of choice.</p> <p>For her, the strongest aspect of a match day at Belenenses is the atmosphere, with loyal fans engaged throughout the whole game. Moreover, the stadium has a very family-friendly atmosphere which makes you feel safe, even when playing against rivals. She does imagine that for some people the state of the stadium might leave a bad impression (mainly for first-time guests), but she doesn't mind at all. She also notes that the stadium has a great view.</p>		
Local 2	<p>"They could also improve the club store with more merchandising options, especially aimed at different age groups. They could, for example, create pins or badges (instead of caps), something that appeals to older people. I think having dedicated offers for various age groups would attract more people."</p> <p>"I think the club could better promote the youth games. Many people watch those games, but if there was better publicity, more people would attend. I think there's interest in various sports, not just football. People would go to basketball or handball if they knew more about those games. Considering the strength they have in these sports, I think they should capitalize more. For example, by placing the game schedules in the parish council's newspaper. The newspaper is a good means of dissemination and could be used more to inform about games and activities. I think an app with updates about games, events, and other activities would also be a good idea, as it would allow more direct communication with the fans. The club needs to modernize and have a greater digital presence. If there was more publicity of the game schedule in advance, people could plan. For example, having the whole schedule of the website or dedicated app."</p> <p>"Belenenses news comes through a neighbor, who's a very active supporter. Through sports newspapers like A Bola. Or through social media, because I follow Belenenses even though I'm not a supporter. But I feel like what they post on social media is never all the news, it's just the most dynamic, or what they think will go viral. But if they had another way to expand, it would be good because otherwise, the source is just Instagram or people who are aware. Like what I'm doing now, with the most news channels there, it could also be interesting to be more transparent and open the doors."</p> <p>"I don't remember any posts. Very stagnant. It shouldn't just be a channel for dissemination; it should also be a channel for interaction with fans. I like Casa Pia's social media because they do challenges with the players, and tend to follow trends (cosplay challenges, locker room content). Casa Pia also does many stunts on social media, and Belenenses could pick up on that as well. Today, digital is so important, so I think they should invest in it."</p> <p>"For example, my nephew, who played at Belenenses, won the 'Jogador de Eléctricas' award for being a dedicated and hardworking athlete, and the award was taking a photo with the senior players, which the parents then received. I don't know if it was publicized in another way, but I think it could be shared with the whole community."</p>	<p>The respondent believes that the club could offer merchandise tailored to different age groups.</p> <p>He believes Belenenses could better promote its youth games as well as non-professional football games and capitalize on those as well. Still at the academy level, they could share information about what happens inside it to the whole Belenenses' community.</p> <p>He suggests Belenenses should focus more on digitalization and improving its digital presence. Maybe even having its own app. Continuing on digital, he believes what is posted on Instagram is not all the information and that they could have a platform where they expand more on non-vo-inf information as well as being more transparent. For him, Belenenses' Instagram is also very stagnant and they should look at it also as a channel to promote interaction with fans.</p> <p>Lastly, he believes the parish council's newspaper is also a good source for disseminating information. With him believing that having their own newspaper schedule publicized on a platform would be good.</p>	<p>"[...] I went to a lot of games with people from the area who are really supporters of the club." "When in his house on game days I hear everything, the anthem [we even know the anthem], the initial whistle, even the screams of people when there's a goal. Due to the way the stadium is built. You see the presence of the police, the bafano stands open, the traffic. Speaking of the bafano stands, I think if they had Belenenses bafano stands, it would be very good. If the club doesn't charge high prices and invests in something of its own, it could be a way to involve more people. They could have more accessible prices, especially for elderly people or those with lower incomes. A discount for members of Belenenses is a good idea. Regarding games, it attracts people and makes them arrive earlier than just a game time. Since those food businesses aren't there, I imagine there are no discounts."</p> <p>"The stadium is incredible. The conditions are good, although they could improve. Being on the break and looking at the view is something great. What makes the interaction between the players and the fans at the end of the game. It was a very family-like dynamic that didn't exist in other clubs. Fans talking to the players is a positive thing because people feel included, that they have an opinion and are part of the team. Of course, there's always the downside of some more aggressive behavior, so there's always risk involved, but I think it's worth it. I would like to see, for example, in both interviews, a question regarding how the stadium would be perceived if it were a Belenenses stadium. Their youth academies have so many players that if all of them attended the games, the stadium would be packed. I think they could capitalize more on their youth athletes, as all the kids from private schools around here end up being Belenenses athletes."</p>	<p>The respondent went to some games with people from the area who are supporters of the club. He thinks the stadium is incredible, even though conditions could improve a bit. The view of the stadium is very good. He also really enjoyed the family-like dynamic with fans talking to the players and thinks it should be promoted even more, giving the idea of having a question down by fans in the post-match interviews. He says the fact the stadium is so close to his house positively influences his decision to go to the stadium, but sometimes the schedule are not very convenient. And if they were publicized in advance, people would attend more because they could plan with it in mind.</p> <p>For her, Belenenses could capitalize more on youth athletes, as the club has so many, it could be a way to fill the stadium. In her view, Belenenses could also pursue to use its own bafano truck, on which it could offer discounts for members (just like it does in merchandising).</p> <p>The respondent affirms that in his house, during game days, she can hear everything: the initial whistle, the anthem, even the goals. Due to the stadium having one open section, during those times, he also sees much more traffic, police and the bafano truck, making it clear for him that it is a game day.</p>		
Local 3	<p>"With Belenenses, I never know when the games are, and I'm never informed about them, and I live 30 minutes from the stadium [but I also don't make an effort to find out]. There are no billboards or signs around the stadium that I am aware of. I have also never seen anything from Belenenses on social media or any influencers' pages. I also never had the interest to check Belenenses' social media."</p>	<p>The respondent affirms that she never knows when games are taking place, even though living close to the stadium. There are no billboards or signs around the stadium and she has never seen anything from Belenenses' social media or anything about it on influencers' pages. However, she assumes she doesn't make an effort to look for it.</p>	<p>"I've never been [to a Belenenses game]. I think it's just because I never had the opportunity. Even though my family is very supportive of Benfica, we're not against Belenenses at all, because I don't think they're a rival. I go to the Benfica games, and I think that enough football for me, so going to Belenenses games doesn't interest me much. Also, whenever my friends were going to a game, I couldn't go, so I think it's more a matter of coincidence than not wanting to go."</p> <p>"[Answering to what motivates her to attend Benfica games] Because I have a Red Bull, I enjoy going and it's a family event [we always go together]. It's something historic in our family, we've been going forever. I like the atmosphere, the supporters, but mainly because it's a weekly event where I spend time with my family, and we're all together doing something we all enjoy. So I also like that family aspect. I don't think it's specifically because it's Benfica games, but more because it's tradition. But Benfica games in particular, I really like the club, so watching the games is something I enjoy. As to the atmosphere/community feeling, it's something I like. Everyone wants the same thing and fights for it. For me, going to a Benfica game is like going to a restaurant. It's something frequent, and I don't spend the whole week looking forward to it. But I think the low frequency of Belenenses games makes people want to go more because they haven't been in a while."</p> <p>"[Answering if it would be possible to have the family's tradition of going to Belenenses instead of Benfica] I think I would have lost interest. Once a team is in the third division, how interesting is it to go to the games? Maybe we would still go to the important games, but I don't think I'm passionate enough to go to all the games of a team that's always losing or playing well, especially against bad teams. So the fact that it's not a very competitive team, I think it demotivates people from going."</p> <p>"[Answering what makes a game appealing for her to attend] I'd say the atmosphere. I feel like with Benfica, there are so many people there, and that helps bring more people. If there are a lot of people, it must be good."</p> <p>"I never know when it's game day [in Belém]. I only find out from people's Instagram stories. And only when they're in a really important game, not on regular game days."</p>	<p>The respondent has never been to a Belenenses game. Not because she is against the club, but rather because she goes to all of Benfica's matches and therefore doesn't have an interest in watching more football. The only fan who opportunities to go with friends, but she could never go.</p> <p>In her case, Benfica is a weekly family event that is rooted in the whole family and that is the main reason she attends Benfica games. She enjoys those games because that's time spent with the family, because she really likes the club and because the atmosphere/community feeling is something she likes. She reinforces atmosphere being a key factor in attending games as well as being crowded, which demonstrates quality in her eyes. However, she can't imagine this family tradition happening with Belenenses instead of Benfica, as she believes she would have lost interest in the team playing in the third division. She doesn't feel she is passionate enough about football to watch those types of matches.</p> <p>She also mentions that she never knew when it's game day in Belém and only sometimes finds out via people's Instagram stories. And even that, only in important games.</p>		
Conclusions	<p>In this section, answers varied. One of the respondents believes that it is very well informed about the club, with Instagram, Twitter, and other supporters being the reason for it. Another respondent says that even though she lives very close to the stadium, she never knows when things are happening. She says this happens since there is no physical information around the stadium and she never sees anything in social media about the club. This is corroborated by the respondent who believes to be well informed, as she says that it is only because the activity looks for information, and that there are few efforts to reach people who don't actively look for it, also corroborating that there is very few information around the stadium.</p> <p>For one of the respondents, Belenenses should publicize more what happens in the academy and sports besides football as she believes there is interest in them. For that, he suggests the use of the parish newspaper as a transparent digital channel, affirming that Belenenses needs to focus more on digitalization, maybe even developing its own app. This respondent also thinks the club's Instagram is too stagnant and should promote more interaction with the fans.</p> <p>When it comes to merchandise, one respondent said he thinks the club should develop products tailored to different age groups, while another thinks Belenenses should ride the trend of producing more retro and authentic apparel.</p>	<p>Of the respondents, 2 of them notice when it is a game day in Belém. Saying they feel the increase in traffic, people circulating around the stadium and police. One of the respondents even stated that he could hear what happens inside the stadium due to the way it is built. Those same 2 respondents have been to Belenenses games previously and point out as key strengths of those experiences the passionate atmosphere, the great view and beautiful stadium, the family-like dynamic, and the safety. They both acknowledged the stadium could be a little bit better maintained but none of them point it as a major factor to not attend the matches. For the respondent who has never attended a Belenenses game, she states that the key factor that leads her to go to games is the atmosphere and the crowds. She typically attends Benfica games and what she likes the most about them is the atmosphere and she gets to spend time with her family. For her, Belenenses playing in a lower division is a big factor in not wanting the games.</p> <p>When it comes to tickets, one of the respondents says the price is quite expensive and the process of buying them is not very pleasant. For her, Belenenses should improve and incentivize the process of buying tickets online. What she does applaud is the season ticket as the belief is reasonable in price and has the feature of a person being able to take a guest with him.</p> <p>One respondent touched upon the fact that he believed Belenenses could capitalize more on the big numbers of academy players it has to fill its stadium.</p>				

Appendix 2.3 – Interviews with tourists

Interviewee	Quote	Awareness and Promotion	Interpretation	Quote	Positioning and Historical Background	Interpretation
Tourist 1	<p>"I was aware that there was a stadium, but I had no clue how big it was or how modern or how professional the stadium was. I just knew there was a stadium and I think maybe it was once that I had a conversation with the cab driver that he explained that previously Belém was quite a good club."</p> <p>"If I would visit a football club because I want to experience football as well, it would rather be Benfica or Sporting, because I've heard of them and not that much of Belém."</p>	<p>Even though the respondent knew about the stadium, the knowledge was very reduced, due to the lack of awareness around Belenenses.</p> <p>Benfica and Sporting also contribute to this, since they overshadow smaller clubs, like Belenenses.</p>	<p>"If I would visit a football club because I want to experience football as well, it would rather be Benfica or Sporting, because I've heard of them and not that much of Belém."</p> <p>"Yeah, I think if it's truly an experience to go there. So, I think if it's more promoted and there is a lot of history that you can learn about and how it was the first really big club in Portugal."</p>	<p>As referred previously, the dominance of Benfica and Sporting impacts Belenenses, since fans' first choice isn't Belenenses almost every time. On the other hand, the history and location of Belenenses may leverage it to new heights, attracting new fans and taking advantage of its competitive advantages.</p>		
Tourist 2	<p>"But I have to admit that I love going to smaller stadiums and smaller clubs as well. I just didn't manage to do so. And to be honest, I did not really know what kind of clubs there were like within the Lisbon area besides the two big clubs."</p> <p>"But I was just missing the time and maybe also you were not able to get as much information about the smaller clubs on the internet, so maybe that could be something that could be improved by those smaller clubs."</p> <p>"So, I felt like you don't have that much information about the small clubs or that are like in the area of Lisbon."</p>	<p>This tourist is a dedicated football fan, who loves attending smaller stadiums and clubs. However, the lack of information regarding them didn't allow him to know as much as he would've liked about their history and current state. He noted that information on lesser-known clubs was hard to find, especially online, highlighting a need for targeted promotion, particularly toward tourists interested in local sports experiences.</p>	<p>"But for me, it's definitely worth a visit, I just googled it up and it's quite big. I was not expecting that."</p> <p>"It's obviously always interesting to look ok: what has the club achieved already? Have they been part of the First Division in the past or did they get those major trophies, which interesting player played for there? It's kind of like not a museum, but it's kind of a history storytelling about the club. I think that would be quite interesting."</p> <p>"I think attracting especially this niche of football enthusiasts could be really interesting. To actually engage those people, there are several apps you should take the word groundhopping into account. That's like a huge base of football enthusiasts who are interested in visiting exactly those kinds of stadiums. So, there are several Facebook groups and several mobile applications."</p>	<p>Following the example of other clubs that use their historic background to attract visitors and fans curious about it, Belenenses could also bet on an approach similar to this. This would allow them to not only have more fans engaged but also more people looking to know about their history more in-depth.</p>		
Tourist 3	<p>"I've always been drawn to clubs with history and community ties rather than the biggest clubs. So, I am well aware of Portuguese football, mainly the bigger clubs. Belenenses, as far as I know, is 3rd division, right now."</p> <p>"Atmosphere-wise, it was clear it was a third-division game, and only the dedicated fans were there. But it was a nice atmosphere."</p>	<p>Belenenses benefits from a visible location near Belém's key attractions, but the lack of direct promotion at high-traffic spots may harm the club. To solve the problem, the interviewee proposed targeted promotions, such as student and tourist discounts, to attract an international crowd interested in football culture, which can leverage their heritage.</p>	<p>"Everyone visits Belém when they first arrive, and you can see the stadium lights from there. When driving down from Monsanto to Belém, you pass by the stadium. I always thought I wanted to visit because it looked like it had a great view of the bridge."</p> <p>"Not really, but I did see some fans wearing shirts near the stadium. Maybe not down there at the Monastery where it is full of tourists, but as soon as you go up the hill a little bit you see sometimes people with a shirt. You can even see the lights off the stadium even from the water so, for me, it is quite obvious that it is there."</p> <p>"Big games against top teams would draw more people. A lot of the opponents on the third division I haven't even heard their name so I don't know what to expect."</p> <p>"Definitely the older, classic stadiums built in the 60s, 50s like the one from Belém."</p> <p>"In Germany, there is this ground-hopping guys who want to go to the stadiums to see them and check it off the list. For me the stadium itself is very important, but as a complement to the game itself."</p>	<p>The club's strategic location can appeal to fans who may want to combine a sports-related experience with an amazing city view.</p> <p>Fans who value authentic and community-centered clubs will be attracted to its historical and traditional stadium.</p> <p>Nevertheless, the lack of promotion around the games and the lower divisions where Belenenses has been playing these last few years may cause lower attendance.</p>		
Tourist 4	<p>"We had to look up, what teams do we have in Lisbon? I knew Belenenses from before but I'm not sure what Swedish play was there. Maybe Felix, but maybe someone else. So that's why we knew them. And ok, this is kind of a big team, but why are they playing the third division? Aren't these guys in the top flight?"</p> <p>"And then we get the name of the stadium from some soccer app, you know, Live Score app. And then we could give that to Uber. Yeah, but it was a fantastic stadium, I mean."</p>	<p>The interviewee and the friends, familiar with Portuguese football's top teams, initially knew little about Belenenses but were drawn by its unique history. This gap suggests that the club has the potential to reach fans who are interested in both sports and cultural narratives.</p> <p>A social media presence could help foreign fans and "groundhoppers" find match information more readily, making it an interesting target for the club.</p>	<p>"And then we had to look it up and we realized that they kind of were some issues with the club and then they split up. This was kind of the supporter side of the club, right? So, we thought, yeah, this is good. They started all over again with all the supporters still there. I mean we'll be going to love this. So, we need to go to that game. I mean, we could have chosen Porto as well, which was playing some other Lisbon team. But I mean, this felt more like it could be an even match and we would cheer for Belenenses."</p> <p>"We were aware of the name, but we didn't know much about the history. But I mean, we've managed to look it up."</p>	<p>Belenenses' recent history and happenings made this tourist interested and wanting to know more about the club. They found it very interesting and unique, as the club had reestablished itself with support from loyal fans. Even though this is a sensitive topic among the local fans, it may attract the interest of fans wanting to know more about stories like this.</p>		
Tourist 5	<p>"I am aware of the Portuguese Football Landscape. In particular through the so called 'big clubs': i.e. Benfica, Sporting, and Porto. Largely through their exploits in European Football."</p> <p>"I am aware of Belenenses and know that they play in the Belém district of Lisbon. I'm also aware that they are one of the very few teams to have been Portuguese Champions, largely because I have an interest in football and am inquisitive about football."</p> <p>"It does have a unique selling point."</p> <p>"A central souvenir shop or ticket booth may have made people aware."</p>	<p>The interviewee learned about Belenenses through his general interest in football, rather than seeing promotional content, as the club has much less visibility and brand recognition than Benfica or Sporting. The club's visibility could improve if it were marketed more actively.</p>	<p>"I'm also aware that they are one of the very few teams to have been Portuguese Champions."</p> <p>"Belenenses was chosen as I was aware of their previous history, however, not so aware of their recent history although I was aware that they have dropped through the divisions of the Portuguese League structure."</p> <p>"The floodlights are amazing, and I was left thinking of what it must have been like during their glory years."</p> <p>"So it has to find a differential. It certainly has the location to do that, however, it is quite dispirited as an asset."</p> <p>"I would suggest that a lot of money would need to be spent to update the stadium and with current attendances, I don't think that this is feasible. As opposed to a 'must see' I would recommend more publicity around the game. Selling tickets in existing tourist booths may help"</p>	<p>This tourist noted that the historical context of the club could appeal to football enthusiasts, taking advantage of its legacy and achievements. This historical depth can attract this type of fans, who want to know more about their past achievements, like being one of the only five Portuguese champions. The location of the stadium is a plus, making it an important advantage to the club, which can benefit from it. Highlighting this heritage and positioning could distinguish it from Lisbon's biggest clubs.</p>		
Conclusions	<p>The feedback from most of the participants highlights that Belenenses, despite its unique history and location, suffers from low visibility due to the dominance of larger clubs.</p> <p>The club misses on delivering accessible information to the fans, which should be improved and could help fans and tourists interested in local football culture. Belenenses could benefit from targeted promotions, improved signaling, and a stronger social media presence.</p>	<p>Belenenses has an opportunity to leverage its unique century-old history, building on its main capabilities, like the scenic stadium location and strong legacy, being one of only five Portuguese champions. Adding to that, their fans' support even through tough times may function as an attraction point for football enthusiasts and tourists interested in authentic, historical experiences.</p> <p>However, low promotion and recent lower-division placements may be impacting attendance, which may be opposed by stronger promotional efforts around games and events that could help the club engage a broader audience.</p>				

Interviewee	Merchandising and Related Commerce		Digital Presence and Marketing	
	Quote	Interpretation	Quote	Interpretation
Tourist 1	"And I think it's really because I don't how expensive it is in Portugal, but I believe that club jerseys are in general quite expensive. But I mean, the scarves or a hat? Or maybe something like that? That's a little lower in price. Could be a very much a nice thing."	The interviewee mentioned her preference for affordable and smaller items, that are meaningful and not that expensive. This could be an interesting point for Belenenses, to look for new and different items that can satisfy several types of fans.	"I think also what to visit in Lisbon, probably there's an Instagram for it as well and that's definitely a way to promote your stadium to people like me." "Maybe if they would promote the stadium and I would see it come by and it interests me, I would follow it temporarily because I would want to visit it, but not in a permanent way, I wouldn't follow or engage with the Instagram." "So, if my friends would have visited Lisbon and posted this and it looked nice, I would remember it and try to save it for a time when I would visit."	This interviewee puts a heavy focus on recommendations that are found on digital platforms or social networks. This way, the interviewee considers that Belenenses should focus on these kinds of means to advertise the club to the biggest number of people as possible. Additionally, the fan refers to the importance of own network to know what to visit, by using what other people found interesting as recommendations.
Tourist 2	"Only from my own club."	A difficult attendance for Belenenses. However, the club can try to look at other clubs' best practices to know how to develop their merchandising.	"As a smaller club, you need a really good marketing strategy for that. So that you show people in a specific way why you should come to visit our like history." "I think especially as a club that is not really that relevant anymore, it's actually super important to have a good marketing and social media strategy." "I think you have to specifically search for that to find out that they have a football club. And if I knew that before, I probably would have entered a game actually, because I like those, as already mentioned, smaller clubs and visiting a game which is not that typical." "I think attracting especially this niche of football enthusiasts could be really interesting. To engage those people, there are several apps you should take the word groundhopping into account. That's like a huge base of football enthusiasts who are interested in visiting exactly those kinds of stadiums. So, there are several Facebook groups and several mobile applications."	The respondent found it challenging to access reliable information on Belenenses, given the lack of presence of the club on social platforms, contrary to the current information-sharing trends. The interviewee suggests Belenenses could tap into niche platforms like Futbloggy and groundhopping Facebook groups to reach international fans interested in unique stadiums and smaller clubs.
Tourist 3	"We checked out the shop when we arrived. We looked at the shirts and for any special offers from last season, but there wasn't much available." "I like to collect interesting shirts to show off at my local club. It's a way to start conversations. I've bought scarves before, but they end up in the wardrobe and rarely come out, so I stick to shirts now." "When you're visiting a new team, you're more price-sensitive. I wouldn't spend more than 30€ and of course, you won't get an official shirt for 30€ so you always have to find some cheaper options from last season."	The limited selection in the club's shop could be expanded, especially with affordable items, as tourists often seek reasonably priced items. Club shirts, including past seasons ones, could make them important items for the fans.	"We found out two days before that there was a cup game." "It depends. It needs to be the right kind of tourist who enjoys football culture and wants to watch football matches. Maybe something with Nova and the Student Union to offer discounts for the students. I could see the Germans going once to check it out." "In Germany, there is this ground-hopping guys who want to go to the stadiums to see them and check it off the list. For me the stadium itself is very important, but as a complement to the game itself." "No, I didn't feel the need since I knew I could get tickets on the day because it wouldn't be sold out, for sure."	The club's digital presence was noted as minimal by the interviewee, who found out about the game just two days before. If the club had a stronger digital presence, it would probably be easier for the fans to find information about it. However, the respondent didn't feel the need to buy tickets in advance due to predicted low demand. Strengthening online engagement and updated match information might attract a broader audience.
Tourist 4	"It was a very pleasant day out there where we could buy all this merchandise so cheap, and the beer was so cheap and the food was so cheap. So, I think we're gonna come back." "That you could buy some burger or something and we could visit the shop. That was great. And as I said, the price is very good, and we all got shirts and everything." "We typically buy like a scarf, but here we bought as well matched jerseys and a hoodie."	Fans were enticed by Belenenses' low-priced merchandise, buying not only the usual scarf but also shirts and hoodies. In their opinion, the low prices, compared to the ones from their country, encouraged more purchases, highlighting that affordable merchandising can boost engagement. The pre-game bars were highly appreciated by these fans, making it a valuable practice for those moments.	"We didn't know how to get tickets and all that. The website was not up to date, but someone managed to look up that the ticket office was open two hours before and we still didn't know if the stadium was going to be full. We were here exactly 2 hours before, but we didn't need to. It turned out ok." "First of all, it was Portuguese and the website wasn't really much up to date, so we struggled to find out where they were playing the home games and how to buy tickets. We didn't have a clue, but then someone managed to get that information that the ticket office was going to be open." "No, I mean we were happy to be able to do that because we didn't really know if it was gonna be full or not. So that would have made us more secure. But now we know that that wasn't going to be an issue anyway. And I think the ticket price was very cheap, it was like €5 we were expecting 20€ or something." "I go on the Futbloggy app and that's that's it."	A social media presence could help foreign fans and 'groundhoppers' find match information more readily. The respondent noted that it was extremely difficult for them to find information on the club and the stadium, and on how to buy tickets. These challenges in finding information on the club's website illustrate a need for updated digital platforms to simplify access for fans.
Tourist 5	"I don't usually buy any memorabilia, however, may purchase a fridge magnet if there is one available. I do, however, take a few photographs and keep the match ticket as a souvenir."	Some small pieces of merchandising could be important to tourists, since a lot don't want to spend a lot on these products and may not have a lot of available space in their luggage to take them home. Going for this kind of items could be positive for the club.	"An online presence is essential today and sadly Belenenses FC doesn't appear to have this." "As opposed to a 'must see' I would recommend more publicity around the game. It needs to be publicized more in the Belém area." "A central souvenir shop or ticket booth may have made people aware." "In addition, the club's website is woefully out of date and lacks information in relation to ticket sales, etc." "Certainly raise awareness via Social Media and upgrade the website to offer ticket sales and merchandise. It does seem though that if the people of Belém itself can't be bothered to attend then why would a tourist unless out of curiosity." "It needs to be publicized more in the Belém area. Whilst Belenenses will not have the pull of Benfica and Sporting, it does have a unique selling point. The Belém area itself which is beautiful and could be billed as a hidden gem!"	The interviewee highlighted the need for Belenenses to improve its digital presence, which could help it get more people to see their games and be more aware of the club. The club's website was outdated and lacked ticketing or match information. Enhancing the website to include ticketing options and updated game details is paramount to improving digital engagement and attracting fans to their games.
Conclusions		Belenenses could boost engagement by expanding its merchandise with affordable, smaller items that appeal to both fans and tourists. This kind of offer would attract budget-conscious visitors and fans alike. Additionally, the positive feedback on pre-game bars highlights the value of these practices, since social spaces make room for people to get along with each other, deepening a sense of community.	The feedback highlights a need for Belenenses to strengthen its digital presence. Given the high reliance of fans on social media, the club's limited online presence hinders accessibility. Improving the club's website with up-to-date match details and ticketing could help them increase fan engagement. Other platforms, like Futbloggy, would help increase the stadium's attendance.	

Interviewee	Tourism Potential and Integrated Experiences		Experience and Landscape	
	Quote	Interpretation	Quote	Interpretation
Tourist 1	<p>"Yeah, I think if it's truly an experience to go there. So, I think if it's more promoted and that there is a lot of history that you can learn about and how it was the first really big club in Portugal."</p> <p>"And maybe it will be possible to buy an audio tour of Belém, which includes the stadium and the landmarks which have just little voice recordings of people or maybe even with pictures and additional information that would share the history behind the landmarks and the stadium."</p> <p>But yeah, so you just purchase a tour and do it at your own pace and with your own phone and with your own family or whoever you're visiting with. So, it's quite low effort and very flexible."</p>	<p>The respondent points out that stadiums with immersive experiences are more attractive to tourists. Taking advantage of their rich history, Belenenses could help them have more fans engaged.</p> <p>Adding to that, the integration of the stadium into tourist routes, based on historical exhibits and scenic views, could be more attractive to tourists, suggesting that Belenenses could enhance its appeal by offering this type of experience.</p>	<p>"And I don't know if it maybe has a nice view or there's at a lounge or a bar maybe that you can have a drink to end your tour. I think that would also be very nice to also be able to just chill in the stadium and enjoy."</p> <p>Looking out over the fields, I don't if that's possible, but that may be. It triggers also some non-extreme sports fans to visit."</p>	<p>The interviewee argued that a nice lounge or bar could be a good complement to a possible tour integrating the stadium. This would allow the tourists and fans to relax and enjoy the view, taking advantage of the magnificent view.</p>
Tourist 2	<p>"As a smaller club, you need a really good marketing strategy for that. So that you show people in a specific way why you should come to visit our like history."</p> <p>"But I think having that at the stadium is kind of nice then because it's like haptic, you see that, you feel that you have the vibe when you go to the stadium. I think that could be like quite interesting."</p> <p>"I did not see that they have like a football club or a stadium. So that was kind of not really present online. I think you have to specifically search for that to actually find out that they have a football club."</p>	<p>In his opinion, Estádio do Restelo could be part of a broader sightseeing experience. The scenic views from the stadium, which could complement nearby tourist sites, were highlighted, providing visitors with a full day of experiences in the Belém area. However, this would depend on the club's ability to share these activities.</p>	<p>"I think that's quite interesting for the storytelling of what I was just talking about. So, if it's not really an active stadium anymore, you can tell people oh, yeah, we used to be this fancy Portuguese club and we have this huge stadium and I think it's actually quite interesting to find out why there are not that big games anymore. Maybe they are, but I don't know. But just looking at it like 20,000 seats there, it's crazy. Also with the view and the bridge behind, I think you can make a lot out of it."</p> <p>"If you have some restaurants around, then I think that could be quite interesting. If you have these amazing views on the bridge and whatsoever."</p>	<p>The scenic views from Estádio do Restelo, including the bridge and river, as well as its dimension, added to the stadium's appeal, making it a fascinating place. The unique landscape and ambiance at the stadium could appeal to visitors looking for an authentic experience.</p>
Tourist 3	<p>"I'm not too keen on tours, but I enjoy museums if they're authentic and created by people who care about the club. I don't like overly commercialized or artificial only for tourist experiences."</p> <p>"No, I didn't see any signs or indications about it. I only saw the statues they had close to the club shop and I took a photo of that."</p> <p>"I think only if you really connect with the club and you know already someone who is a fan and goes repeatedly with you. Just by myself, I don't see it happening because the quality of the 3rd division and the attendance in the 3rd division is a hard thing to sell. Of course, if there are already 5000 people going to every game, then it incentivizes you more. If only 1000 people go and it isn't that big of an atmosphere, then it's hard."</p>	<p>The interviewee suggested Belenenses could be a supplementary experience for tourists who enjoy football culture. Authenticity is highly valued by this fan, one of the club's recognized attributes.</p> <p>A better integration of the matchday experiences with Belém's tourist attractions could foster more visits.</p>	<p>"I just went as it was obvious to me that it would be a nice view from that higher location. The stadium is old and has a roof that adds an old charm. I'm a bit of a football romantic that way."</p> <p>"Atmosphere-wise, it was clear it was a third-division game, and only the dedicated fans were there. But it was a nice atmosphere, even Gil Vicente had some guys supporting them as well. It felt special, but I could imagine it would be incredible with a full stadium, even more with that low roof that it has."</p> <p>"Definitely the older, classic stadiums built in the 60s, 50s like the one from Belém. The running field around it is a bit of a problem because you are further away from the pitch. I also like stadiums with standing sections in Germany. I don't like the modern, multifunctional arenas as they often lack atmosphere."</p>	<p>The stadium's location and view of the bridge provide a unique landscape that contributes to the overall appeal. This scenic element, with the presence of more fans, both in number and enthusiasm, could make the experience more interesting and memorable for visitors.</p>
Tourist 4	<p>"We went there and then we saw the view and it looked like really old nice buildings by the water. We should go there because otherwise, we thought about going into the Lisbon center, but instead, we went there so the match got us to see that part of Lisbon as well."</p> <p>"I think it's a really nice area, I really do. There were some tourists down at the border, there were buses. I mean, there's a lot of things to do."</p> <p>"Probably not. Maybe the museum then, but probably wait until there's a match."</p> <p>"I wouldn't say we got any. I mean, the taxi just dropped us off in, like, a neighborhood area. Here we are. We're OK, is it? Because we couldn't really see the stadium at that point."</p> <p>"Oh, I mean the best part of it is that you see areas that you probably wouldn't have gone to otherwise and you meet people that you probably wouldn't have spoken to."</p>	<p>The respondent and the friends felt the stadium could make part of a tourist route, given its proximity to Belém's historical sites.</p> <p>However, they don't feel like visiting the stadium or the museum without watching a game, which may reveal a lack of interest from the fans.</p> <p>Another important point is the absence of indications pointing to the stadium, which can lead to errors.</p>	<p>"View of I mean the view of the river, and I'm in the area. I see so very nice houses. It felt like it was some copy of the Fulham in London, England. It kinda looked the same. Fantastic."</p> <p>"I like that old school style. And I mean it's not the most. What do you say? I mean, there are cleaner stadiums or newer ones built. But I mean, I really like that one. It was empty, that was the downside, of course. But people were still engaged on our side. We had no problem buying tickets. I mean we were happy we could sit wherever we wanted basically. That's good."</p>	<p>Comparing the stadium to Fulham's Craven Cottage, the fans had a charming and vintage feel, with the help of the incredible views from the stadium. Adding to that, the fans' engagement, as well as the ease of buying tickets contributed to a good overall experience.</p>
Tourist 5	<p>"Raise awareness via social media and upgrade the website to offer ticket sales and merchandise. It does seem though that if the people of Belém itself can't be bothered to attend then why would a tourist unless out of curiosity."</p> <p>"I don't think it resonates as a tourist attraction at the moment, however, it does have the potential to be. The Belém area does attract a lot of tourists. Walking up to the stadium from the train station. It was hard to believe that a game was taking place such a short distance away."</p> <p>"Offering a stadium tour (the trophy room at the stadium was very good) may attract more visitors although it needs to be well publicized."</p> <p>"I wouldn't recommend it as a tourist attraction in itself due to its current state."</p> <p>"A tour package offering a stadium tour may be a way forward."</p> <p>"Add the stadium tour to existing Belém tour packages would be an option."</p>	<p>The interviewee stated that, if promoted in local tourist information centers, the large number of tourists going to Belém could also have an interest in visiting the stadium, promoting it as a historical and scenic landmark.</p> <p>Offering guided tours and adding the stadium to broader Belém tour packages would make it more appealing to tourists exploring the area.</p>	<p>"Nothing springs to mind...Most people wouldn't have been aware that a game was taking place."</p> <p>"A big stadium, which looks like it needs some love and care! That said, the view over the river with the bridge and the statue of Jesus was quite spectacular! The floodlights are amazing, and I was left thinking of what it must have been like during their glory years."</p> <p>"It needs to be publicized more in the Belém area. Whilst Belenenses will not have the pull of Benfica and Sporting, it does have a unique selling point i.e. The Belém area itself which is beautiful and could be billed as a hidden gem!"</p>	<p>The stadium's views over the river and bridge impressed the tourist, indicating that these could be promoted as part of the stadium's appeal to tourists. Despite its dated appearance, the views and the proximity to key landmarks make it a special place.</p> <p>In this tourist's opinion, a better promotion could increase the number of fans at the games.</p>
Conclusions	<p>Estádio do Restelo, even though it may not be in the best state of conservation, has strong potential as a tourist attraction if integrated into Belém's visitor routes.</p> <p>Partnerships with tourist centers and information points could boost the club's visibility and increase the number of visitors.</p> <p>Enhanced matchday experiences could also engage the fans, allowing them to have an authentic glimpse into local football culture. However, better promotion and clearer directions are fundamental.</p>	<p>Interviewees loved the great views from Estádio do Restelo, which attracted fans and tourists. They suggest adding a lounge or bar to improve the experience.</p> <p>The stadium's traditional structure is unique and the common opinion is that it should be kept, with some improvements though. Promoting and maintaining its historical appeal can boost fan engagement, and draw more visitors.</p>		

Interviewee	Atmosphere and Authenticity		Diversity of Events	
	Quote	Interpretation	Quote	Interpretation
Tourist 1			<p>"If there's a nice view just to drink and some food, I think that's good to make people that don't only go for the game but go for the experience. I think having good food and drinks and a group of people and with also local people I think is always really nice. So, I think that would definitely make it a full experience."</p> <p>"They could use that for such like a food market and just an experience with Portuguese food, with sardines and sausage. I think that could be a trigger for people to go for sure."</p>	<p>By associating the Portuguese culture with the sun, markets, and outside activities, this tourist would find it interesting for the club to promote initiatives like these, a strong point for Belenenses to attract more people to come to their games, in an integrated experience.</p>
Tourist 2	<p>"But what I really like is to speak to like those normal fans."</p> <p>"Overall, I enjoyed the experience, especially the atmosphere that was present in front of the stadiums because the people are going crazy in front of the stadiums. The food is great, you get beer everywhere. The people are just cool and you can have lots of fun with them."</p> <p>"But I'm personally a big fan of experiencing the game and the atmosphere that you are surrounded with, so all the chance, the songs, people, singing, jumping, clapping."</p> <p>"Yeah, exactly like that's what I always love to do. Going through or going around the stadium and experiencing, how's the atmosphere around it. What can you eat? I love eating all the foods that you get in front of the stadiums."</p>	<p>The interviewee values experiencing the game and the atmosphere around it. At the game, the tourists loved to feel like a part of the crowd. All of these contributed to an authentic matchday experience.</p>	<p>"You can do so many things in the stadium, like hosting concerts. Different activities and events that they can host there because that makes on the one hand the stadium more popular, it makes the club more popular because there's all the signs and it says it's in the stadium of Belem and whatever. So that could also be something to attract people that are not really into football."</p> <p>"So if the infrastructure is kind of nice and you have a nice marketing strategy behind those restaurants and some additional packages, like visit the game now and get 50% off of the dinner or whatever, you can think about some stuff there. I think then it could be quite interesting."</p>	<p>The respondent suggests that offering non-football events like concerts could attract people who might not usually attend games. This would increase the stadium's appeal as a multi-functional venue.</p>
Tourist 3	<p>"Atmosphere wise, it was clear it was a third-division game, and only the dedicated fans were there. But it was a nice atmosphere, even Gil Vicente had some guys supporting them as well. It felt special, but I could imagine it would be incredible with a full stadium, even more with that low roof that it has."</p> <p>"More people would definitely help with the atmosphere, but that is hard to achieve. It was around 2,000 or 3,000 people, which is OK, but it's a big difference from a stadium with 10,000 people. You could offer free tickets to have more people in the stadium but you want dedicated supporters rather than too many tourists or uninterested fans to keep the authentic feel, so I wouldn't do that."</p> <p>"What I liked about Belenenses was the community feel. It was a club atmosphere where everyone knew each other, and they gathered at the bar afterward."</p> <p>"So what amazes me the most is the atmosphere and legendary players."</p>	<p>The fact that Belenenses plays in lower divisions affects the number of fans attending the games. However, this makes them closer to the local fans, since only the dedicated fans are always there. This gives a community feeling and a sense of authenticity to the people who visit the club.</p>		
Tourist 4	<p>"Yeah, but I mean it was a very engaged audience. It was great to see them. And what we realized, was that it was both men and women in the crowd that was cheering. I mean, we're not used to that, at least not here. It's only men. So, we thought that was really nice and it felt familiar. I mean, like families out there. And it was, it was a great day."</p> <p>"People seem very engaged. I mean, there was this guy who just walked forward and back at the game and was smoking and was very nervous. It felt like this was important to these people. I like that."</p> <p>"If you go to a big match, there could be a lot of tourists, and this felt genuine somewhere."</p>	<p>The crowd's genuine passion left a powerful impression. The strong presence of the community in general, as the diverse audience (families, with both men and women) contributed to the authenticity of the experience.</p>	<p>"Oh, I could really, if I knew I would have done it. Yes, I guess so. We didn't have a clue. [about the existence of a museum related to the history of Belenenses]"</p> <p>"I mean, it's really close. It's just a few minutes walk. It felt like there were always some kid games going on around. It's something to look at, some cultural thing maybe. You go through and then you see it, why not? I'm not sure how big it is, but at least it's fun to see a stadium and so on. But yeah, I think it's a full day watching football and just seeing the scenic views and everything."</p>	<p>This tourist didn't get to visit the museum, but he expressed interest in visiting it if it had been more visible. This could be a point of improvement for the club, so they can take advantage of this important venue.</p> <p>This indicates a potential for non-game-day attractions, like stadium tours or cultural events, to diversify Belenenses' offerings.</p>
Tourist 5	<p>"Raise awareness via social media and upgrade the website to offer ticket sales and merchandise. It does seem though that if the people of Belem itself can't be bothered to attend then why would a tourist unless out of curiosity."</p> <p>"What stood out was the really low attendance in a big stadium, which looks like it needs some love and care! That said, the view over the river with the bridge and the statue of Jesus was quite spectacular! The floodlights are amazing, and I was left thinking of what it must have been like during their glory years."</p> <p>"I would recommend people to attend a game there. It is quite unique as a location and has potential. The people we met there were friendly and were very passionate about their club."</p>	<p>Even though only a few locals were present at the game, the respondent felt like the atmosphere was really authentic. From his perspective, an increased promotion of the game and activities of the club would help them get more people to see their games. This would allow them to make more out of an incredible venue.</p>		
Conclusions	<p>Attending a Belenenses game offers an authentic experience, highly valued by the fans who go there.</p> <p>The support of their fans, even through tough times, gives a feeling of loyalty.</p> <p>An increased promotion could leverage the venue's capabilities, expanding the club's reach while preserving its authenticity.</p>		<p>Belenenses can attract a broader audience by promoting cultural activities, hosting non-football events like concerts, and improving the visibility of attractions like the club museum, positioning itself as one of Belem's main attractions. These strategies would make the stadium a more versatile and appealing venue.</p>	

	Quote	Interpretation	Quote	Interpretation
Board Member	<p>"Belén was a club that, for a few years, was out of the top level of national football and lost its appeal to younger generations. And we need these people, we need to attract more people to come to the stadium... We need new members, more women coming to the stadium, this is also very important nowadays... The three concepts of football where, after the grandstands were supported close to the supporters Belén was lost in their youth, which is a significant characteristic to analyze. We want to attract new people who say "I'm tired of Belén's fan" and say "I'm tired of Belén". We intend to revitalize the club and make it relevant to the new generations."</p> <p>"The club was able to make high quality and clear decisions. It was going down to a lower division and restarting. The supporters showed strength, determination, and courage, accompanying us every step of the way. They were abundant and enthusiastic even more enthusiastic. When we were in the 3rd division, we filled the stadium wherever we played. We went to play at Belén against C.D. de Amadora, and there and there were people left outside who couldn't get in. When we reached the Liga 1 final, we managed to fill the National Stadium with 20,000 people. Belén showed us blue, so, these supporters went, they were there, that they went. And below the enthusiasm in growing, but we need to find ways to make people more reasons to become members of the club."</p> <p>"When we moved up to the 2nd division, we had to make a big investment in infrastructure, and we ended up with the same budget in the division, which is our objective. It was a bit of an effort since there had come from 7 consecutive promotions. This year, we moved to the 1st division, and that's something we've never seen of excitement. We are now fighting to move up again, ensuring we have the financial capacity to get out on our own, and that needs to be done with caution. The problem is that Belén fans before the club will still have 20 years ago, so, when we play against the 1st, for example, which is in the 1st division, we feel accepted being because they still have the mentality that Belén was used to but exercise and compete against the "big boys". Therefore, there's this historical weight of Belén that contrasts with the current reality in senior football. So, we need to find a way to communicate with the youth that Belén was still with, and that we need to be back in the top groups and European competitions. We want to separate our fan base."</p> <p>"We have our supporters who come to watch the games but also get involved in the club by providing ideas and helping out of it. And below the club is an active that chooses, when someone can come here, back on the floor, and offer ideas—something that Belén and Belén is trying to do. We have moved past that phase. However, there are some from the top down. We want the opposite, we want to attract people who will add value. There is a great example of this, Oscar. I think the project goes a good track, but also wanting to create something practical in Belén's identity. How do we apply that? How do we bring this narrative to the ground? How many people are needed, and what tasks are to do this? This is the ideal club we seek."</p> <p>"Football is going through a major change. In the past, football was separate from the people and the members. It was something outside. The philosophy back then was, "If you want to be a member of my club, you are, and if you want to go to another club, go ahead." In those days, there were no opportunities to visit museums or stadiums. The mentality still prevails in Belén because it's a club with an older fan base, which means it's that the club still draws from members, fans, and visitors. Until now, there's nothing that makes people come to the stadium and feel at home."</p> <p>"When asked about strategies in place to attract new supporters that much has been done up to today. We have a small team working on our social media. We have a social media, which is important for maintaining our image, but not much has been done, and that's social. I'm not sure exactly what can be done, but more engagement is definitely needed."</p>	<p>The respondent thinks that Belén being out of the top level of national football made it lose its appeal to younger generations. Therefore, they want to find a way to revitalize the club and separate the fan base making it relevant to these generations as well as the female address, attracting more people to become members and come to the stadium. The fans they can be differentiated in that sense as they are a club open to hearing ideas from supporters and implementing them, whereas big clubs are not. For her, Belén supporters showed strength, determination, and courage by accompanying them when they decided to start over in the lower divisions. The fans were always present and became even more enthusiastic after the decision. Being stadium wherever they went. However, when they moved to the 2nd division and were relegated, it acted as an anti-climax since they came from 7 consecutive promotions. This year, with the good sporting momentum a sense of excitement is being created which may result in Belén's Belén supporters, but they are still behind. And though the enthusiasm is growing, they need to find more reasons to become a member of the club. Even though acknowledging that there is the need to attract new supporters, there is currently not much done to fulfil that with only a small team working on social media as a partnership with a school nearby. Even though it is not sure of what can be done for Belén's engagement is needed. He also sees a challenge the mentality of Belén fans who still have an engagement in the past but not in the present. He also sees a challenge the mentality of Belén fans who still have an engagement in the past but not in the present. He also sees a challenge the mentality of Belén fans who still have an engagement in the past but not in the present.</p>	<p>"The return to the most beautiful in Portugal, without a doubt, and it's an incredible experience to watch football there due to its history since..."</p> <p>"Maintaining this complex is a massive task, which is why it's challenging. We have a maintenance team, but indeed, there are areas where we could do better in terms of safety and security facilities. But we are improving the complex, the way we work we did with L1. The correct location of Liga 1 will become a call to those parents who come with their children have a place to sit and watch for people who still in an enjoy a moment with a view. We need to take advantage of the fact that today, parents of children who play sports stay around during training. It wasn't like this in the past."</p> <p>"Football is going through a major change. In the past, football was separate from the people and the members, it was something outside. The philosophy back then was, "If you want to be a member of my club, you are, and if you want to go to another club, go ahead." In those days, there were no opportunities to visit museums or stadiums. This mentality still prevails in Belén because it's a club with an older fan base, which means it's that the club still draws from members, fans, and visitors. Until now, there's nothing that makes people come to the stadium and feel at home."</p>	<p>The respondent sees the Belén's stadium as the most beautiful in Portugal and capable of providing an incredible experience to watch football in a stadium view. However, he acknowledges that maintaining the complex is a massive task. Even though they have a maintenance team, there are areas where they could offer better safety and security conditions. He also believes the club is improving the complex, giving examples such as the current partnership with L1 and the fact that the correct location of Liga 1 will become a call to those parents who come with their children with a view, and parents can sit and watch while waiting for their children that are playing sports. He also sees football changing away from the model where the club was separate from its members. He believes this mentality still prevails in Belén since it is a club with an older fan base, which means it is that the club is distant from its fan base and nothing is done to make people come to the stadium and feel at home.</p>
Head of Marketing	<p>"I believe a structure could be created where everyone benefits, like a cascade. Unlike a friend, a "bring a friend" structure where you earn something, I think it could work. Imagine that anyone who brings a friend to join as a young member for the full year could receive, via a QR code, discount on their own membership. There are many types of incentives that could work, but then it comes back to the issue I need structure. How can I create an incentive program if I don't have people to build it because you see the idea and fantastic it's the operation that's challenging, mainly because we have no free people at the club. And not just free people, but limited participation with the full experience better than anyone the importance of data (but I don't have any data)."</p> <p>"I believe it is strong (about the structure of Belén). We have progress that generally for the club daily. These people depend on the club's "volunteer" system to get well, they get used to— they say they like the club. But I think the club culture has gotten a bit better."</p> <p>"I'm a fan of Belén, and I think that more fan generosity can about the club. It is common to see older fans bringing their grandchildren to games, which is very positive. This is the fan, the fan club, and other groups that more engaged and more connected with the club. They try to support the club in various situations, like organizing travel—they try to have a relationship with the club to facilitate these things. For example, but now the club covered the cost of a bus for a longer trip, so the only had to pay for the game ticket, while the bus was arranged. It's a good relationship, but I believe it can still improve. There's always "more to be done" here."</p> <p>"To make the match-day (for traveling fans) more structured, before we can figure out how to engage fans, we need to define what we want them to represent and how they can be involved. [...] For example, we could define how to connect to activities in game days, using email or text messages, and then we could coordinate with a working group. And this is to be well-organized with a schedule as everyone knows what is expected of them. It is not a job to do, but it's a job to do. There are a lot of things that need to be done here because it's a big project. There's a specific issue when gathering the field, it's shown on TV, and everything on a schedule. It all needs coordination, so for that, I need qualified people."</p> <p>"Yes, but year that was an issue. It's the team needed to be being integrated, [...] but the fan support is still here. Today, they continue to show and stay in the stands for a while after the game. It's a bit different, we're not as distant as before, but we're not as close as in past years."</p>	<p>The respondent agrees that while Belén has a strong and passionate fan culture, the club faces significant structural challenges that hinder effective fan engagement. It acknowledges the operational difficulties of generally for the club daily, involving limited involvement across various parts. However, the respondent feels that the club culture has become somewhat lost over time, particularly due to a lack of clear direction and communication to involve fans more. The respondent believes there is a substantial potential to enhance fan engagement through initiatives like a "bring a friend" promotion program, where offering existing supporters some benefits for introducing new paying members. Such programs could strengthen the fan base and foster community growth. However, the respondent notes that implementing these ideas is challenging due to limited personnel, inadequate infrastructure, and a lack of essential data management systems. The absence of sufficient staff and resources makes it difficult to execute such programs. The respondent also notes that Belén's fan base is generally older, which may limit their ability to engage with digital marketing strategies. The respondent notes that Belén's fan base is generally older, which may limit their ability to engage with digital marketing strategies. The respondent notes that Belén's fan base is generally older, which may limit their ability to engage with digital marketing strategies.</p>	<p>"To the past, used the Third Division players used to go to the street and greet the fans after games. This is something you don't see at La Huelva, Sporting, or Dragón, or any of the larger stadiums. It was part of the club culture, something that many people liked, and it was lost. People say, "Oh, the members complain," and yes, they're always complaining about something, but if it's part of the culture, and it was removed, causing tension because fans feel disturbed. This is a club where fans are close."</p> <p>"It's a bit of everything we've talked about (the main challenges in attracting more people to the stadium). It's the communication. Before, it was for go down to the football area in order to try to convince people to come to the stadium, but now it's that if I don't have the capacity, maybe, by capacity, I mean that if I bring equal to a game and the fan's bad experience, the worst come back. And don't have a bad experience because there won't be people who want to return, and the worst return. [...] Only the most passionate fans keep coming. Luckily, we have those loyal ones—about 2,000—if everything goes with structure, it would be easy to bring in all 40,000 people. And this isn't just a Belén problem. It's us at the league, we see that even in the Primeira Liga, there are stadiums full empty, with fewer people than we probably have."</p>	<p>The respondent's insight reveals key areas where Belén's stadium experience could be improved to enhance fan satisfaction and build resilience. He refers to how certain traditions, such as players greeting fans after games, a gesture less common in larger clubs, were integral to Belén's culture and fostered a sense of closeness between the club and its supporters. The respondent believes that discontinuing this practice has contributed to a feeling of distance, with some fans feeling less connected to the team. Restoring these unique traditions could help rebuild the atmosphere and reinforce the club's identity as a community-oriented institution. Additionally, the respondent points to practical challenges that affect the overall fan experience, noting that logistical hurdles, like poorly maintained restrooms, can dissuade casual fans or spectators from returning. He suggests that even with effective outreach, such as promoting matches in local radio areas, sustaining higher attendance would require improvements in stadium infrastructure and services to create a consistently positive experience.</p>
Conclusions	<p>Both respondents highlight the need for Belén to reconnect with its fan base through original engagement efforts that resonate with both longstanding supporters and new audiences. They share the view that while Belén has retained a core of deeply passionate fans who support the club through its lower-division struggles, it faces ongoing obstacles in expanding and modernizing its fan engagement.</p> <p>Both respondents see significant potential in revitalizing Belén's image to attract younger generations, emphasizing that the club needs to foster deeper involvement and create incentives for fans to engage beyond simply attending games. Respondent 1 underscores the importance of positioning Belén as an accessible, open-hearted club that offers fans more exposure. Her respondent 2 agrees that Belén has fan participation and also being a critical differentiator, especially in a league more diverse and including more family fans. This respondent also believes that the club needs to foster deeper involvement and create incentives for fans to engage beyond simply attending games. Respondent 1 underscores the importance of positioning Belén as an accessible, open-hearted club that offers fans more exposure. Her respondent 2 agrees that Belén has fan participation and also being a critical differentiator, especially in a league more diverse and including more family fans. This respondent also believes that the club needs to foster deeper involvement and create incentives for fans to engage beyond simply attending games.</p> <p>Respondent 2 echoes this need for greater engagement but emphasizes that structural limitations, such as a small staff, limited resources, and a lack of cohesive strategy, hinder the club's ability to implement its engagement initiatives. They propose that, without sufficient personnel and infrastructure, such programs are challenging to execute. Both respondents feel that, although fan support is strong and resilient, there is a need for improved communication, clearer strategic direction, and enhanced engagement to maintain and grow the fan base sustainably.</p>	<p>Both respondents emphasize that the Belén stadium holds significant potential for fan experience, yet faces practical challenges that impact its appeal. Both recognize the beauty and unique atmosphere of the stadium, with one calling it the most beautiful stadium in Portugal, and the other highlighting traditions like players greeting fans after games, which fostered a strong connection with supporters. They agree that revitalizing these traditions and improving the stadium infrastructure could greatly enhance fan satisfaction. The first respondent appreciates recent logistical success, such as the L1 partnership, but also notes the stadium's limited seating capacity, which could make it a more inviting space for both visitors and regular attendees. He acknowledges, however, that the stadium's maintenance remains a considerable task, especially in terms of providing adequate safety and sanitation. The second respondent identifies specific logistical issues, particularly poorly maintained restrooms, which may deter casual fans and first-time visitors. He believes that to attract and retain a larger fan base, the club must address these basic amenities alongside promoting Belén's games in local areas.</p>	<p>Both respondents emphasize that the Belén stadium holds significant potential for fan experience, yet faces practical challenges that impact its appeal. Both recognize the beauty and unique atmosphere of the stadium, with one calling it the most beautiful stadium in Portugal, and the other highlighting traditions like players greeting fans after games, which fostered a strong connection with supporters. They agree that revitalizing these traditions and improving the stadium infrastructure could greatly enhance fan satisfaction. The first respondent appreciates recent logistical success, such as the L1 partnership, but also notes the stadium's limited seating capacity, which could make it a more inviting space for both visitors and regular attendees. He acknowledges, however, that the stadium's maintenance remains a considerable task, especially in terms of providing adequate safety and sanitation. The second respondent identifies specific logistical issues, particularly poorly maintained restrooms, which may deter casual fans and first-time visitors. He believes that to attract and retain a larger fan base, the club must address these basic amenities alongside promoting Belén's games in local areas.</p>	<p>Both respondents emphasize that the Belén stadium holds significant potential for fan experience, yet faces practical challenges that impact its appeal. Both recognize the beauty and unique atmosphere of the stadium, with one calling it the most beautiful stadium in Portugal, and the other highlighting traditions like players greeting fans after games, which fostered a strong connection with supporters. They agree that revitalizing these traditions and improving the stadium infrastructure could greatly enhance fan satisfaction. The first respondent appreciates recent logistical success, such as the L1 partnership, but also notes the stadium's limited seating capacity, which could make it a more inviting space for both visitors and regular attendees. He acknowledges, however, that the stadium's maintenance remains a considerable task, especially in terms of providing adequate safety and sanitation. The second respondent identifies specific logistical issues, particularly poorly maintained restrooms, which may deter casual fans and first-time visitors. He believes that to attract and retain a larger fan base, the club must address these basic amenities alongside promoting Belén's games in local areas.</p>

Appendix 3 – Brief History of Belenenses | Source: Own elaboration

Belenenses is one of the most historical sports institutions in Portugal, being once one of the best and most recognized clubs nationally, as well as one of the most disruptive. However, the club has faced several difficult moments over the last few years, causing it to be completely rebuilt from scratch.

Belenenses was founded on September 6, 1919, on a garden bench in Jardim Afonso de Albuquerque (Marques 2014). This moment gave football in the region a new dimension. The founders, known as “Os Rapazes da Praia” (“The Beach Boys”), reflected the working-class roots of Belém, then a fishing district. They were honored by the club that named the viewpoint after them (Lusa 2024). This was a derogatory name people used since they doubted the longevity of the club. However, Belenenses overcame numerous challenges and established itself as one of Portugal’s most recognized football institutions.

Artur José Pereira stands out as the club’s most important founder. He proudly left Sporting Clube de Portugal to reestablish a football club in the Belém neighborhood, left without one after Sport Lisboa moved to Benfica. This way, Pereira united fans who believed Belém deserved its football club, founding an institution that represented its people (JMA 2014). However, other people had a crucial importance on the club’s development. Adding to the other founders, some players left an indelible mark on the club and Portuguese football. Vicente Lucas, renowned for his leadership, and his brother Matateu, the club’s all-time leading goal scorer, became iconic figures. José Manuel Soares, also known as Pepe, remains one of Belenenses’ most revered players despite his untimely death at 23. His statue at the entrance of the sports complex symbolizes his lasting impact (JMA, VG, and NG 2014)

They started playing in Campo do Pau de Fio (now Jardim Vasco da Gama), in Belém, attracting many people to see the games. However, as the club grew, the facilities proved inadequate. After a brief stint at Stadium do Lumiar, Belenenses inaugurated Campo das Salésias in 1928. It was

also named Estádio José Manuel Soares, honoring one of the club's most important players. This stadium was revolutionary, becoming the first in Portugal with artificial lighting, cement stands, and a grass field, making it the home of the Portuguese national team. However, the club was forced to leave the stadium in 1956, by the City Council of Lisbon, which offered the club a new location: a former quarry. Although the land presented significant challenges, making exploration extremely challenging, it became Estádio do Restelo. This new stadium further solidified Belenenses as a pioneer in Portuguese football since it was one of the best infrastructures existing in Portugal at the time. Even if nowadays the infrastructure may be outdated, it had a big impact on Portuguese society at the time, given its quality and all the difficulties that its construction posed (Amaral 2016; JMA 2014b; Leite 2016)

As mentioned before, it is one of only five Portuguese champions and one of the clubs with the most seasons in Portuguese football's top tier, along with several other titles in football and other sports. Despite its past, Belenenses has faced several challenges, most notably in 2018, when the club split from its SAD, which was responsible for the professional football of Belenenses. This led to serious identity fragmentation since the club was split in two and Belenenses was forced to compete in the last tier of Lisbon's Football Association. This split marked a turning point in the club's trajectory, but the fans remained loyal to the club, showing their deep connection to it (Gomes 2023). The SAD tried to claim Belenenses' heritage, among which its conquests, stadium, and name, which led to intense off-field battles that threatened the continuity of the club. Once again, the fans didn't feel the SAD was defending the club's interests, as well as theirs, and remained side-to-side with the club through the process (Zerozero 2018). This is one of the most important moments in Belenenses' history and left a profound mark on Portuguese football.

Appendix 4 – Notes from our visits to the stadium during matchdays | Source: Own

elaboration

	Topic	Description	Grade (1-5)	Positive points	Negative points	Observations	Ideas
Stadium atmosphere and matchday experience	Physical Environment	Quality and condition of the stadium facilities (seating, restrooms, concessions, signage).	2	<ul style="list-style-type: none"> The view from the stadium is very pretty (we saw some people just admiring the view in certain locations) Very beautiful stadium with bright colors A lot of open space as well as sitting areas 	<ul style="list-style-type: none"> Random things on the floor (like flags) Not very comfortable chairs that felt like they were going to break if leaning back Stadium screen not working. No way to know the time or score No signs to know where anything is (club shop, Pavillion, bars, ticket shop or museum) Girls bathroom does not have any soap to wash the hands or towels 	<p>The signage was so lackluster that we went into the wrong stadium sector.</p> <p>There was many graffiti's around the stadium made by fans against the old SAD and modern football</p>	<ul style="list-style-type: none"> The stadium definitely needs a renovation/better maintenance It would benefit immensely from better signs and directions
	Fan Amenities	Variety, quality, and pricing of food and beverages, and whether these contribute positively to the overall match experience.	4	<ul style="list-style-type: none"> Three different places where you could buy food. The prices were reasonable when compared to big Portuguese clubs (particularly more trendy items like Bifana or beer) Outlet clothes options (besides the main store) Ambulant seller selling food items during the match (popcorn, water, sweets, and even "Pastel de Nata", which was a nice touch) Snack shop open and accessible during the match and with prices very similar to the outside ones 	<ul style="list-style-type: none"> There was no cloakroom (however, people at the club shop were nice and let you leave stuff there) Big line for food at half-time Both restaurants at the stadium were closed (even though the game was on a Sunday at 15h) All the bars were exactly opposite of the side where you have a great view, losing a good opportunity to have a great terrace 	Tasted the Bifana and beer and it was good	<ul style="list-style-type: none"> Selling bundle tickets specially tailored for foreigners to have the "authentic Portuguese footballing experience" with the match ticket, a Bifana, a beer, and a Pastel de Nata
	Pre-match and Half-time activities	Activities or entertainment options available to fans before the match and during half-time (music, fan zones, interactions with mascots, etc.).	2	<ul style="list-style-type: none"> There was a mascot walking around the area and taking photos with kids, but had low energy and wasn't particularly charismatic 	<ul style="list-style-type: none"> No fan zone/particular activities for kids. They just had a small football field open where they could play together For grown-ups there was not much to do besides visiting the shop and watching the start of a Volleyball game on the Pavillion or an Under-17 football match (but both of them were just on the warm-up) No dedicated Belenenses music outside the stadium to create ambiance <ul style="list-style-type: none"> No activities at half-time The museum was closed The recently built viewpoint was closed 		<ul style="list-style-type: none"> Having inflatables for kids or people doing cool make-up on them/balloons or footballing challenges Pressure federations to schedule other sports games to 1/1h30 before the football matches, as that way people could watch that as a "warm up" for the main event Have the museum open on gamedays with free entrance and for specific games have specific curated expositions. Ex: For the game against Atlético CP have at the entrance of the museum trophies won against them or crucial events in the history of both clubs.
	Accessibility	Parking options, options to go to the stadium	4	<ul style="list-style-type: none"> There is parking inside the stadium and it is cheap (1€ per car) There are also plenty of parking spots around the stadium Bus lines stopping close to the stadium There is also the "Belém" train station but is a reasonable walk 	<ul style="list-style-type: none"> No metro It is close to the "Linha de Cascais" train system and not the "Linha de Sintra" which is the most widely used 		

	Topic	Description	Grade (1-5)	Positive points	Negative points	Observations	Ideas
Fan Engagement and Atmosphere	Fan Behavior and Atmosphere	How was the atmosphere before and during the game	4	<ul style="list-style-type: none"> • People generally arrived 1h/45 minutes before the game • Ultras sang for a big portion of the game with many times the rest of the fans singing with them • Clearly the fans were very passionate and very invested in the game • A very "bairrista" (neighborhood/authentic) spirit with people complementing each other when arriving at their seats and talking without any filters between each other or with the players/coach 	<ul style="list-style-type: none"> • There wasn't a big bustle outside the stadium before the game. If I didn't know there was going to be a match there, I wouldn't notice as a passerby. Completely different story inside the stadium (but people can't see because it is walled) • The hymn before the match didn't feel like a big moment and not many people were actually singing it 		<ul style="list-style-type: none"> • Do marketing initiatives around the stadium on days leading to the matchday and during the matchday itself to create buzz and noise in the area around the stadium • Foster game day initiatives outside the stadium as well
	Fan Reactions to Performance	Note how fans respond to different phases of the game (e.g., goals, fouls, referee decisions)	5	<ul style="list-style-type: none"> • Were very passionate during the whole game even when losing • Did massive amounts of noise when decisions were taken by the referee against Belenenses • Very supportive of the team and players pushing them to go for the draw (which was very electrifying) but also very demanding of the team to go forward and play with an attacking style • The older ladies were very funny when speaking to Belenenses players or complaining about the opposition 	<ul style="list-style-type: none"> • Even though the atmosphere was very loud, electrifying, and even funny, it wasn't very family friendly with some kids also joining the insults towards referees and opposition 		
Stadium Attendance and Demographics	Demographic Profile of Attendees	Make observations about the demographic diversity of the crowd—age, gender, family groups, etc. Understanding who the current fan base is will help identify potential new segments to target	5	<ul style="list-style-type: none"> • Very spread out demographics: older people going as a couple or with their family. A lot of young families and couples as well. Many teenagers and kids. Even foreigners 			
	Stadium Occupancy Levels	Estimate the percentage of seats filled and the overall attendance compared to the stadium's capacity. Also, see if there are noticeable differences between the types of attendees (e.g., hardcore fans vs. casual spectators)	2	<ul style="list-style-type: none"> • The Ultras area was filled (they are a big group) 	<ul style="list-style-type: none"> • The stadium is huge (around 20,000 seats) so the majority of it is closed. Everyone is placed on the same sector (which makes it look like we are surrounded by a lot of people, maybe 3 500), but when you look at the rest of the stadium it looks very empty (the visiting fans are on the opposite side of the stadium but they weren't also that many) 	The atmosphere was very good and the range in demographics as well, what they were missing was more people in the stadium	
	Interaction Among Fans	How fans engage with each other. Are there community-building interactions (e.g., shared chants, and discussions)?	5	<ul style="list-style-type: none"> • Super sympathetic and friendly fan base. No one knew us and we still talked with 8 different people. • People would talk with us about occurrences in the game or even help us with information (even without us asking for it) • Felt very welcome in that environment • Even a server from a local pastry that we went to after the game talked with us about Belenenses as he saw our branded shirts • Many fans already know each other so they would greet each other 		Awesome environment to bring in local people who haven't been to the stadium. Just not so sure if foreigners could enjoy it as much as people might not speak English (we didn't test that)	

	Topic	Description	Grade (1-5)	Positive points	Negative points	Observations	Ideas
Marketing and Communication Strategy	In-Stadium Marketing	How does the club communicate with fans inside the stadium—do they use big screens, banners, or announcements to engage and inform? Are there advertisements for club memberships or upcoming events?	2	<ul style="list-style-type: none"> • There was a speaker in the stadium that pushed for the fans before the game • They have some big advertising tarpaulins, very visible, inside the Stadium to advertise their partners 	<ul style="list-style-type: none"> • The speaker was very silent after the match started and didn't celebrate much when the goal happened or intervened at half-time or when the game ended • As mentioned before, there was basically nothing related to the marketing of the club or its initiatives showed anywhere (either digitally or physically) 		
	Merchandising	Look at the availability and visibility of club merchandise. Are there stands that promote the brand?	3	<ul style="list-style-type: none"> • They had both the shop (which was full) and the outlet station in the stadium. • There was merchandising being sold outside the stadium <ul style="list-style-type: none"> • Almost everyone with much merchandising (hats, scarfs, and shirts mainly) 	<ul style="list-style-type: none"> • There was no signage to indicate where was the shop or outlet station (or even that it existed). • Even though the shop was full, the majority of customers were there to buy tickets, which probably made people who wanted to actually buy merchandise find it more difficult to walk around the shop and have to wait for more to purchase • The merchandising sold outside the stadium was by an ambulant vendor selling what looked to be counterfeit items 		<ul style="list-style-type: none"> • The shop will be moved to the boundaries of the stadium which is good for passersby, but on matchday, there should also be a shop inside the stadium. We find it hard to imagine that people who are already inside the stadium will go down all the stairs to go to the shop whenever they want to kill time or just see what's new (for convenience purposes)
	Social Media Integration	Are there social media prompts or campaigns being advertised at the stadium (e.g., hashtags, photo opportunities)? This can bridge the in-stadium and digital fan experience	1		<ul style="list-style-type: none"> • Absolutely no social media integration inside the stadium • The photos taken during the game and posted on Instagram by Belenenses are taken with the empty stands as background and not the full ones, making it look like there was no one in the stadium. There wasn't a single photo of fans shared on the official social media channels of the club • We didn't see many fans taking photos in the stadium or off the stadium 	<p>We suspect people didn't take many photos because the club isn't trendy, currently (and therefore not very sharable on social media)</p>	<ul style="list-style-type: none"> • Have someone from the club interview and do challenges with the fans pre-match (in exchange for a scarf or piece of merchandise) to then be shared on the club's social media • Collaborate with sports influencers to have them go to the stadium (pay them the full experience) and therefore record and advertise their experience

Appendix 5 – Analysis of current fan engagement and loyalty strategies | Source: Own elaboration

Belenenses actively engages with its local community to attract younger audiences and foster long-term loyalty. The club collaborates with local schools by offering tickets to children, requiring accompanying adults to purchase their own (Marketing Head). Players and the club mascot also visit schools on special occasions, strengthening connections with the youth (Local 1). Additionally, students from those schools also benefit from discounts of 14% for participating in club activities and 10% for hosting birthday parties or attending summer camps at the club facilities (Marketing Head). Partnerships extend to universities like Nova and IADE, where collaborative projects engage students in the club's activities, fostering a deeper connection with young adults in the surrounding area (Board Member; Marketing Head). Partnerships with local businesses and associations further expand the club's community impact, such as initiatives with Lidl and ReFood to redirect food waste to those in need and other socially responsible campaigns like cancer awareness events with Liga Portuguesa Contra o Cancro or a special event promoted by the club yearly for the International Day of People with Disabilities. However, the Marketing Head believes the club has some room for improvement when fulfilling contractual obligations. Something corroborated by Fan 1 who previously worked on sponsorships.

When it comes to direct communication with members, the club uses email marketing, focusing on internal updates such as general assembly convocations. Segmentation is limited to demographic data and membership fee payments, with no complex profiling based on behaviors such as match attendance or shop purchases because the club does not have that information. The club doesn't know the items it sells the most or what are the days with the most purchases, as no data is collected (Marketing Head).

Belenenses leverages its social media platforms primarily for informational purposes but also pursues some fan engagement initiatives. Promotional photos are often taken in key areas of the

region, as well as occasional photos of supporter crowds are posted, and informative updates such as news on club management, partnerships, convocations for General Assemblies, and information on closed doors training games (CF Os Belenenses n.d.-a; n.d.-b). Instagram is also leveraged for gameday build-ups in collaboration with rivals (CF Os Belenenses n.d.-b), while X is used for expressing the club's culture and identity through bolder, funnier, and more authentic content (CF Os Belenenses n.d.-c).


In terms of ticketing, they started to sell them online last season, even though only for members and not the general public. The club's structure knows this is not enough, but it is a step in the right direction, just like the fact that members can pay their membership fees online now (Marketing Head). Fans also appreciate that the "Passe 1919" (which is equivalent to a season pass) allows them to bring a guest to games, promoting the social event aspect of a football match and fostering inclusivity and engagement (Local 1).

On the matchday itself, food trucks and bars within the stadium are recognized by fans as effective ways to encourage community interaction. A fan zone is occasionally present but was only available in one of the three games we visited, with 2 of the 3 fans we interviewed finding it underwhelming. Previously, players greeted fans after matches, creating a stronger player-fan bond, but this tradition ceased last season when they played in the professional league (2nd division) (Marketing Head).

When it comes to facilities, efforts are being made for the sporting complex to become more welcoming and comfortable, particularly through partnerships like the one with British School, where the area around the old swimming pools was re-painted and reconditioned (Marketing Head), the collaboration with Lidl to improve the entrance area, which now includes a sightseeing space, or the transformation of the current space of the club shop into a café and terrace where parents can relax or work while waiting for their children (Board Member). Additionally, they also have a museum (which has free visits during matchdays for people who

bought a ticket) and offer guided tours of it (Appendix 6). However, the museum suffers from a lack of promotion. This was evident in our interviews, as none of the three tourists who attended a match (and were eligible for free entry) were aware of its existence. Moreover, even though the information provided is that they offer guided visits to the stadium, they do not do it, and their guided visits to the museum are in Portuguese only.

Appendix 6 – Museum Price List | Source: Own photo



PREÇÁRIO SALA DE TROFÉUS E MUSEU MANUEL BULHOSA

Tipos de visitas:

- Visita guiada só ao museu
- Visita guiada ao complexo do Restelo (museu incluído)

(Ponto de encontro – Loja Azul → Sala de Imprensa → Balneários → Relvado e pista de atletismo → Mural dos Campeões → Pavilhão Ramos Lopes → Pavilhão Acácio Rosa → Museu → Topo Norte → Loja Azul)

	Visita guiada só ao museu	Visita guiada ao complexo do Restelo (museu incluído)
Sócios do Clube de Futebol "Os Belenenses"	Grátis	Grátis
Não Sócios (Preço por pessoa)		
Até aos 12 anos	Grátis	Grátis
Maiores de 13 anos	5,00€	10,00€
Grupos (preço coletivo e perante marcação prévia)		
De 6 a 10 pessoas	30,00€	45,00€
De 11 a 20 pessoas	45,00€	65,00€
De 21 a 25 pessoas	75,00€	90,00€

Informações adicionais:

- Não é permitido a entrada de animais de estimação nos espaços interiores, relvado e pista do estádio principal.
- Não é permitido fumar durante as visitas.
- Durante a visita não é permitido filmar. Apenas fotografar.

O Clube de Futebol "Os Belenenses" agradece o interesse demonstrado nas visitas e deseja que desfrutem, regressando brevemente às nossas instalações.

Appendix 7 – Complete version of the “Analysis” section of the “Digitalization and Social Media” chapter | Source: Own elaboration

Information

As mentioned in our literature review, effective information delivery is critical for fan engagement. In this regard, websites are important as fans can quickly obtain information and establish a direct relationship with the team (Lee and Na 2024). However, one of the fans interviewed (Fan 1) and two tourists (Tourist 4; Tourist 5) pointed out that Belenenses’ website has not been updated for months. In the case of the tourists, that hindered their relationship with the club as they didn’t find updated information about matches and ticketing. On the other hand, two thirds of the fans we interviewed emphasized Instagram’s role in promoting a diverse range of sports besides football, with one of the locals interviewed (Local 2) stating that Belenenses should inform about what happens in the academy and other sports besides football, too. One of those fans particularly appreciates Instagram’s consistent updates (Fan 3) while others value X for its straight-to-the-point updates (Fan 2). When it comes to the locals we interviewed, two thirds said the information does not reach them, with one of them saying she only gets information because she actively looks for it (Local 1). This leads us to believe that passive individuals aren’t being addressed by the club.

Still in the topic of information, it was also identified that fans seek live videos and behind-the-scenes access, with exclusive content as a way to satisfy this information need (Vale and Fernandes 2018). Larger sports organizations have embraced this approach by launching exclusive content such as documentaries, interviews, and behind-the-scenes footage through dedicated platforms or in their apps. Examples include free offerings like Benfica’s BPlay and SC Braga’s SCB NEXT, as well as paid platforms like Manchester City’s CITY+ (Manchester City FC n.d.; SC Braga n.d.; SL Benfica n.d.). Clubs with fewer resources have adopted creative alternatives, utilizing existing platforms like Patreon to offer paid exclusive content without the

need for extensive technological infrastructure. Notable examples include Italian Serie C side Campobasso FC and Ireland's Dundalk FC (Campobasso FC n.d.; Dundalk FC n.d.). Dundalk leverages Patreon not only for exclusive content but also for loyalty features such as monthly giveaways, VIP access to events, and fan participation opportunities, such as allowing fans to submit specific requests (Dundalk FC n.d.).

Fan participation and contribution

Engagement, as Pandita and Vapiwala (2024) highlight, largely depends on the efforts made by sports clubs to foster fan participation and involvement. Multiple initiatives can be implemented in this regard, such as integrating polling applications on platforms like Facebook or Instagram where clubs invite fans to vote on topics such as "man of the match" or starting lineups, as well as promote challenges, quizzes, and Q&A sessions (Achen, Lebel, and Clavio 2017; Pandita and Vapiwala 2024; Vale and Fernandes 2018). Actively seeking fan input promotes contribution by offering opportunities for fans to customize team products or provide feedback on the club's future direction (Vale and Fernandes 2018). Another cherished action by fans is to receive a reply on the pages they are commenting on (Achen, Lebel, and Clavio 2017; Pandita and Vapiwala 2024), something the club does not do currently (Marketing Head). Benchmarking reveals examples of effective initiatives by both large and small clubs. Manchester City engages fans by asking for score predictions (Appendix 8), Real Madrid invites them to share where they watch matches (Appendix 11), and Barcelona polls fans on their website to vote for the "Moment of the Month" (Appendix 12). Smaller clubs, like Vitória SC, encourage participation by asking fans about their game-day plans (Appendix 13), Estrela da Amadora, has run a poll on its Instagram where fans could vote on the new fighting sport they wanted the club to include in its roster (Appendix 9), while Lusitânia de Lourosa uses reaction bars to rate video content (Appendix 14). Most of these activities are focused on game days, leveraging heightened fan interest. Liga Portugal also does this by running quizzes and match predictors on its website (Liga

Portugal n.d.-b), promoting them via social media and email marketing. Moreover, Liga's posts often conclude with questions directed at fans, fostering discussion and interaction (Appendix 10). Something also evident in the social media of clubs like Manchester United and Estoril Praia. One of the locals interviewed (Local 2) affirmed Belenenses lacks in this aspect, pointing out that his club Casa Pia AC regularly does quizzes and interacts with fans, something that he finds to be engaging. Another emerging trend in this topic is the use of fan tokens like "Socios.com" or "FanMarketCap", these purchasable digital assets allow owners to take part in fan-related decisions and vote in official team polls, predict results, and participate in games (FanMarketCap n.d.; Socios.com n.d.).

Sports marketers can also tap into the highest level of fan engagement and creation, by organizing competitions that invite fans to create content that showcases their dedication to the club (Vale and Fernandes 2018). These initiatives harness the power of co-creation and crowdsourcing, engaging fans while fostering innovation (Achen, Lebel, and Clavio 2017; Man, Zaibon, and Hu 2024; Pandita and Vapiwala 2024). For example, user-generated content can be shared on the club's social media pages, allowing other fans to view and vote on submissions, further enhancing interaction and participation (Vale and Fernandes 2018). By leveraging diverse perspectives from the fan base, organizations can produce a broader range of content and improve their services, catering to a wider audience and remaining dynamic and engaging (Man, Zaibon, and Hu 2024). This is particularly important as the impact of user-generated content on social media extends fan engagement and impacts both brand equity and brand attitude, promoting a stronger connection with the club (Ningtias et al. 2024; Man, Zaibon, and Hu 2024). Examples of these practices are Liverpool asking fans to submit videos of their Champions League final experience (Liverpool FC 2022) or Clube Atlético Mineiro's "Manto da Massa" competition, where fans can submit shirt designs for other fans to vote. The winner will then be produced and sold by the club (CA Mineiro 2024).

Fostering fan participation and contribution is particularly fitting for Belenenses, given its fan-owned governance structure, where supporters vote on club management and decisions. This alignment between participatory initiatives and the club's identity could make such efforts even more impactful.

Fan-to-fan and social interaction

Literature also suggests that sports teams should facilitate fan-to-fan social interactions through their Social Networking Services (SNS) (Vale and Fernandes 2018; Yoshida et al. 2024). Utilizing online dialogues, forums, social media groups, and discussion boards to encourage discussions, and allowing fans to share team-related photos and videos are some examples (Achen, Lebel, and Clavio 2017; Yoshida et al. 2024). Incorporating power mechanisms such as influence rankings, and social bookmarking can further boost engagement by amplifying the voices of key fan influencers (Vale and Fernandes 2018). Sports clubs can also use their social media to publish schedules of social activities and support activities around game days. The objective should always be to foster a sense of community among the fan base (Achen, Lebel, and Clavio 2017). An example of this is FPF, which emails ticket holders details of fan gatherings, including times and locations, and shares videos of past fan rituals and celebrations to appeal for their participation (Barra). Similarly, to promote this sense of community, FC Barcelona hosts live discussions about matches through its Discord server, which it promotes on social media (Appendix 15). However, though great for promoting engagement, digital interactive communities are inherently toxic, which is particularly pressing in our case as two thirds of the fans interviewed shared their preference to avoid Facebook when discussing Belenenses, as they feel it is very negative. Therefore, sports organizations should adopt a proactive role to manage toxicity more effectively, promoting positive interactions to keep fans in the space. In case clubs want players to be more involved in online communities to enhance their brand image and build a stronger connection with fans, organizations need to have

support systems in place such as providing mental health support and adequate training (Piché, 2023).

Fan remuneration

Since remuneration has also been identified as an important driver of fan engagement, sports clubs should consider offering incentives such as loyalty programs, discounts, or special offers tied to fan contributions and content creation (Pandita and Vapiwala 2024; Vale and Fernandes 2018). Some clubs are using the previously mentioned fan tokens for remuneration, as well, allowing token owners to win loyalty points through their actions on the token platform (Socios.com 2023; Socios.com n.d.). These points can be redeemed for rewards such as signed merchandise, exclusive discounts, or VIP experiences. Other clubs offer points for attending games, completing challenges, engaging with content, or making purchases. These loyalty systems, whether subscription-based or free, are typically managed through the club's app or website, providing a seamless way to engage and reward fans (Spiryn n.d.).

Social media

An effective digital strategy lies at the core of fan engagement, requiring careful planning, a tailored social media mix based on the fan base and its preferences, consistency, and a focus on engagement rather than revenue increase (Pandita and Vapiwala 2024). Achen, Lebel, and Clavio (2017) emphasize how different social media platforms offer unique features and attract varied demographics. So, tailoring content to suit each platform's strengths and user expectations can optimize engagement across channels (something Belenenses does not do currently, as the content is largely uniform across all platforms). For them, sports marketers should start building their social media strategy by asking their fans what they want on the platforms, aligning with our strategy of conducting a questionnaire to assess fans' and non-fans' preferences.

Types of content on social media

When it comes to creating content for their SNS pages, content type significantly impacts

engagement metrics. Sports entities should adopt low vivid content (photos) when wanting to achieve a high number of likes, comments, and positive sentiments and high vivid content (videos) when the objective is to maximize shares and reach. Content that encourages interaction and participation among fans, as well as informative content, tends to score higher on the engagement metrics (likes, comments, and shares) (Annamalai et al. 2021), supporting what has been cited, so far. Fans have also shown a preference for video content (especially short ones) due to its visual attractiveness making it a key aspect to exploit to enhance fan engagement (Achen, Lebel, and Clavio 2017; Su et al. 2020). However, according to Achen, Lebel, and Clavio (2017), in their focus groups, people showed a desire to see teams avoid posting too often. Posts about upcoming games or game-day information (e.g. ticketing, fan rituals, game-day promotions, club and opponent statistics) and posts involving key club personnel and players promoting the game improve fan engagement (Weimar, Holthoff, and Biscaia 2022). According to Javani and Abdel-Milaji (2024), clubs that share content about their players gain a significant advantage, with fans feeling more connected to players when they get a glimpse into their lives off the field (through behind-the-scenes glimpses, highlight reels, and personal stories). Increasing players' popularity yields a potent influence on brand loyalty, as when players captivate the hearts of fans, they inevitably become inextricable from the brand they represent (Javani and Abdel-Milaji 2024). This highlights the importance of developing an online strategy around the action on the fields and those who directly contribute to that as these are the pivotal points of a club (Weimar, Holthoff, and Biscaia 2022). Clubs follow the insights provided by the literature, with many frequently using short video content to showcase key moments from matches, interactions with fans, fan rituals, behind-the-scenes footage, training sessions, challenges with the players, interviews, and other club-related topics (like partnerships or social impact). We see that both at an international level with giants like Real Madrid or Manchester City (Meyers n.d.), but also in Portugal with big clubs like Benfica and Porto and also smaller

clubs with more limited resources like Lusitânia de Lourosa, Paços de Ferreira, Casa Pia AC, Estoril, and Estrela da Amadora. Paços de Ferreira is a particularly interesting case as they can consistently produce viral videos by producing fun, trendy, and meme-oriented short videos, differentiating from the rest of the Portuguese landscape. For all the mentioned clubs, the emphasis on matches and players was clear on their social media feeds. During the interviews, one of the locals (Local 2) pointed this out, giving the example of his club Casa Pia AC as one which he likes the social media because they do challenges with players and tend to follow trends. On the opposite, he says Belenenses' social media is too stagnant. This was also corroborated by the club structure, with both interviewees admitting that Belenenses' current social media and communication are stagnant and not engaging. The club justifies it with the current lack of resources, saying the priority has been to provide information, but they believe more engaging content is needed.

Sponsored content

More engagement was seen when sponsorship posts were made during evenings of game days as fans are more emotionally involved with their club around game days, and the goodwill toward the club may be transferred to the sponsor. This should be capitalized by the sponsors through posts of their own related to the game day, as well as by promoting participation and contributions from the club's fans that highlight the sponsor's associated products (Weimar, Holthoff, and Biscaia 2022). For instance, sponsors and advertisers can offer rewards or prizes to fans who post photos that include their fun moments with social groups and sponsor products, on their social media channels (Lee and Na 2024).

Fan flow experience (digitalization in the stadium context)

As seen previously, the literature suggests that improving fan flow experience in stadiums can significantly enhance engagement, with digitalization playing a critical role. For that, sports teams should use scoreboards (which is currently not functional at Belenenses), digital signage,

mobile devices, and other new technologies to enhance that flow experience and create a more engaging environment (Yoshida et al. 2024). Our interviews with fans and observations at the stadium revealed shortcomings in both the fan zone and halftime experiences, with limited activities to keep attendees engaged. To address this type of issue, Millenium Estoril Open introduced a “selfie cam” allowing fans to appear on the scoreboard during breaks, using their smartphones’ facial camera, by connecting through the event app, keeping them engaged even during periods of no play (Appendix 16). The app was also used to reward fans who explored specific areas of the venue by scanning QR codes, keeping fans occupied before and between matches, and showing how digital tools can improve the in-stadium experience.

Personalized communication

Personalized communication is very important to enhance team identification and loyalty with digital tools serving as key enablers (Mahan III 2011; Meng, Stavros, and Westberg 2015). For FPF, email marketing is the primary channel for tailoring messages to fans and prompting specific actions, such as purchases or attending games (Barra). For this to be effective, it is crucial to have an extensive database of fans and their historical interactions with the clubs. Only with this can communication be targeted at certain groups. However, for resource-limited clubs, even a simple spreadsheet tracking ticket purchases can be valuable (Barra). As an example, clubs could notify fans who attended multiple games that a season ticket would have been more cost-effective, encouraging them to purchase one next time (Barra). This is particularly relevant for Belenenses, as interviews and conversations revealed the club’s communication relies heavily on social media with no personalized outreach (Fan 1) and the club currently only tracks member demographics and quotas payment status (Marketing Head).

Apps

In the last few years, we have also witnessed the rise in the popularity of club and league apps, encompassing many of the practices mentioned already within a single source. These apps tend

to offer live match updates, news, statistics, exclusive content, interactive features (like polls and quizzes), point systems (loyalty programs), virtual stadium tours, ticket and merchandising purchasing, and tailored notifications and content. Additionally, they also work as great sources of customer data for clubs. However, such apps are typically limited to larger clubs, with only the five biggest clubs in Portugal having their own (Google Play n.d.). The idea of having a Belenenses app was something previously presented (Marketing Head) but due to the lack of resources mentioned so many times, it wasn't a priority at the time and the hiring of a marketing/commercial professional was prioritized. The Marketing Head believes today it would be more feasible, but it remains a significant challenge.

Appendix 8 – Manchester City asking fans on social media for their score prediction of the upcoming game | Source: (Manchester City 2024)

betway

SCORE PREDICTOR
WHAT IS YOUR SCORE PREDICTION?

MANCHESTER CITY ? | ? NOTTINGHAM FOREST

mancity • Follow
Paid partnership
Etihad Stadium

mancity Let's hear your predictions for tonight!
@betwayuki
1w

26,012 likes
December 4

Log in to like or comment.

Appendix 9 – CF Estrela da Amadora polling fans on what new combat sport section they want the club to open | Source: (CFEA Modalidades 2024)



estrelamodalidades • Follow

estrelamodalidades Estamos com os olhos postos no futuro dos desportos de combate! ✨

Vamos abrir uma nova modalidade e serão vocês, estrelas, quem vão decidir qual será!

As opções estão nos comentários da publicação. Para votar basta dar "like" naquele que gostas mais. A votação terminará no final do mês.


Contamos convosco! 🍷 HU

#CFEA #EstrelaModalidades
Edited · 4w

64 likes
November 15

Log in to like or comment.

Appendix 10 – Examples of Liga Portugal’s posts ending with comment-provoking questions | Source: (Liga Portugal 2024a; Liga Portugal 2024b)



TEAM OF THE WEEK

LP Betcltic

JOÃO CARVALHO SAMU DARIO POVEDA

VINICIUS MANU FÁBIO VIEIRA

GABRI MARTÍNEZ LUÍS ROCHA TOMÁS ARAUJO VROUSAI

SIMÃO BERTELLI

FILIPE DIAS NUNO VIEIRA NUNO RAPOSO

Record LIGA BOLA

ligaportugal • Follow

ligaportugal A melhor forma de começar esta quarta-feira: com o **11 da Jornada!** 🤩

As escolhas de Filipe Dias, Nuno Vieira e Nuno Raposo incluem [9](#) clubes da #LigaPortugalBetcltic! O que achas? 🗳️

#LigaPortugal #CriaTalentos

2w

6,267 likes
December 4

Log in to like or comment.



OUTSTANDING SAVES AND GREAT REFLEXES FROM NICO MANTL

LP Betcltic

ligaportugal and 2 others

ligaportugal Desde que chegou a Arouca, @nicomantl tem sido o dono da baliza... e nesta jornada da #LigaPortugalBetcltic deu mais uma prova de toda a sua **qualidade!** 🌟

Que nota dás às defesas do guardaião do @fcarouca_oficial ?

Revê todos os momentos em @sportvportugal 📺

#LigaPortugal #FCA

2w

6,421 likes
December 3

Log in to like or comment.

Appendix 11 – Real Madrid CF asking fans from where they will be watching the game and sharing the responses | Source: (Real Madrid CF 2024)

realmadrid 9 h
Parceria remunerada com emirates

GIRONA
MONTILIVI
21:00

LOS ÁNGELES 12:00	CAIRO 22:00
MEXICO CITY 14:00	DAR ES-SALAAM 23:00
LIMA 15:00	ISTANBUL 23:00
BOGOTÁ 15:00	RIYADH 23:00
NEW YORK 15:00	BAGHDAD 23:00
BRASÍLIA 17:00	DUBAI 00:00
BUENOS AIRES 17:00	NEW DELHI 01:30
LONDON 20:00	JAKARTA 03:00
CASABLANCA 21:00	BEIJING 04:00
LAGOS 21:00	TOKYO 05:00
MADRID 21:00	SYDNEY 07:00

¿Desde dónde nos veréis, **#Madridistas?**

Where will you be watching from?

Escreve algo...

Emirates @emirates

realmadrid 7 h
Parceria remunerada com emirates

Where will you be watching from?

Morocco 🇲🇦

Where will you be watching from?

Serbia 🇷🇸

Where will you be watching from?

Tajikistan 🇹🇯

Where will you be watching from?

Brazil 🇧🇷 🇧🇷

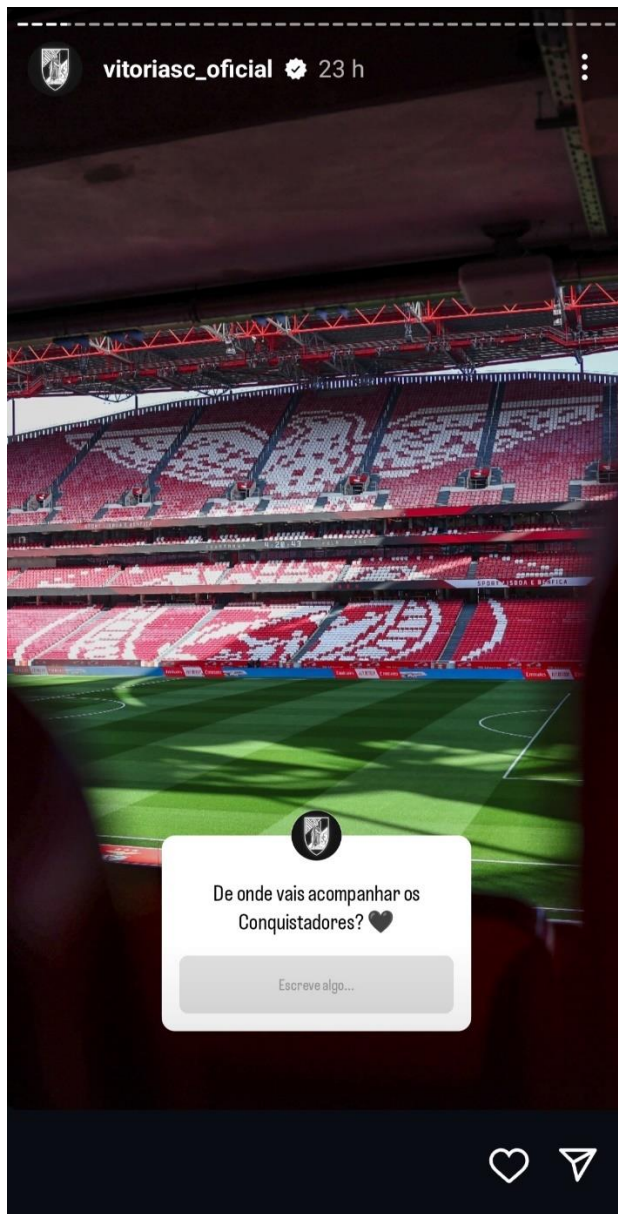
#GironaRealMadrid @emirates

Emirates

Appendix 12 – FC Barcelona polling fans on the best moment of the month through its website | Source: (FC Barcelona 2024b)



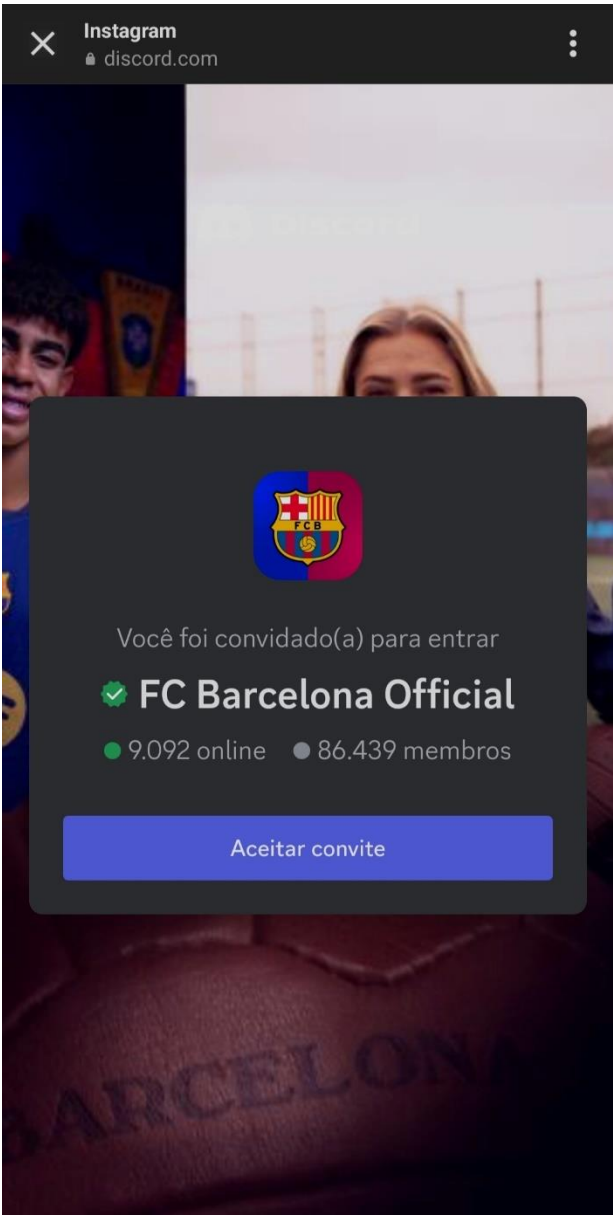
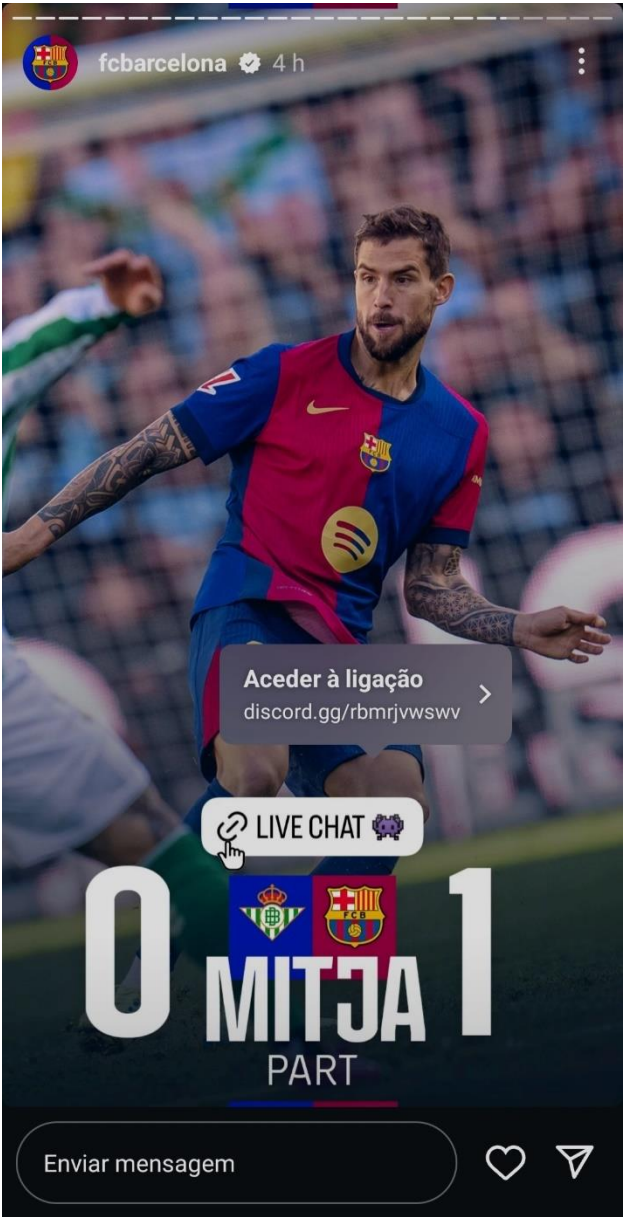
Appendix 13 – Vitória SC asking fans from where they will be watching the game and sharing the responses | Source: (Vitória Sport Club 2024)



Appendix 14 – Lusitânia de Lourosa FC using reaction bars so that fans can interact with the video | Source: (Lusitânia de Lourosa FC n.d.)



Appendix 15 – FC Barcelona promoting its Discord for live discussions between fans related to the ongoing match | Source: (FC Barcelona 2024a)



Appendix 16 – Millenium Estoril Open allowed fans to appear on the scoreboard by connecting their smartphone with it, via the official event app | Source: Official Millenium Estoril Open app



Appendix 17 – Themes related to Digitalization and Social Media we wanted to explore through the survey | Source: Own elaboration

1. Identify the most used platforms to view content and information related to Belenenses.
Identify Which platforms people most want to use to access this content.
2. Assess fans' availability and habits regarding online discussions.
3. Determine if fans perceive more negativity in Facebook discussions.
4. Understand if Belenenses' social media platforms facilitate connections between fans.
5. Verify if Belenenses content is viral and reaches people who don't follow the club.
6. Understand what people think about Belenenses' current social media content.
7. Understand if people want more dynamic content on the club's social media platforms.
8. Understand if people want more interactive content on the club's social media platforms.
9. Assess the likelihood of fans creating content for social media initiatives.
10. Assess fans' willingness to share Belenenses-related content on social media.
11. Understand people's perspectives on exclusive Belenenses content.
12. Explore whether people would like to be rewarded for interacting with the club.
13. Assess people's willingness to participate in digital crowdfunding activities.
14. Understand people's opinions about direct and personalized communication from Belenenses.
15. Gauge people's willingness to provide input and feedback to Belenenses.
16. Understand people's opinions about the club's website.
17. Assess interest in a dedicated app for the club.

Appendix 18 – Survey Questions and Results | Source: Own elaboration

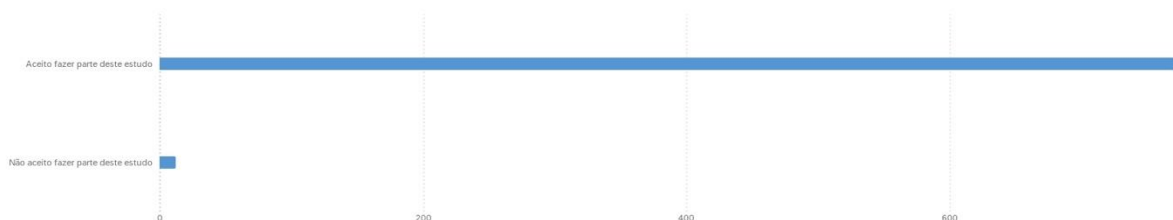
The possible answers to each question will be translated inside the parentheses and in the order they appear on the survey question (from top to bottom). In the case of questions that have “other” options and those that allow open answers, the list of written answers will be displayed. For some questions, variations of the answers will be shown with filters applied using the methodology “question - filter [letter identifying the filter]”. These were used to gather extra insights. The ones placed here are the ones mentioned in the analysis text.

To facilitate quantitative analysis, in some relevant cases, it will also be provided a “Percentage and Count table” containing the percentage and number of responses of each possible answer to a given question.

The questions are shown in the same order they were shown to the respondents.

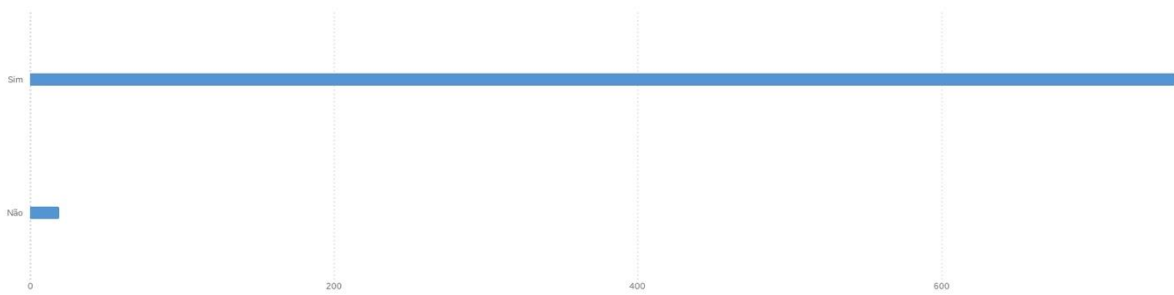
Question 1: Do you accept to take part in this study? (“Aceito fazer parte deste estudo” = Yes; “Não aceito fazer parte deste estudo”: No)

Olá! Somos um grupo de estudantes da Nova SBE, e no âmbito da nossa tese, queremos compreender as perceções dos adeptos sobre a identidade, comunicação e processos de digitalização do Belenenses, bem como o impacto destas dimensões no envolvimento e lealdade dos fãs. As suas respostas irão ajudar-nos a avaliar como o clube é visto pelos adeptos e a explorar estratégias para fortalecer a ligação entre o clube e a sua comunidade de apoiantes. Este inquérito é anónimo e confidencial. Não existem respostas certas ou erradas – o importante é que responda de forma honesta e baseada na sua experiência e opinião pessoal. O preenchimento do questionário demora cerca de 10 minutos e os resultados serão utilizados exclusivamente para fins académicos, visando elaborar recomendações estratégicas para melhorar a experiência e o envolvimento dos adeptos com o clube. Agradecemos desde já a sua disponibilidade e o seu contributo para este estudo! 786 ⓘ



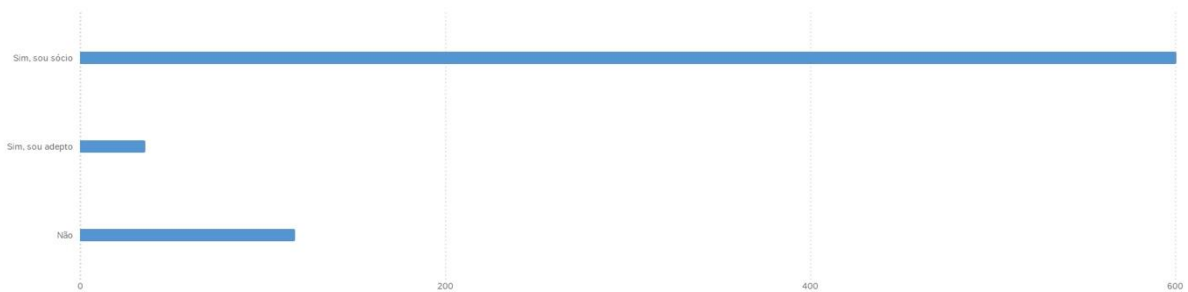
Question 2: Do you know Belenenses? (Yes; No)

Já contactou com o Belenenses? 774 ⓘ



Question 3: Are you a member of Belenenses (“Sim, sou sócio”); a non-member fan (Sim, sou adepto); or none of those options (“Não”)?

É adepto e/ou sócio do Belenenses? 755 ⓘ



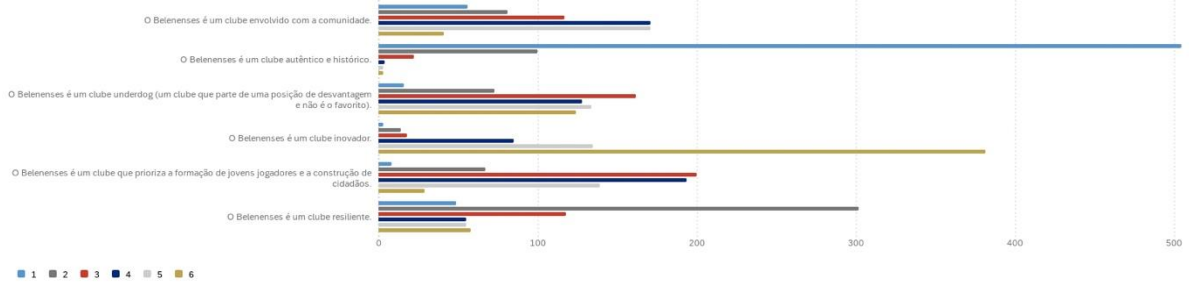
Question 4: Select your level of agreement, on a scale of 1 to 7, with the following sentences; “Belenenses is a club involved with the community.”; "Belenenses is an authentic and historic club."; "Belenenses is an underdog club (a club that starts from a disadvantaged position)."; "Belenenses is an innovative club."; Belenenses is a club that prioritizes the development of young players and shaping responsible citizens.”; Belenenses is a resilient club.”.

Numa escala de 1 a 7, sendo 1 "Discordo totalmente" e 7 "Concordo totalmente", indique o seu nível de concordância com a seguinte afirmação: 637 ⓘ

Numa escala de 1 a 7, sendo 1 "Discordo totalmente" e 7 "Concordo totalmente..."	Average	Minimum	Maximum	Count
O Belenenses é um clube envolvido com a comunidade.	5.08	1.00	7.00	637
O Belenenses é um clube autêntico e histórico.	6.87	1.00	7.00	637
O Belenenses é um clube underdog (um clube que parte de uma posição de desv...	5.00	1.00	7.00	637
O Belenenses é um clube inovador.	3.51	1.00	7.00	637
O Belenenses é um clube que prioriza a formação de jovens jogadores e a construção de cidadãos.	5.40	1.00	7.00	637
O Belenenses é um clube resiliente.	6.35	1.00	7.00	637

Question 5: Order those perceptions from 1 to 6, with 1 being the perception you believe best describes Belenenses.

Ordene as seguintes percepções de acordo com o que considera que melhor define o Belenenses, atribuindo o número 1 à característica mais representativa e 6 à menos representativa: 637



Question 6: Select your level of agreement, on a scale of 1 to 7, with certain perceptions of Belenenses. (“Belenenses' identity has been shaped more by the resilience of its members than by the club's own structure.”; “Belenenses' identity has significantly improved since the separation from the SAD.”; “Belenenses is a club that positions itself against modern football trends and maintains an authentic and traditional approach.”; “I would be interested in participating in initiatives that help the club.”; “Belenenses is a club receptive to ideas from fans/members and acts on them.”)

Numa escala de 1 a 7, sendo 1 "Discordo totalmente" e 7 "Concordo totalmente", indique o seu nível de concordância com a seguinte afirmação: 637

Numa escala de 1 a 7, sendo 1 "Discordo totalmente" e 7 "Concordo totalment...	Average	Minimum	Maximum	Count
A identidade do Belenenses foi moldada mais pela capacidade de superação do...	5.28	1.00	7.00	637
A identidade do Belenenses melhorou significativamente desde a separação co...	5.97	1.00	7.00	637
O Belenenses é um clube que se posiciona contra as tendências modernas do f...	5.15	1.00	7.00	637
Estaria interessado em participar em iniciativas que ajudem o clube.	5.76	1.00	7.00	637
O Belenenses é um clube receptivo a ideias de adeptos/sócios e age sobre e...	4.08	1.00	7.00	637

Question 7: Select your level of agreement, on a scale of 1 to 7, with certain statements according to your actions towards the club. (Fan engagement scale)

Numa escala de 1 a 7, sendo 1 "Discordo totalmente" e 7 "Concordo totalmente", indique o seu nível de concordância com a seguinte afirmação: 637

Numa escala de 1 a 7, sendo 1 "Discordo totaltamente" e 7 "Concordo totalment...	Average	Minimum	Maximum	Count
Leio publicações, discussões em fóruns e comentários de outras pessoas sobr...	5.07	1.00	7.00	637
Ajo de forma a facilitar a gestão dos eventos do Belenenses.	4.80	1.00	7.00	637
Quando tenho um problema nos jogos do Belenenses, faço questão de informar...	3.55	1.00	7.00	637
Se tiver uma ideia útil sobre como melhorar os produtos ou serviços do Bele...	3.50	1.00	7.00	637
Acompanho regularmente as estatísticas de jogadores específicos.	3.77	1.00	7.00	637
Passo bastante tempo a discutir questões relacionadas com o Belenenses com...	4.10	1.00	7.00	637
Utilizo os meus conhecimentos para avaliar o desempenho do Belenenses.	4.94	1.00	7.00	637

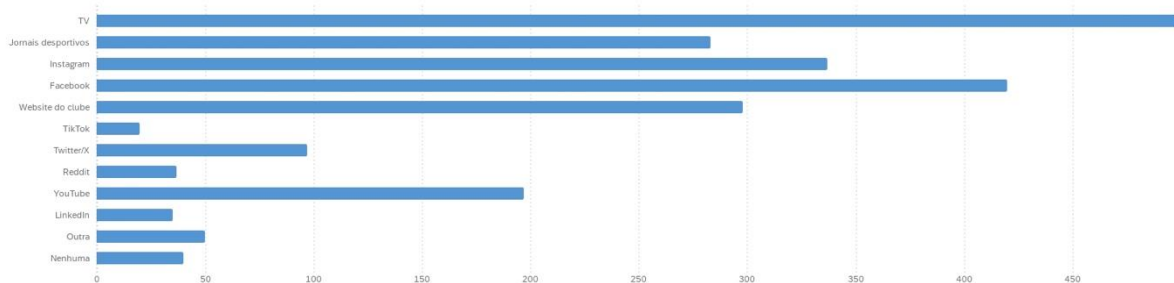
Question 8: Select your level of agreement, on a scale of 1 to 7, with certain statements according to your actions towards the club. (Attitudinal loyalty scale)

Numa escala de 1 a 7, sendo 1 "Discordo totalmente" e 7 "Concordo totalmente", indique o seu nível de concordância com a seguinte afirmação: 637 ⓘ

Numa escala de 1 a 7, sendo 1 "Discordo totalmente" e 7 "Concordo totalment...	Average	Mínimum	Maximum	Count
Os sucessos do Belenenses são os meus sucessos.	5.19	1.00	7.00	637
Quando falo sobre o Belenenses, geralmente digo "nós" em vez de "eles".	6.27	1.00	7.00	637
Quando alguém critica o Belenenses, sinto como se fosse um insulto pessoal.	4.81	1.00	7.00	637
Dá-me prazer assistir aos jogos do Belenenses no estádio.	5.95	1.00	7.00	637

Question 9: Which platforms do you use to consume content and information related to Belenenses?

Que plataformas utiliza para consumir conteúdo e informação relacionada com o Belenenses? 755 ⓘ



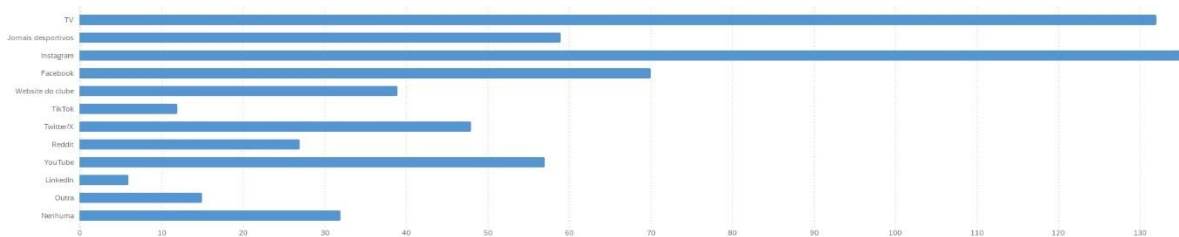
Answers provided in "Other":

- Flashscore
- Internet
- WhatsApp groups
- Belenenses Volleyball Newspaper (online)
- Zerozero
- Discord
- Social network - Apoiobelenenses
- WhatsApp
- Neighbor
- Canal 11 App
- Flashscore

- Sports app (Forza)
- OneFootball
- Zerozero
- Telegram
- Conversations with members
- Facebook
- WhatsApp in a group of Belenenses friends
- Telegram
- WhatsApp
- WhatsApp groups
- Facebook
- Email
- Forza Football
- Sports channels on the internet
- SofaScore
- Club website
- Internet
- British School of Lisbon (email)
- My grandfather
- Other websites
- Among friends who share the same passion for the club
- Zerozero.pt
- Club news via email
- Canal 11

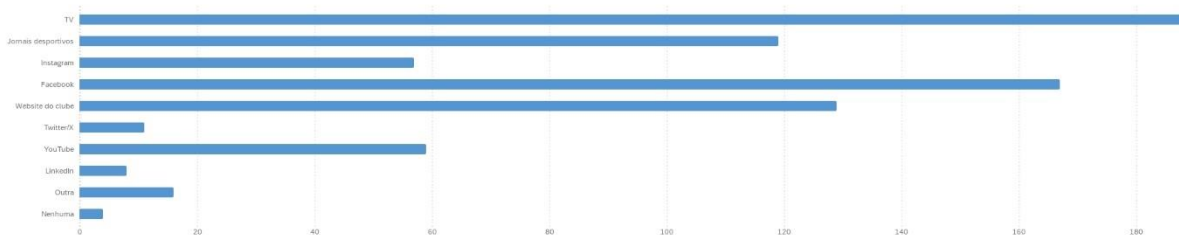
Question 9 – Filter A: Answers filtered by respondents aged <34

Que plataformas utiliza para consumir conteúdo e informação relacionada com o Belenenses? 209



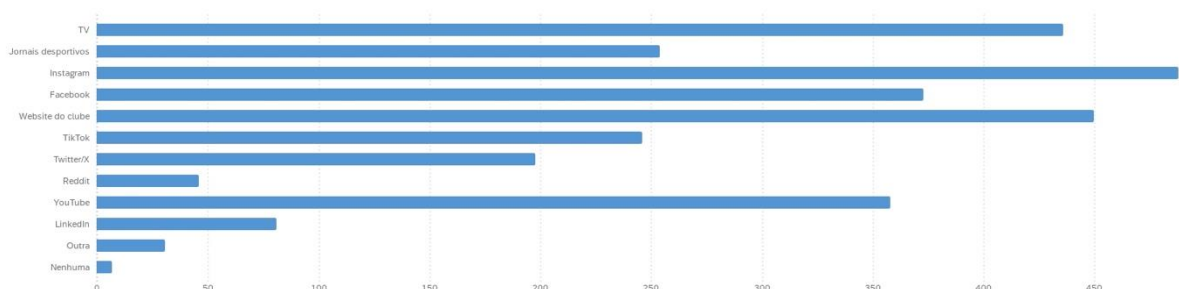
Question 9 – Filter B: Answers filtered by respondents aged >55

Que plataformas utiliza para consumir conteúdo e informação relacionada com o Belenenses? 201



Question 10: Which platforms do you think the club should focus on?

Em que plataformas pensa que o clube deve focar-se? 755



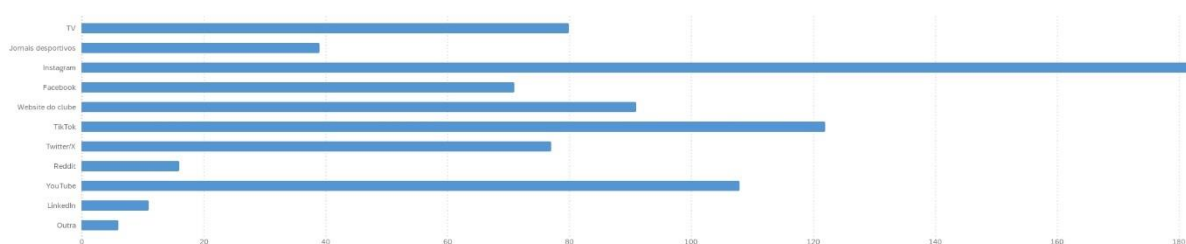
Answers provided in “Other”:

- No opinions
- Other football information apps/sites (Zerozero, OneFootball, Flashscore...)
- Club app eventually
- Internet sites
- WhatsApp
- WhatsApp and Telegram
- All possible options

- Club's own magazine or newspaper
- Telegram and WhatsApp channel
- Having an online TV channel
- Information on the internet
- Creating its own app
- Teams or Zoom sessions with members
- I have no opinion
- All possible options
- Video streaming and PPV
- Broadcast of B team games and other categories and sports
- On the field!
- Club newspaper, online TV
- All options
- Club newspaper (like there used to be)
- British School of Lisbon
- Improvements in sports facilities
- Email
- Telegram
- Online TV

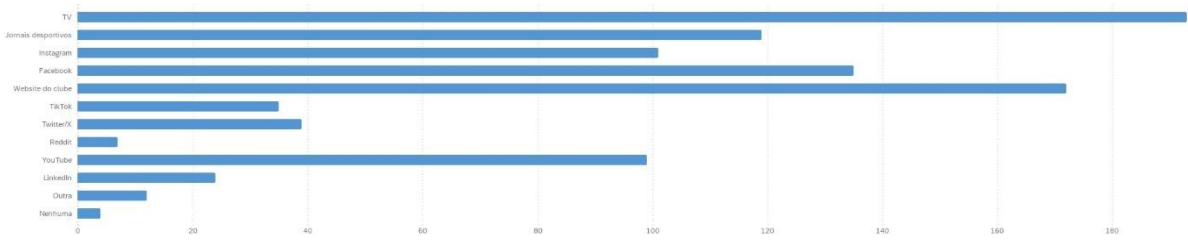
Question 10 – Filter A: Answers filtered by respondents aged <34

Em que plataformas pensa que o clube deve focar-se? 209



Question 10 – Filter B: Answers filtered by respondents aged >55

Em que plataformas pensa que o clube deve focar-se? 361



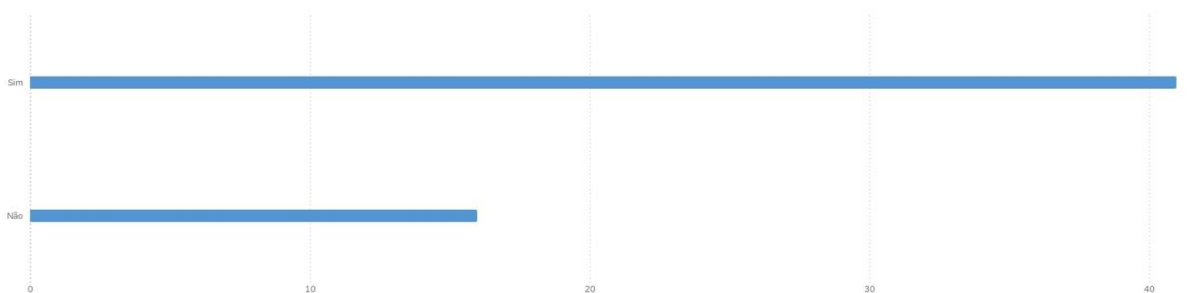
Question 11: Do you perceive that online discussions and interactions on Reddit are more reasonable, positive, and constructive than those on Facebook? (Yes; No)

Perceciona que as discussões e interações online no Reddit são mais razoáveis, positivas e construtivas do que no Facebook? 15



Question 12: Do you perceive that online discussions and interactions on Twitter/X are more reasonable, positive, and constructive than those on Facebook? (Yes; No)

Perceciona que as discussões e interações online no Twitter/X são mais razoáveis, positivas e construtivas do que no Facebook? 57



Question 12 – Percentage and Count table

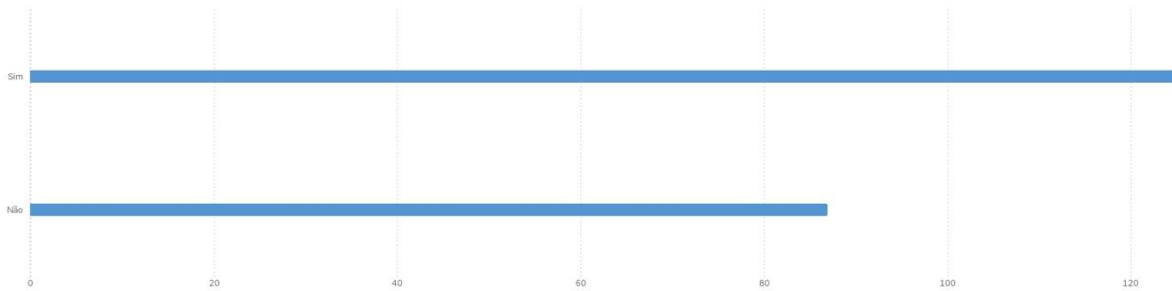
Perceciona que as discussões e interações online no Twitter/X são mais razoáveis, positivas e construtivas do que no Facebook? 57

Resposta	Percentage	Count
Sim	72%	41
Não	28%	16

Question 13: Do you perceive that online discussions and interactions on Instagram are more

reasonable, positive, and constructive than those on Facebook? (Yes; No)

Perceciona que as discussões e interações online no Instagram são mais razoáveis, positivas e construtivas do que no Facebook? 212



Question 13 – Percentage and Count table

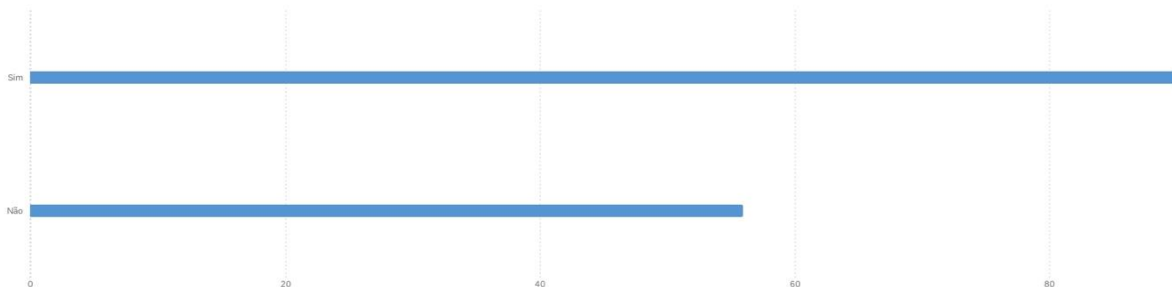
Perceciona que as discussões e interações online no Instagram são mais razoáveis, positivas e construtivas do que no Facebook? 212

Q34 - Perceciona que as discussões e interações online no Instagram são mais razoáveis, positivas e construtivas do que no Facebook?

	Percentage	Count
Sim	59%	125
Não	41%	87

Question 14: Has the negativity you identified led you to distance yourself from discussing Belenenses on Facebook? (Yes; No)

A negatividade que identificou fá-lo afastar-se de discutir o Belenenses no Facebook? 146



Question 14 – Percentage and Count table

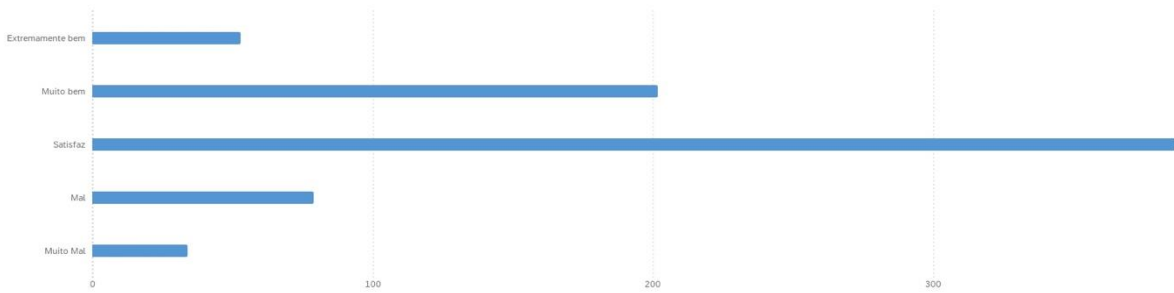
A negatividade que identificou fá-lo afastar-se de discutir o Belenenses no Facebook? 146

Q35 - A negatividade que identificou fá-lo afastar-se de discutir o Belenenses no Facebook?

	Percentage	Count
Sim	62%	90
Não	38%	56

Question 15: How do you evaluate your connection with other fans and supporters of the club through Belenenses' social media? (Extremely well; Very well; Satisfactory; Poorly; Very poorly)

Como avalia a sua conexão com outros adeptos e simpatizantes do clube através das redes sociais do Belenenses? 755



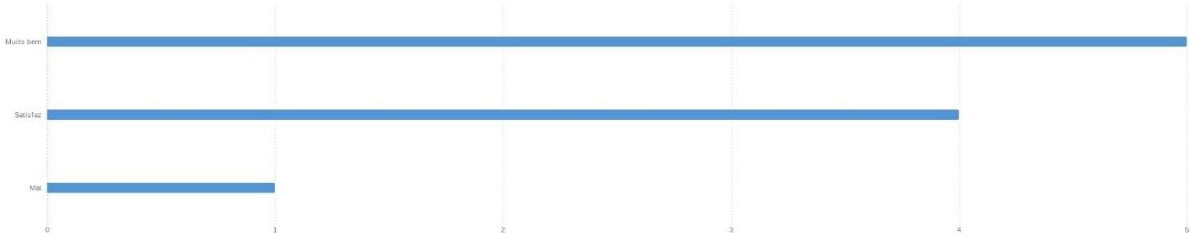
Question 15 - Percentage and Count table

Como avalia a sua conexão com outros adeptos e simpatizantes do clube através das redes sociais do Belenenses? 755

Q27 - Como avalia a sua conexão com outros adeptos e simpatizantes do clube através das redes sociais do Belenenses?	Percentage	Count
Extremamente bem	7%	53
Muito bem	27%	202
Satisfaz	51%	387
Mal	10%	79
Muito Mal	5%	34

Question 15 – Filter A: Answers filtered by respondents aged <17

Como avalia a sua conexão com outros adeptos e simpatizantes do clube através das redes sociais do Belenenses? 39



Question 15 – Filter B: Answers filtered by respondents living outside of Portugal

Como avalia a sua conexão com outros adeptos e simpatizantes do clube através das redes sociais do Belenenses? 29



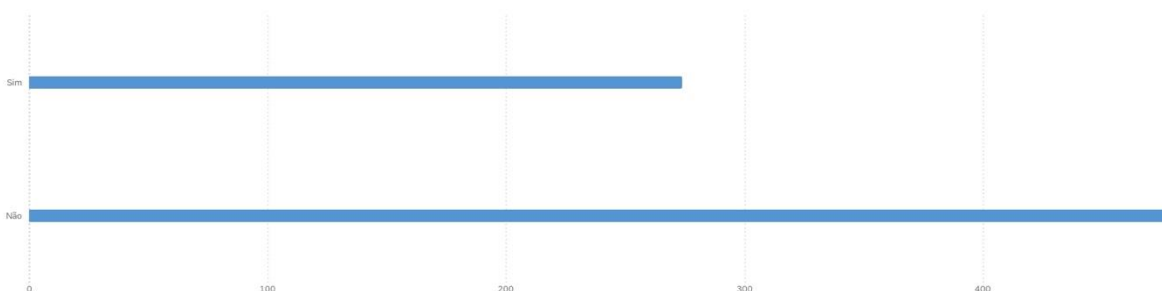
Question 15 – Filter B - Percentage and Count table

Como avalia a sua conexão com outros adeptos e simpatizantes do clube através das redes sociais do Belenenses? 75

Q27 - Como avalia a sua conexão com outros adeptos e simpatizantes do clube através das redes sociais do Belenenses?	Percentage	Count
Muito bem	8%	2
Satisfaz	68%	17
Mai	20%	5
Muito Mal	4%	1

Question 16: Do you participate in conversations, discussions, or fan communities online related to Belenenses? (Yes; No)

Participa em conversas, discussões ou comunidades de adeptos online relacionadas com o Belenenses? 755



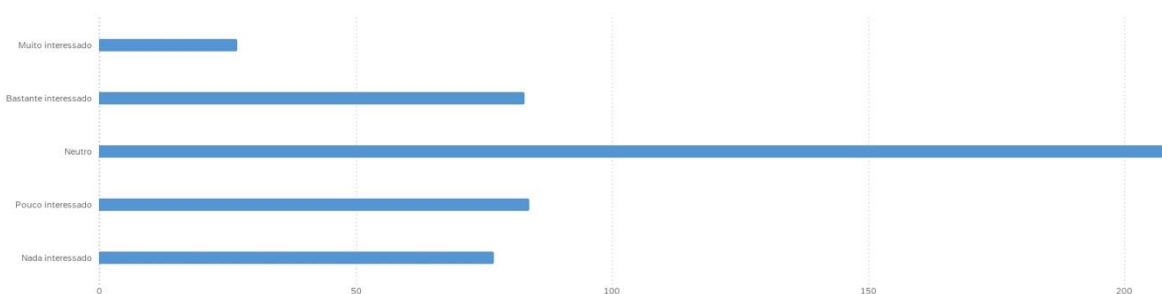
Question 16 – Percentage and Count table

Participa em conversas, discussões ou comunidades de adeptos online relacionadas com o Belenenses? 756

Q28 - Participa em conversas, discussões ou comunidades de adeptos online relacionadas com o Belenenses?	Percentage	Count
Sim	36%	274
Não	64%	481

Question 17: Would you be interested in participating in more online discussions about the club if Belenenses' social networks promoted these discussions? (Very interested; Quite interested; Neutral; Not very interested; Not interested at all)

Estaria interessado em envolver-se mais em discussões online sobre o clube, se as redes sociais do Belenenses promovessem essa discussão? 481

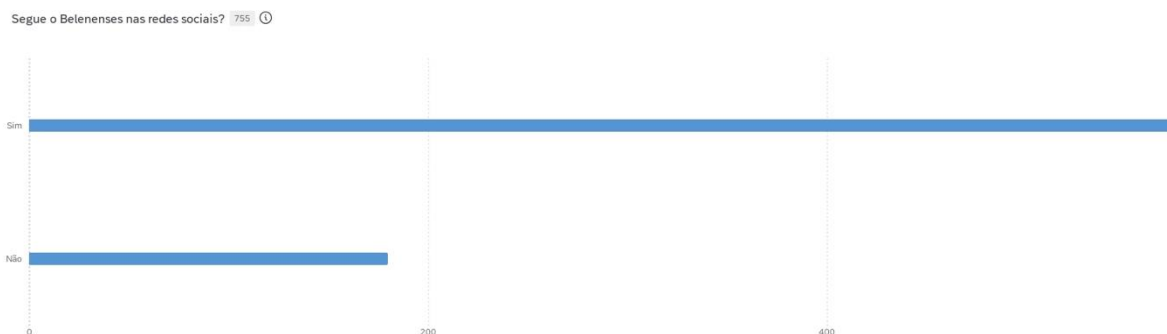


Question 17 – Percentage and Count table

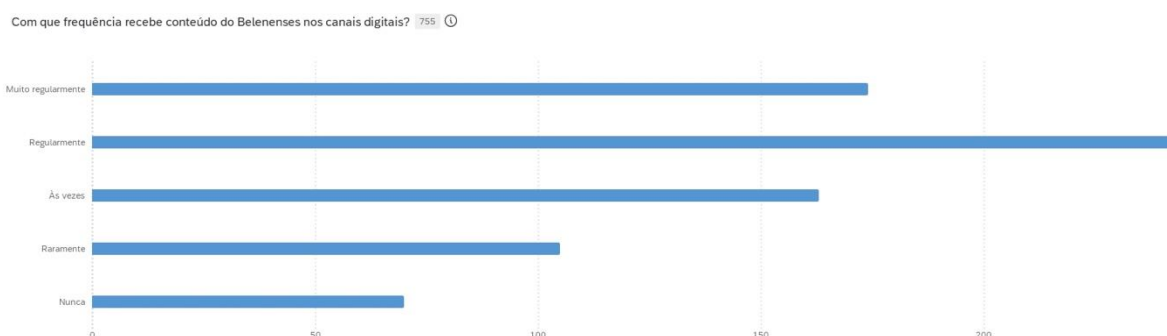
Estaria interessado em envolver-se mais em discussões online sobre o clube, se as redes sociais do Belenenses promovessem essa discussão? 481

Q55 - Estaria interessado em envolver-se mais em discussões online sobre o clube, se as redes sociais do Belenenses promovessem essa discussão?	Percentage	Count
Muito interessado	6%	27
Bastante interessado	17%	83
Neutro	44%	210
Pouco interessado	17%	84
Nada interessado	16%	77

Question 18: Do you follow Belenenses on social media? (Yes; No)



Question 19: How often do you receive content from Belenenses on digital channels? (Very regularly; Regularly; Sometimes; Rarely; Never)



Question 19 – Filter A: Answers filtered by respondents who follow Belenenses – Percentage and Count table

Com que frequência recebe conteúdo do Belenenses nos canais digitais? 576

Q31 - Com que frequência recebe conteúdo do Belenenses nos canais digitais?	Percentage	Count
Muito regularmente	30%	172
Regularmente	40%	230
Às vezes	22%	125
Raramente	7%	42
Nunca	1%	6

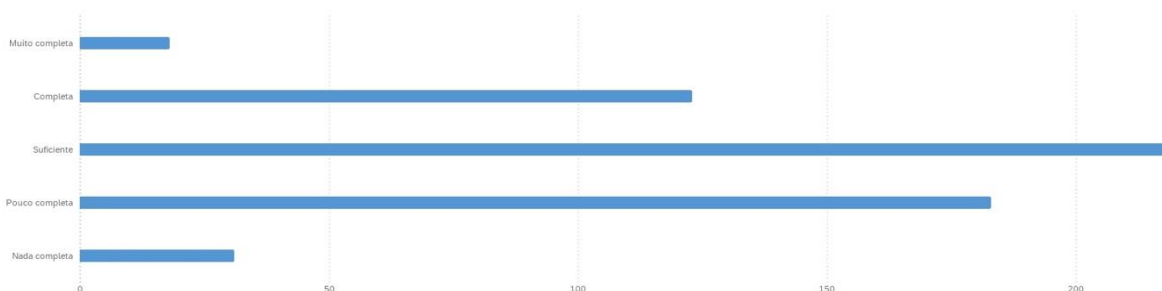
Question 19 – Filter B: Answers filtered by respondents who don't follow Belenenses – Percentage and Count table

Com que frequência recebe conteúdo do Belenenses nos canais digitais? 180

Q31 - Com que frequência recebe conteúdo do Belenenses nos canais digitais?	Porcentagem	Count
Muito regularmente	1%	2
Regularmente	7%	13
Às vezes	21%	38
Raramente	35%	63
Nunca	36%	64

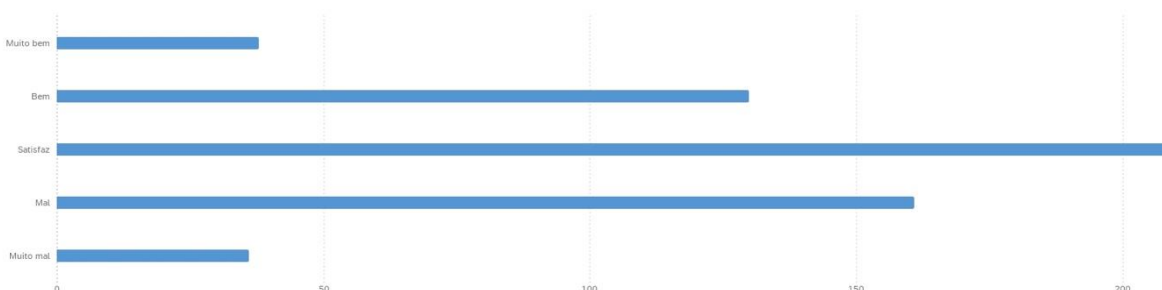
Question 20: How do you evaluate the comprehensiveness of the information shared on the club's main social media platforms (@osbelenenses)? (Very complete; Complete; Sufficient; Incomplete; Not complete)

Como avalia a abrangência da informação partilhada nas principais redes sociais do clube (@osbelenenses)? 575



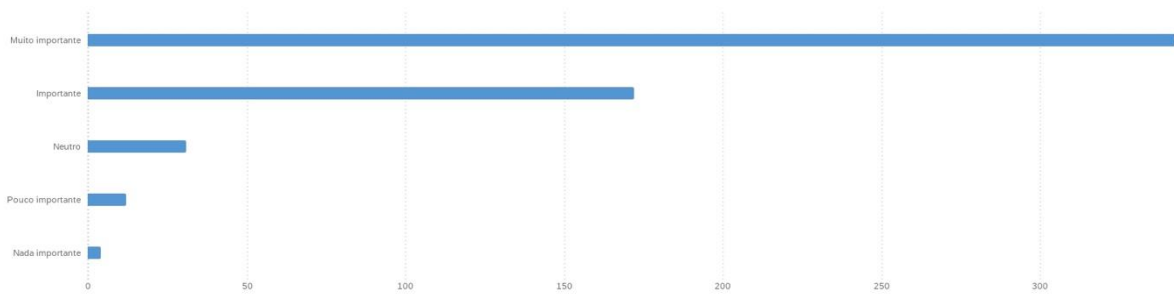
Question 21: How do you evaluate the performance of the club's main social media platforms (@osbelenenses) in promoting sports other than senior football? (Very good; Good; Satisfactory; Poor; Very poor)

Como avalia o desempenho das principais redes sociais do clube (@osbelenenses) na promoção de modalidades para além do futebol sénior? 575



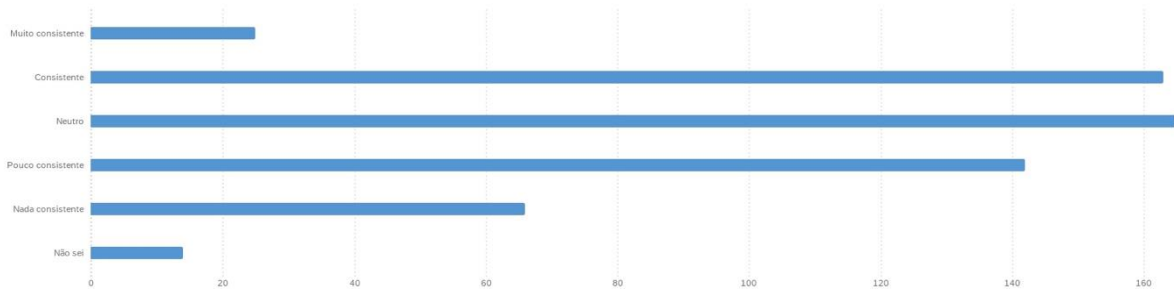
Question 22: Is it important to you that the club's main social media platforms (@osbelenenses) also serve as a source for promoting other sports? (Very important; Important; Neutral; Not very important; Not important at all)

É para si importante que as principais redes sociais do clube (@osbelenenses) sejam também uma fonte de divulgação de outras modalidades? 562



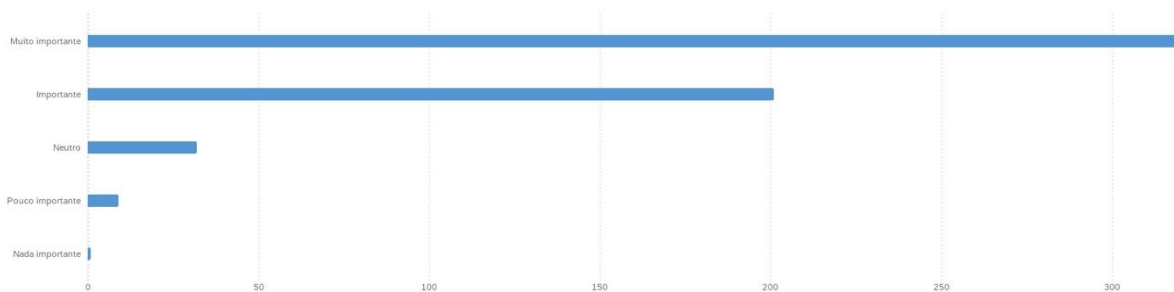
Question 23: Do you think the club has a consistent image across the social media platforms of its different sections/modalities? (Very consistent; Consistent; Neutral; Not very consistent; Not consistent at all; I don't know)

Considera que o clube possui uma imagem consistente entre as redes sociais das várias secções/modalidades? 575



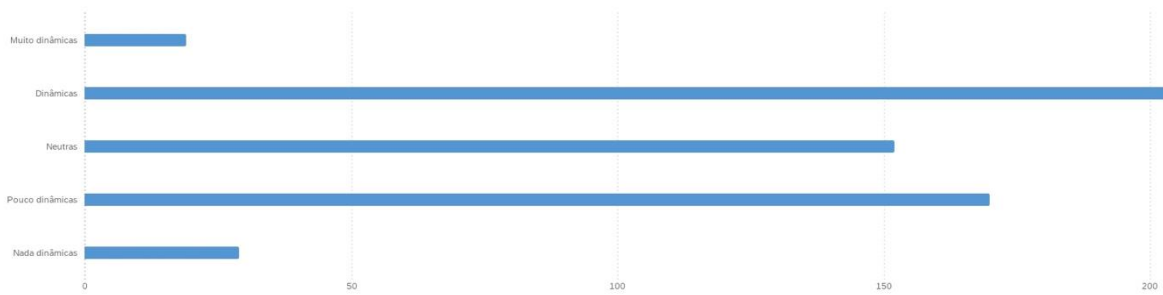
Question 24: Is it important to you that the club has a consistent image across the social media platforms of its different sections/modalities? (Very important; Important; Neutral; Not very important; Not important at all)

É para si importante que o clube possua uma imagem consistente entre as redes sociais das várias secções/modalidades? 562



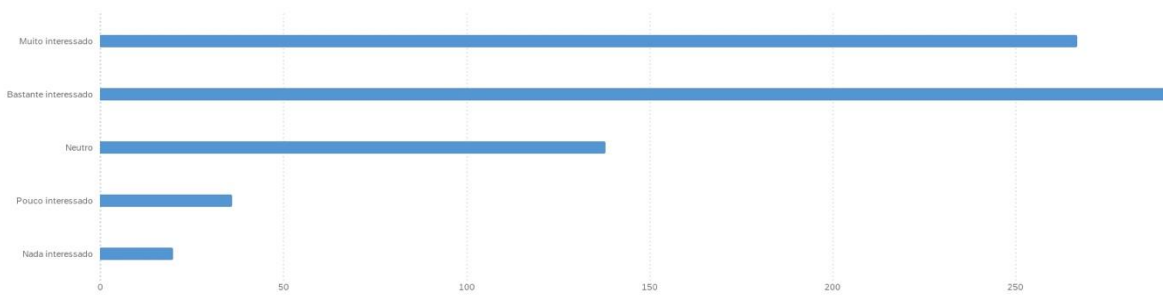
Question 25: How would you classify the social media of Belenenses? (Very dynamic; Dynamic; Neutral; Not very dynamic; Not dynamic at all)

Como classifica as redes sociais do Belenenses? 575



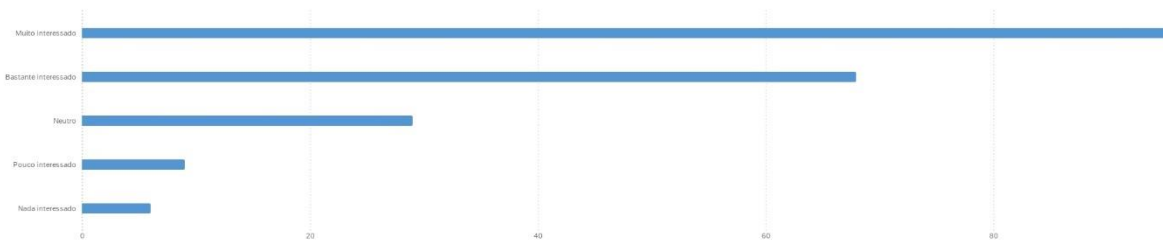
Question 26: How interested would you be in more dynamic content on Belenenses’ social media (e.g., challenges with players, video content about games, behind-the-scenes, etc.)? (Very interested; Quite interested; Neutral; Not very interested; Not interested at all)

Quão interessado estaria em conteúdo mais dinâmico nas redes sociais do Belenenses (ex: desafios com jogadores, conteúdo em vídeo sobre os jogos, bastidores, etc.)? 755



Question 26 – Filter A: Answers filtered by respondents aged <34

Quão interessado estaria em conteúdo mais dinâmico nas redes sociais do Belenenses (ex: desafios com jogadores, conteúdo em vídeo sobre os jogos, bastidores, etc.)? 209



Question 26 – Filter A – Percentage and Count table

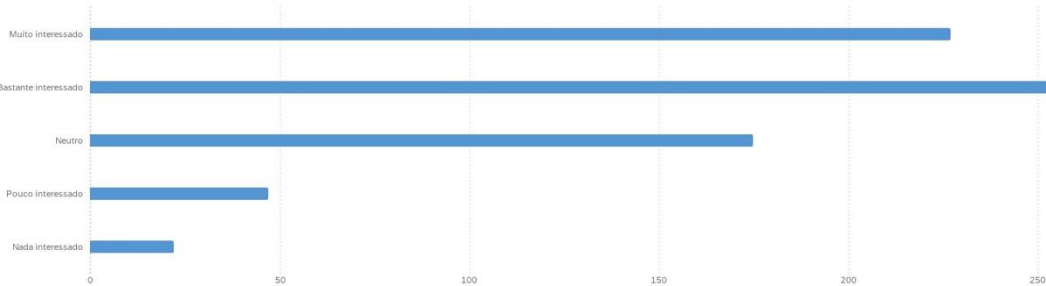
Quão interessado estaria em conteúdo mais dinâmico nas redes sociais do Belenenses (ex: desafios com jogadores, conteúdo em vídeo sobre os jogos, bastidores, etc.)? 209

Q48 - Quão interessado estaria em conteúdo mais dinâmico nas redes sociais do Belenenses (ex: desafios com jogadores, conteúdo em vídeo sobre os jogos, bastidores, etc.)?	Percentage	Count
Muito interessado	46%	97
Bastante interessado	33%	68
Neutro	14%	29
Pouco interessado	4%	9
Nada interessado	3%	6

Question 27: What would your level of interest be in more interactive content on Belenenses’

social media (e.g., Q&A with players, quizzes, polls, etc.)? (Very interested; Quite interested; Neutral; Not very interested; Not interested at all)

Qual seria o seu nível de interesse em conteúdo mais interativo nas redes sociais do Belenenses (ex.: perguntas e respostas com jogadores, quizzes, votações, etc.)? 755 ⓘ



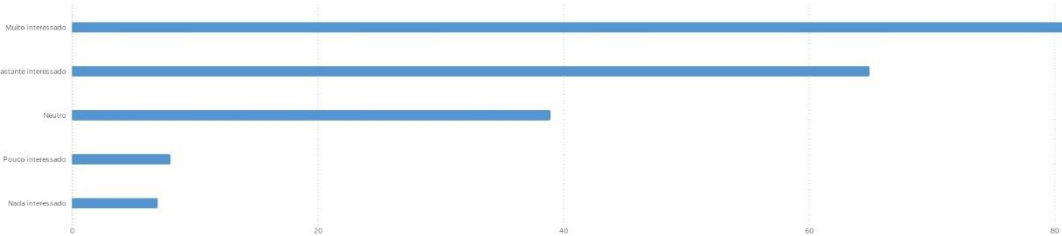
Question 27 – Percentage and Count table

Qual seria o seu nível de interesse em conteúdo mais interativo nas redes sociais do Belenenses (ex.: perguntas e respostas com jogadores, quizzes, votações, etc.)? 755 ⓘ

Interest Level	Percentage	Count
Muito interessado	30%	227
Bastante interessado	38%	284
Neutro	23%	175
Pouco interessado	6%	47
Nada interessado	3%	22

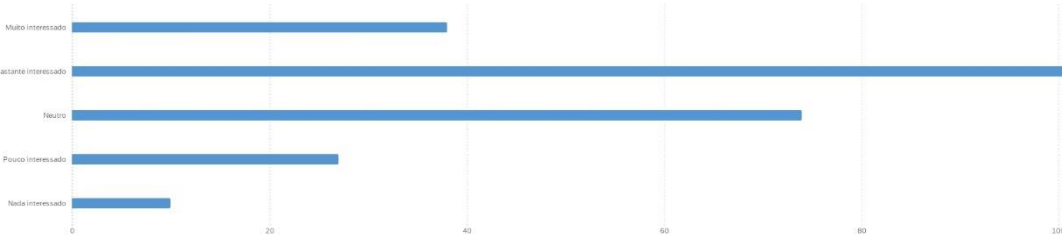
Question 27 – Filter A: Answers filtered by respondents aged <34

Qual seria o seu nível de interesse em conteúdo mais interativo nas redes sociais do Belenenses (ex.: perguntas e respostas com jogadores, quizzes, votações, etc.)? 359 ⓘ



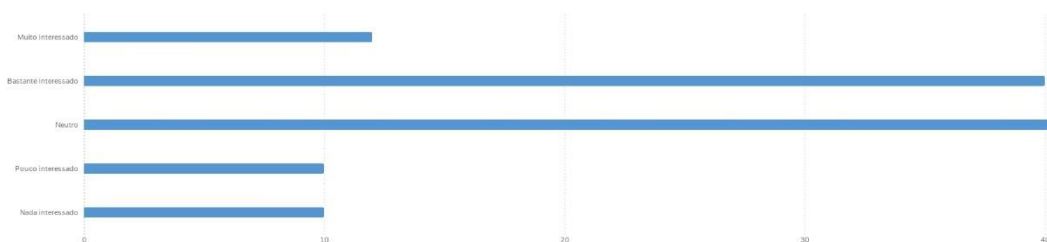
Question 27 – Filter B: Answers filtered by respondents aged >55

Qual seria o seu nível de interesse em conteúdo mais interativo nas redes sociais do Belenenses (ex.: perguntas e respostas com jogadores, quizzes, votações, etc.)? 261 ⓘ



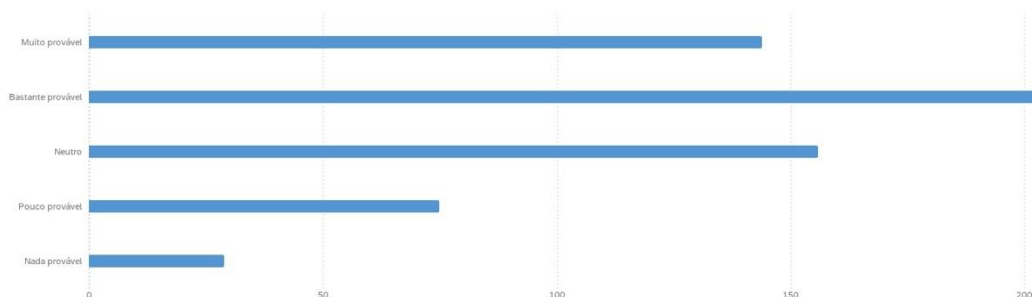
Question 27 – Filter C: Answers filtered by non-fan respondents

Qual seria o seu nível de interesse em conteúdo mais interativo nas redes sociais do Belenenses (ex.: perguntas e respostas com jogadores, quizzes, votações, etc.)? 118



Question 28: How likely are you to participate in club initiatives that encourage fan-created content on social media (e.g., challenges, contests, support messages, photos, etc.)? (Very likely; Quite likely; Neutral; Not very likely; Not likely at all)

Qual a probabilidade de participar em iniciativas do clube que incentivem a criação de conteúdos pelos adeptos nas redes sociais (ex.: desafios, concursos, mensagens de apoio, fotos, etc.)? 637



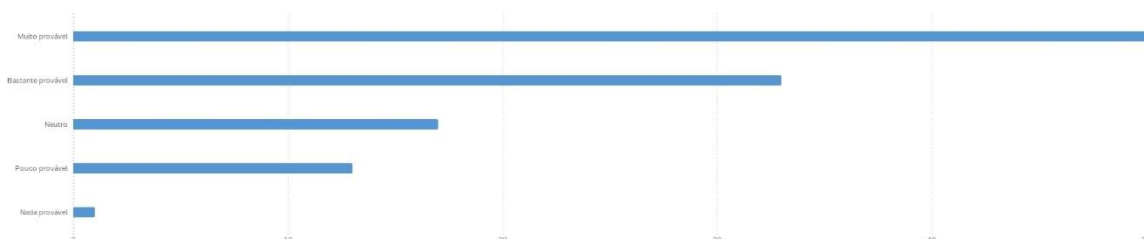
Question 28 – Percentage and Count table

Qual a probabilidade de participar em iniciativas do clube que incentivem a criação de conteúdos pelos adeptos nas redes sociais (ex.: desafios, concursos, mensagens de apoio, fotos, etc.)? 637

Q28 - Qual a probabilidade de participar em iniciativas do clube que incentivem a criação de conteúdos pelos adeptos nas redes sociais (ex.: desafios, concursos, mensagens de apoio, fotos, etc.)?	Percentage	Count
Muito provável	23%	144
Bastante provável	37%	233
Neutro	24%	156
Pouco provável	12%	75
Nada provável	5%	29

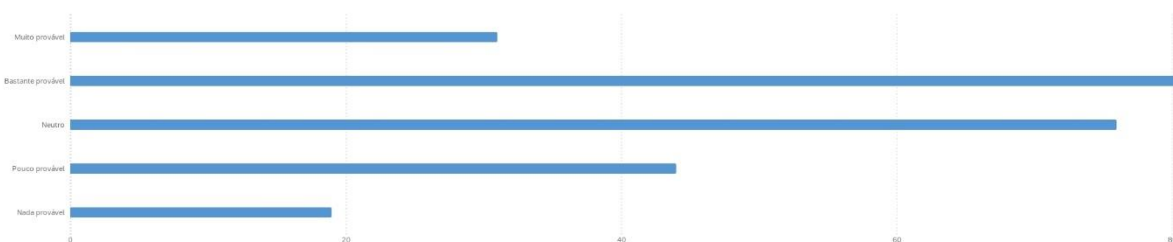
Question 28 – Filter A: Answers filtered by respondents aged <34

Qual a probabilidade de participar em iniciativas do clube que incentivem a criação de conteúdos pelos adeptos nas redes sociais (ex.: desafios, concursos, mensagens de apoio, fotos, etc.)? 116



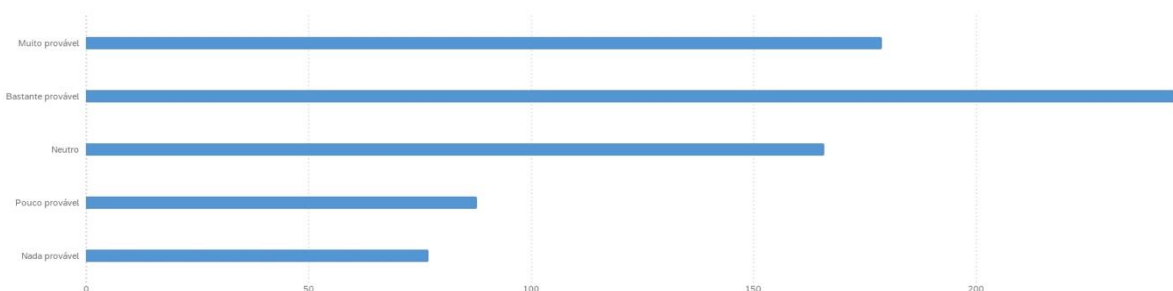
Question 28 – Filter B: Answers filtered by respondents aged >55

Qual a probabilidade de participar em iniciativas do clube que incentivem a criação de conteúdos pelos adeptos nas redes sociais (ex.: desafios, concursos, mensagens de apoio, fotos, etc.)? 751



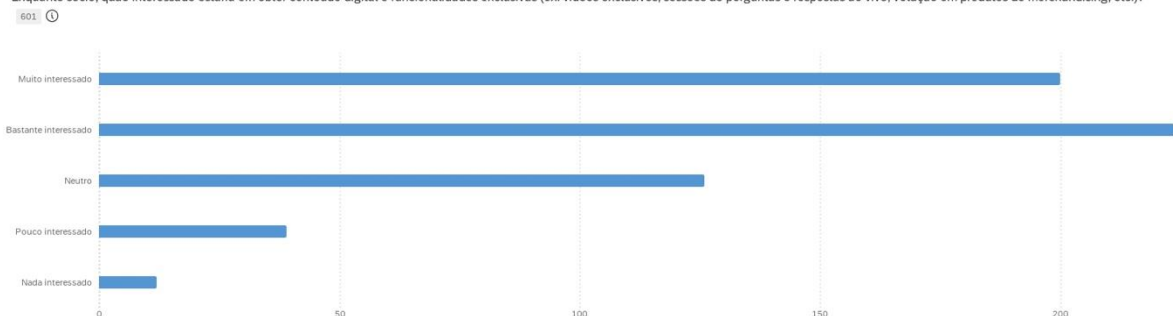
Question 29: How likely are you to share Belenenses content on social media? (Very likely; Quite likely; Neutral; Not very likely; Not likely at all)

Qual a probabilidade de partilhar conteúdo do Belenenses nas redes sociais? 755



Question 30: As a member, how interested would you be in receiving exclusive digital content and features (e.g., exclusive videos, live Q&A sessions, merchandise voting, etc.)? (Very interested; Quite interested; Neutral; Not very interested; Not interested at all)

Enquanto sócio, quão interessado estaria em obter conteúdo digital e funcionalidades exclusivas (ex: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)? 601



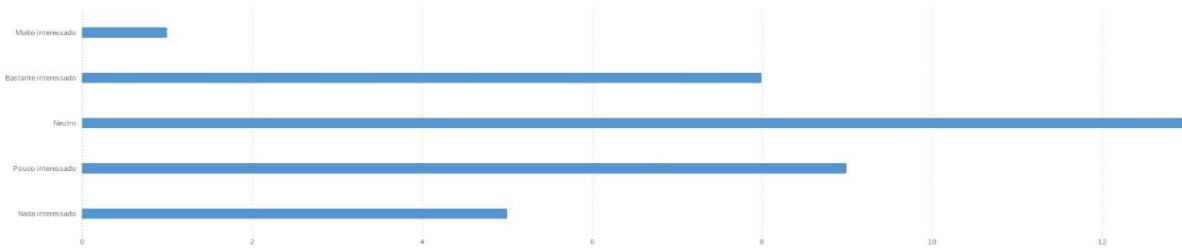
Question 30 – Percentage and Count table

Enquanto sócio, quão interessado estaria em obter conteúdo digital e funcionalidades exclusivas (ex: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)? 601

Resposta	Percentage	Count
Muito interessado	33%	200
Bastante interessado	37%	224
Neutro	21%	126
Pouco interessado	6%	39
Nada interessado	2%	12

Question 30 – Filter A: Answers filtered by non-member fans respondents

Qual seria o seu nível de interesse em pagar uma subscrição para ter acesso a conteúdo digital e funcionalidades exclusivas (ex.: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)? 36



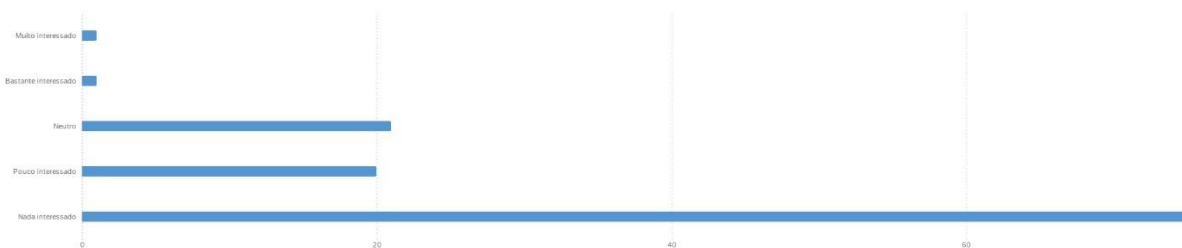
Question 30 – Filter A – Percentage and Count table

Qual seria o seu nível de interesse em pagar uma subscrição para ter acesso a conteúdo digital e funcionalidades exclusivas (ex.: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)? 36

Q52 - Qual seria o seu nível de interesse em pagar uma subscrição para ter acesso a conteúdo digital e funcionalidades exclusivas (ex.: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)?	Percentage	Count
Muito Interessado	3%	1
Bastante Interessado	22%	8
Neutro	36%	13
Pouco Interessado	25%	9
Nada Interessado	14%	5

Question 30 – Filter B: Answers filtered by non-fans respondents

Qual seria o seu nível de interesse em pagar uma subscrição para ter acesso a conteúdo digital e funcionalidades exclusivas (ex.: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)? 118



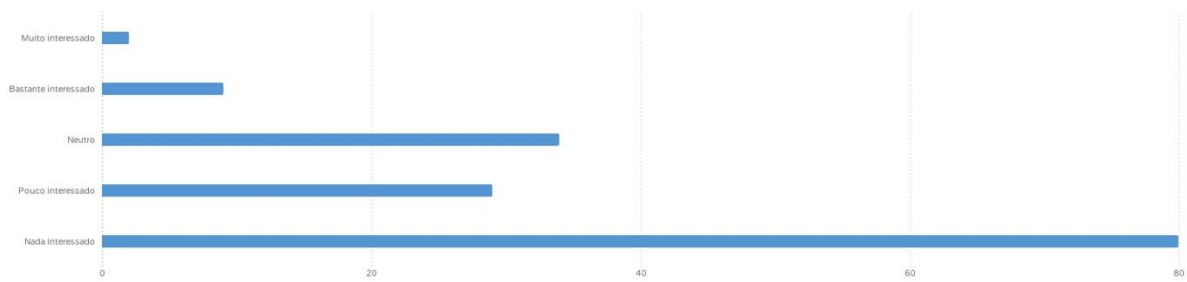
Question 30 – Filter B – Percentage and Count table

Qual seria o seu nível de interesse em pagar uma subscrição para ter acesso a conteúdo digital e funcionalidades exclusivas (ex.: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)? 118

Q52 - Qual seria o seu nível de interesse em pagar uma subscrição para ter acesso a conteúdo digital e funcionalidades exclusivas (ex.: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)?	Percentage	Count
Muito Interessado	1%	1
Bastante Interessado	1%	1
Neutro	18%	21
Pouco Interessado	17%	20
Nada Interessado	64%	75

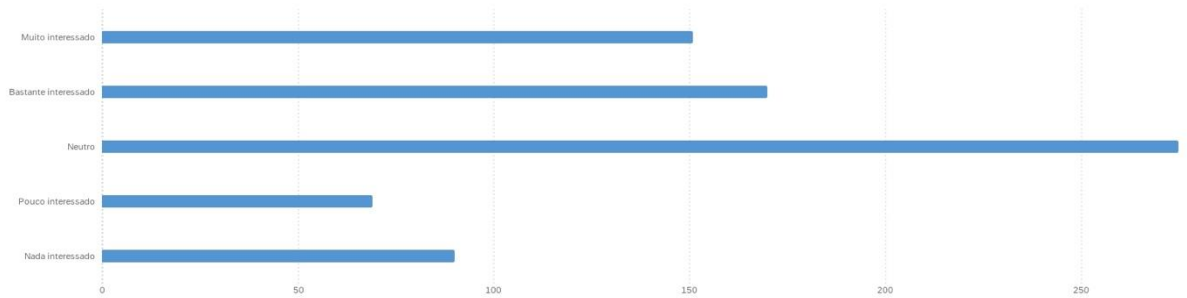
Question 31: What would your level of interest be in paying for a subscription to access exclusive digital content and features (e.g., exclusive videos, live Q&A sessions, merchandise voting, etc.)? (Very interested; Quite interested; Neutral; Not very interested; Not interested at all)

Qual seria o seu nível de interesse em pagar uma subscrição para ter acesso a conteúdo digital e funcionalidades exclusivas (ex.: vídeos exclusivos, sessões de perguntas e respostas ao vivo, votação em produtos de merchandising, etc.)? 154



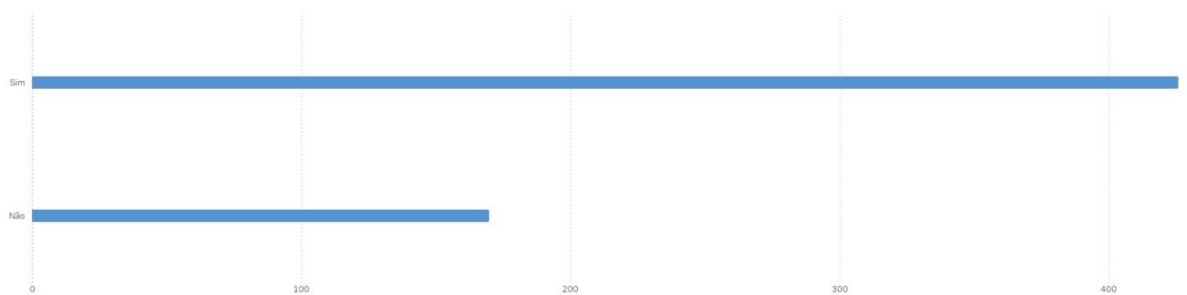
Question 32: Would you be interested in being rewarded for your involvement with the club (e.g., rewards for attending all home games, sharing content, interacting with the club online, etc.)? (Very interested; Quite interested; Neutral; Not very interested; Not interested at all)

Estaria interessado em ser recompensado pelo seu envolvimento com o clube (ex: recompensas por ir a todos os jogos em casa, por partilhar conteúdo, por interagir com o clube online, etc.)? 755



Question 33: Do you think that recognition for your loyalty would increase your engagement with the club? (Yes; No)

Acha que esse reconhecimento pela sua lealdade aumentaria o seu envolvimento com o clube? 596



Question 33 – Percentage and Count table

Acha que esse reconhecimento pela sua lealdade aumentaria o seu envolvimento com o clube? 596

Resposta	Percentage	Count
Sim	71%	426
Não	29%	170

Question 33 – Filter A: Answers filtered by respondents aged < 34

Acha que esse reconhecimento pela sua lealdade aumentaria o seu envolvimento com o clube? 376



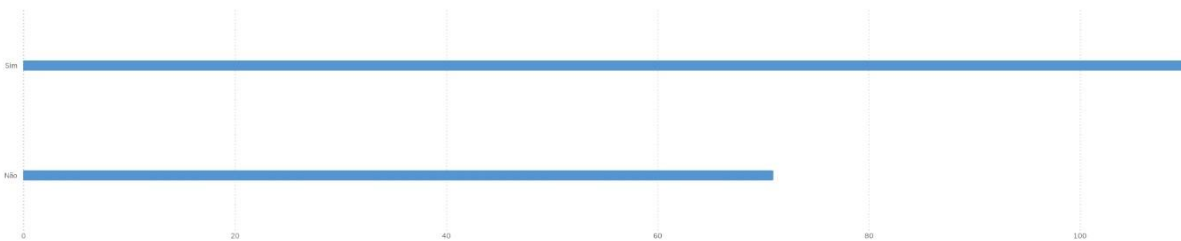
Question 33 – Filter B: Answers filtered by respondents aged >35 and <54

Acha que esse reconhecimento pela sua lealdade aumentaria o seu envolvimento com o clube? 239



Question 33 – Filter C: Answers filtered by respondents aged >55

Acha que esse reconhecimento pela sua lealdade aumentaria o seu envolvimento com o clube? 181



Question 33 – Filter D: Answers filtered by member respondents

Acha que esse reconhecimento pela sua lealdade aumentaria o seu envolvimento com o clube? 478



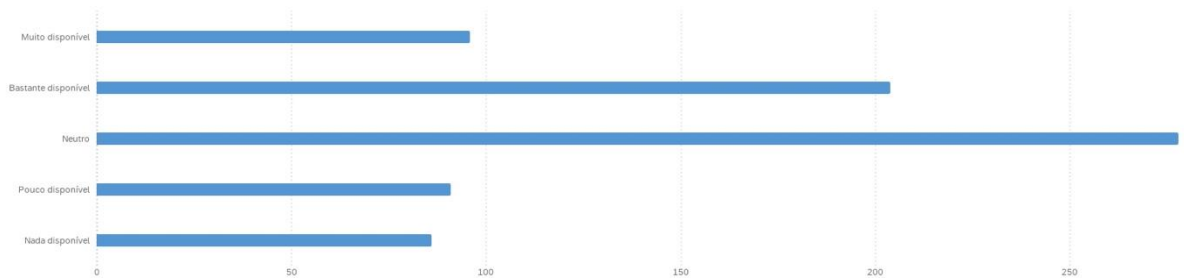
Question 33 – Filter E: Answers filtered by non-member fan respondents

Acha que esse reconhecimento pela sua lealdade aumentaria o seu envolvimento com o clube? 33



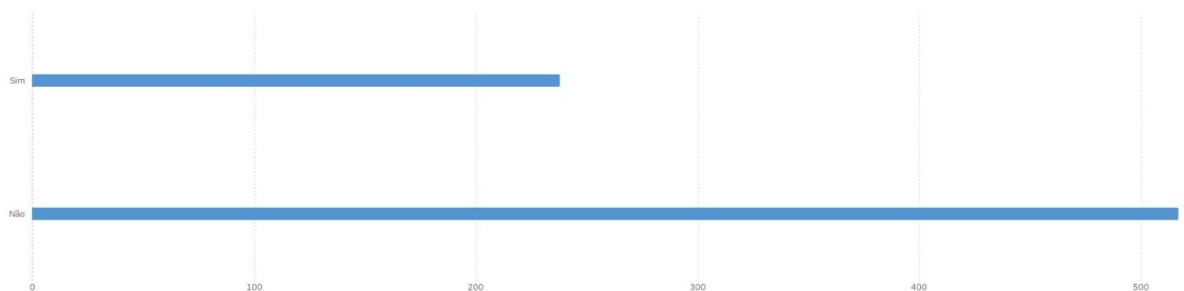
Question 34: Would you be willing to participate in the club's digital "crowdfunding" initiatives to support concrete projects? (Note: "crowdfunding" is a form of collective financing where a group of people voluntarily contributes small amounts of money, often via a digital platform, to support a project or idea.) (Very willing; Quite willing; Neutral; Not very willing; Not willing at all)

Estaria disposto a participar em "crowdfundings" digitais do clube e apoiar projetos concretos? (Nota: o "crowdfunding" é uma forma de financiamento coletivo em que um grupo de pessoas contribui voluntariamente com pequenas quantias de dinheiro, geralmente por meio de uma plataforma digital, para apoiar um projeto ou ideia. 755



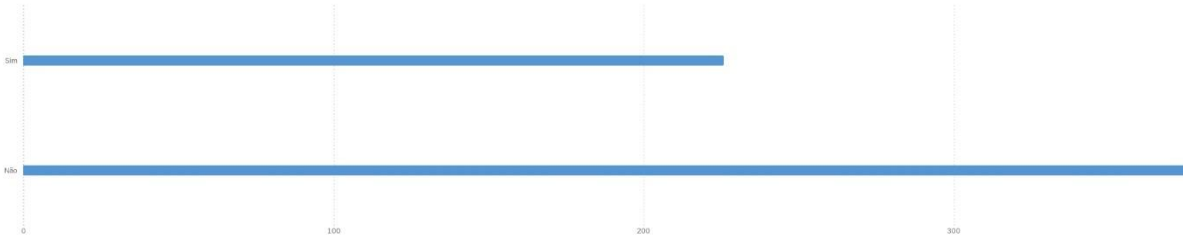
Question 35: (Yes; No)

O clube comunica diretamente consigo de forma regular? 755



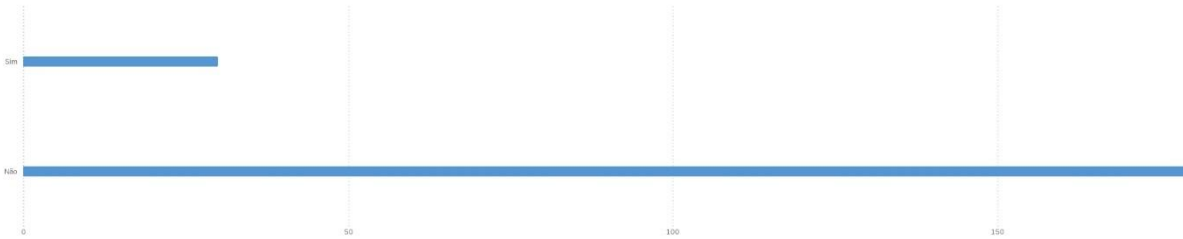
Question 35 – Filter A: Answers filtered by member respondents

O clube comunica diretamente consigo de forma regular? 851



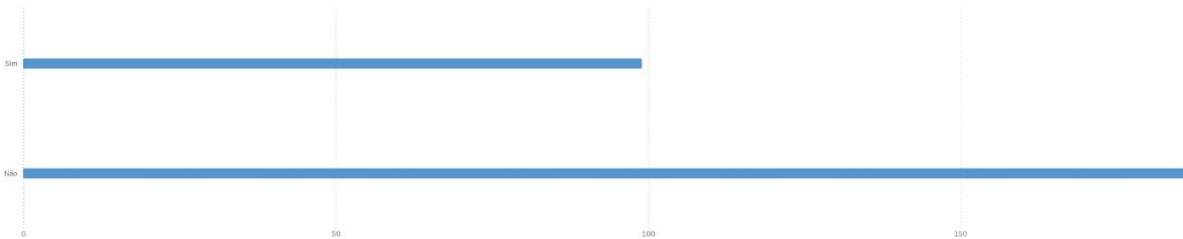
Question 35 – Filter B: Answers filtered by respondents aged <34

O clube comunica diretamente consigo de forma regular? 299



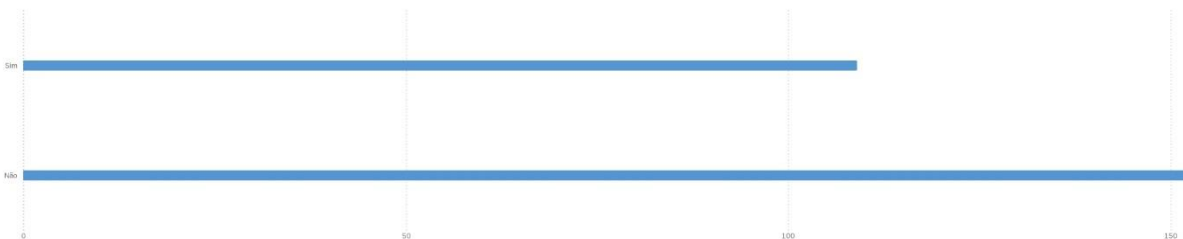
Question 35 – Filter C: Answers filtered by respondents aged >35 and <54

O clube comunica diretamente consigo de forma regular? 289



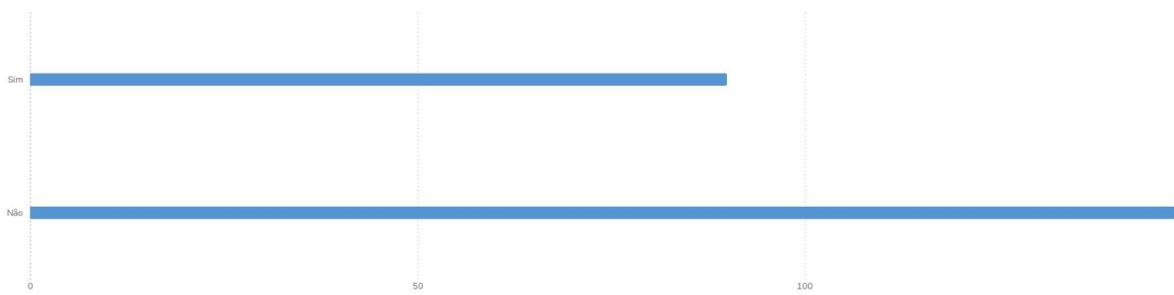
Question 35 – Filter D: Answers filtered by respondents aged >55

O clube comunica diretamente consigo de forma regular? 261



Question 36: Do you feel that the communication you receive is personalized for you? (Yes; No)

Sente que a comunicação que recebe é personalizada para si? 238



Question 37: Would you like there to be more regular communications? (Yes; No)

Gostaria que existissem comunicações mais regulares? 755



Question 37 – Percentage and Count table

Gostaria que existissem comunicações mais regulares? 755

Q69 - Gostaria que existissem comunicações mais regulares?	Percentage	Count
Sim	75%	568
Não	25%	187

Question 37 – Filter A: Answers filtered by non-fans respondents – Percentage and Count table

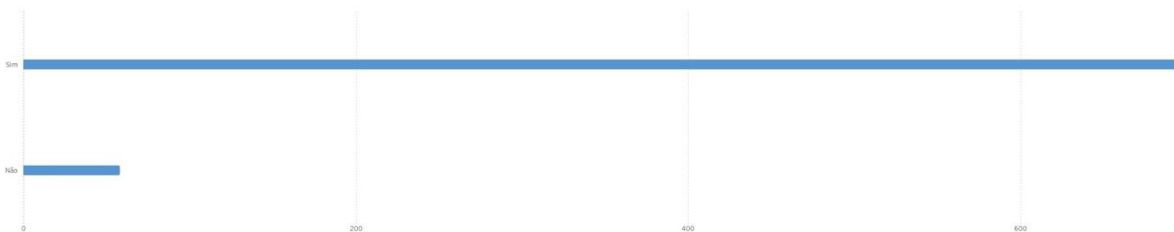
Gostaria que existissem comunicações mais regulares? 118

Q69 - Gostaria que existissem comunicações mais regulares?	Percentage	Count
Sim	36%	42
Não	64%	76

Question 38: Are you willing to answer online questionnaires in the future to support the club?

(Yes; No)

Estaria disposto a responder a questionários online no futuro para apoiar o clube? 758



Question 38 – Percentage and Count table

Estaria disposto a responder a questionários online no futuro para apoiar o clube? 758

Q69 - Estaria disposto a responder a questionários online no futuro para apoiar o clube?	Percentage	Count
Sim	92%	697
Não	8%	58

Question 39: How frequently are you willing to answer these questionnaires? (Monthly; Quarterly; Semi-annually; Annually)

Com que regularidade estaria disposto a responder a estes questionários? 697



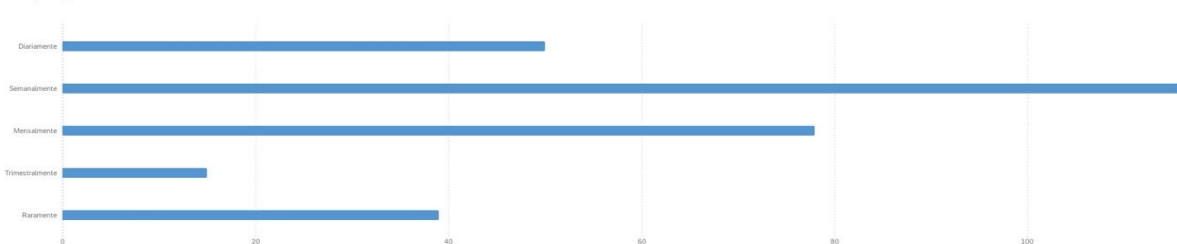
Question 39 – Percentage and Count table

Com que regularidade estaria disposto a responder a estes questionários? 697

Q59 - Com que regularidade estaria disposto a responder a estes questionários?	Percentage	Count
Mensalmente	41%	288
Trimestralmente	35%	242
Semestralmente	13%	91
Anualmente	11%	76

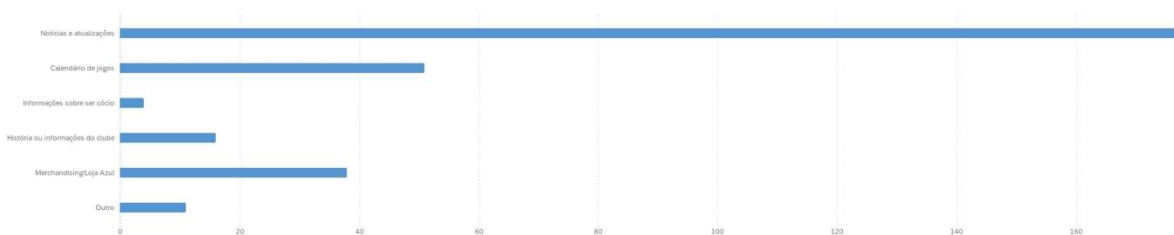
Question 40: How often do you visit the club's website? (Daily; Weekly; Monthly; Quarterly; Rarely)

Com que frequência visita o website do clube? 298



Question 41: What is the main reason for visiting the Belenenses website? (News and updates; Event calendar; Information about members; Club history/information; Merchandise/Azul store; Other)

Qual é a principal razão pela qual visita o website do Belenenses? 298



Answers provided in “Other”:

- Everything
- The website is not visited because it is always outdated
- The site is not updated
- Unfortunately, I gave up. Even today, there are tweets from 2022 and videos of Vasco Faísca on the homepage :-(Shameful
- I don't have social media, but it matters little; the website is inactive
- Information about sports

Question 41 – Percentage and Count table

Qual é a principal razão pela qual visita o website do Belenenses? 298

Q72 - Qual é a principal razão pela qual visita o website do Belenenses? - Selected Choice	Percentage	Count
Notícias e atualizações	60%	178
Calendário de jogos	17%	51
Informações sobre ser sócio	1%	4
História ou informações do clube	5%	16
Merchandising/Loja Azul	13%	38
Outro	4%	11

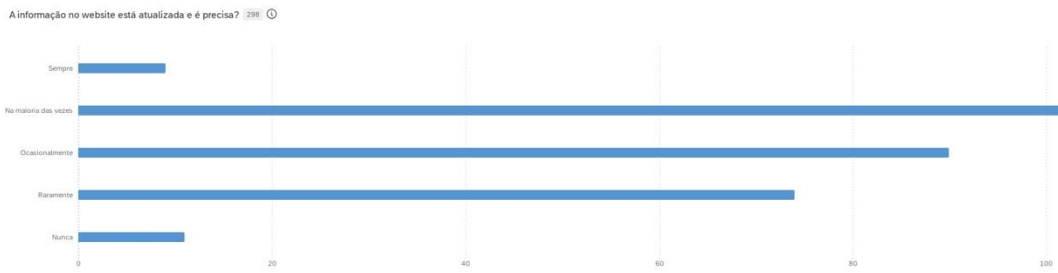
Question 41 – Filter A: Answers filtered by non-fan respondents

Qual é a principal razão pela qual visita o website do Belenenses? 298

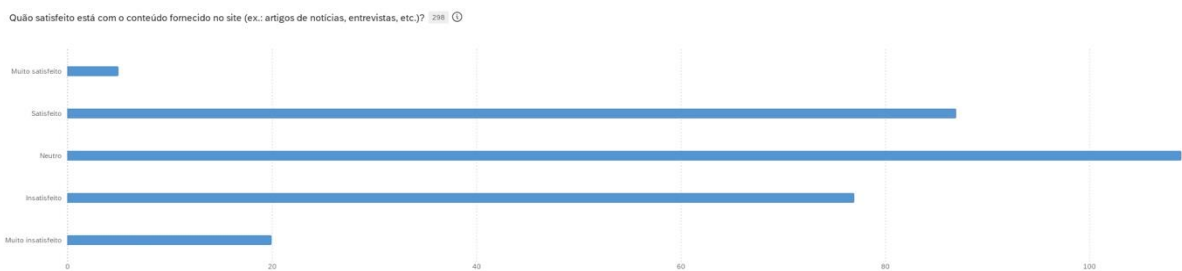


Question 42: Is the information on the website up-to-date and accurate? (Always; Most of the

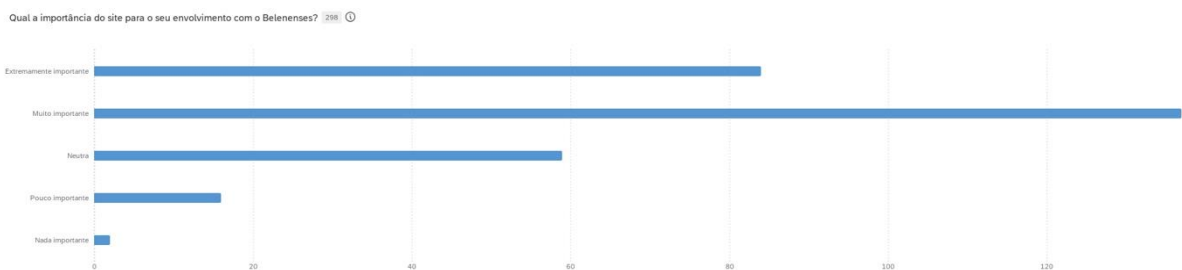
time; Occasionally; Rarely; Never)



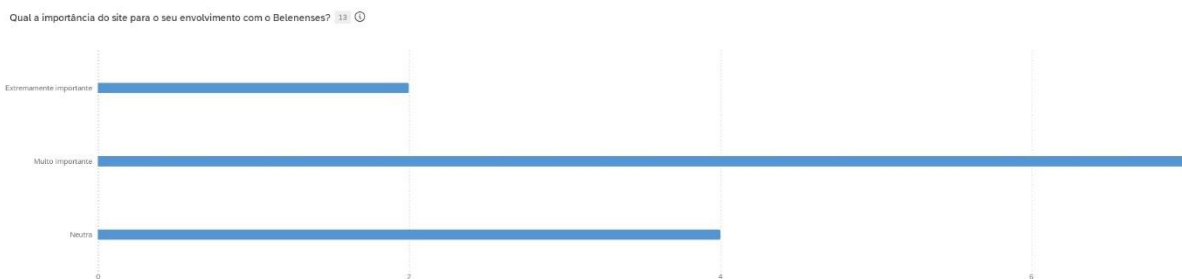
Question 43: How satisfied are you with the content provided on the website (e.g., news articles, interviews, etc.)? (Very satisfied; Satisfied; Neutral; Dissatisfied; Very dissatisfied)



Question 44: What is the importance of the website for your involvement with Belenenses? (Extremely important; Very important; Neutral; Not very important; Not important at all)



Question 44 – Filter A: Answers filtered by non-member fans



Question 44 – Filter B: Answers filtered by non-fans

Qual a importância do site para o seu envolvimento com o Belenenses? 4 0



Question 45: Would you like the club to have an app that centralizes all information about it?

(Yes; No)

Gostaria que existisse uma app do clube que centralizasse toda a informação sobre o mesmo? 755 0



Question 46: Is there any area you would like to see more digitized in the club? ([Open-ended responses])

- Player history, more dynamic. Promotions and stores. AG's previewing topics
- Football
- Football
- Membership database
- Historical archive
- Development of more technological layers (e.g., Esports)
- Membership sign-up
- A club app with transparent information about games, results, players, transfers, etc., and easier access to tickets and membership management (e.g., becoming a member, managing fees)
- Venue map and points of interest

- Everything
- Everything
- All
- Rugby
- Blue Store, youth development, all sports—basically everything
- Sports
- Streaming of sports
- App for members with direct connection to the Blue Store (create a shopping cart, pay membership fees, update personal data, etc.)
- The entire history and achievements of the club
- Invest in social media (Instagram, X, TikTok) to keep the club relevant for future generations and attract better sponsorships
- Youth football
- Matchday and sports
- The museum
- Youth futsal development
- General digitalization of all processes is imperative. Unfortunately, it is not a reality at the club, but in professional football, as the main attraction, there should be more focus
- Transparent platform showing membership numbers
- Improve the online store with regular updates and promotional launches
- Ticket office
- Stable ATM terminal at the ticket office
- Youth development
- There are so many topics that this space is too small
- Greater insight into senior football management, youth development, and other club sports.

There isn't enough communication about player transfers, management issues, etc.

Transparency and mutual support are what the club needs

- Locker room talk
- Ticket and merchandise purchases, event promotions, and campaigns
- Day-to-day club activities—not just players but the entire structure
- Player information
- TikTok
- Membership fee payments
- More player contributions
- Football
- Philosophy of sports in general
- Ticket purchases for away games
- Basketball. Game retransmissions
- Ticket office
- The website has been stagnant since July
- Statistics (Data & Analytics) / Youth development / Marketing / Ticketing (QR Codes) /
Mobile app
- Information on senior football matches and other sports, with more focus and promotion of
these
- Entire Rugby section, which is my favorite
- Merchandise
- Athletics
- No
- Blue Store
- International merchandise shipping

- An app with content and the ability to buy tickets
- Ticket purchases via the club's website and site updates
- TikTok
- Everything possible
- Other sports—Belenenses isn't just football
- Rugby
- Blue Store website
- Handball
- Password-protected access to personal data, membership fees, etc. Also for merchandise purchases
- Membership fee payments, stadium and arena tickets, new memberships
- Accurate and updated information about the senior team with live results
- All rankings of football and other sports, senior and youth
- Updated website
- Store, statistical data, updated information, news
- Updated membership numbers
- Club passes, tickets, and equipment purchases
- Aquatic sports
- Opening of Blue Store (still closed) and modernization of stadium bathrooms
- Amateur sports sections
- Membership fee payments, ticket purchases, merchandise via delivery companies (e.g., Glovo), marketing
- Virtual museum access and real-time event updates (more sports, more categories, more frequency)
- No

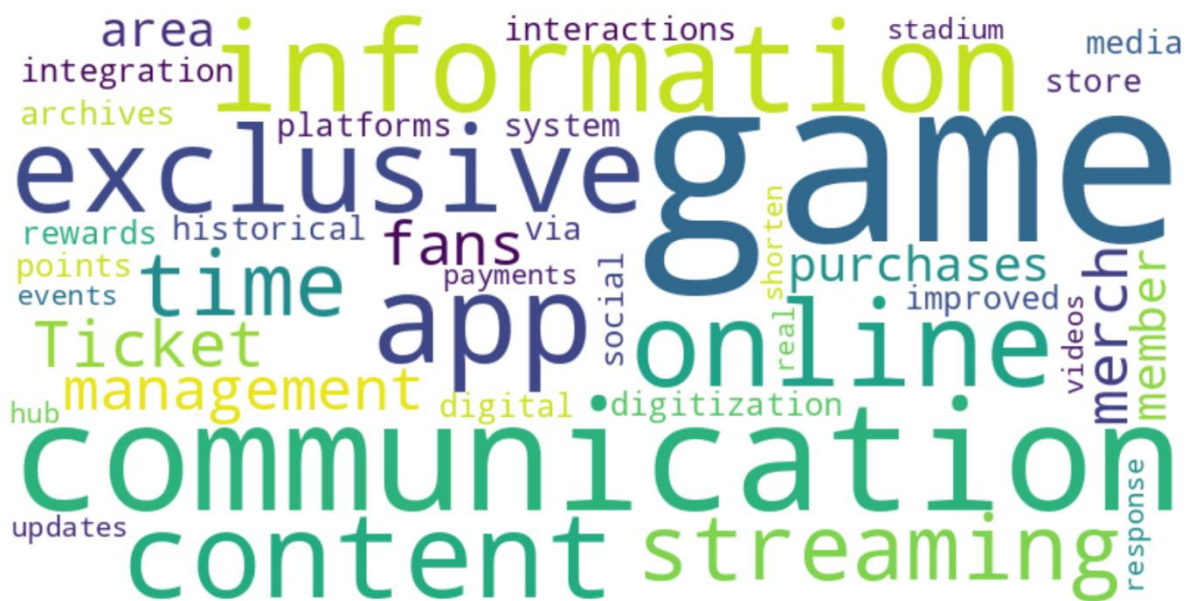
- The club takes almost no suggestions from members. The club has no clear direction; it operates based on the present when it should focus on the future. Much more could be said, but it will have to wait
- Blue Store
- Membership fee payments, digital access to membership cards/tickets, news
- How to help the club
- Senior team
- Players' medical reports
- Sports other than football
- Season ticket issues
- Idea management platform for members to submit and manage improvement ideas, with annual recognition for the most impactful ones
- Museum / Trophies
- Everything
- Everything that highlights the club's rich history, showing it's not just for "the old guard" or a club in decline
- Regularly updated club website, not stagnant with "latest news" still referencing the start of Liga 3
- More complete information on sports other than football, more detailed information on youth teams and the B team
- General information about all sports on the club website or shared on Instagram
- Belenenses' history
- Calendars and results for all sports
- Weekly results and standings for all sports
- Communication

- Online app
- An app covering all club activities, uncensored
- Yes. An app like the other two Lisbon clubs, allowing membership fee payments, merchandise purchases, discounts with partners, etc.
- Swimming
- Store
- Website
- Senior football
- Matches from various sports—not just football
- Club history, great moments, and player biographies
- Amateur sports
- Secretary and membership fee payments
- Marketing
- Sports like rugby
- Blue Store and multimedia content
- Platform for member activities and perks—e.g., races/walks starting and ending at Restelo, event discounts, etc.
- Belenenses newspaper
- Stadium entry on matchdays, online ticket purchases, delayed membership fee payments, store with PayPal integration
- Rankings of sports categories
- Ticket and membership fee purchases
- Calendars and results for all sports
- Blue Store
- Post-game interviews with coaches

- Communication
- Updated website and more professional online store
- Classic content like old matches
- Everything more digitalized
- No opinion
- Image rights and sponsorship
- Annual tickets and remote payments; I live far from the stadium and have to go to the office to handle season tickets
- Sports, schedules, and registrations
- Only those fully informed care and get involved. Sports other than football
- Streaming game broadcasts
- Member area with ticket prices for football and other sports
- Improved Blue Store online
- Football
- Membership fees and updated membership numbers
- Sports section (as a triathlon athlete)
- Museum, swimming, ticket office, merchandise, club facilities
- The website has been inactive for months
- Football and other sports
- No
- Add MBWay to Blue Store
- Statistical information about players and spectator numbers
- I don't know how to answer this question because I strongly disagree with the club's direction. Although I pay my fees, I feel disconnected from the club
- Ticket office

- Sports
- Football / Youth categories
- Amateur sports
- Rugby
- Youth development
- Secretary, store, ticket office
- Club history
- Sports

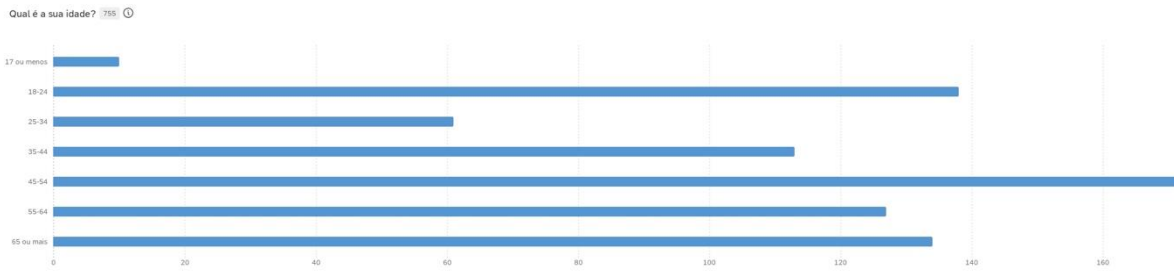
Question 46: Representation of answers using a Word Cloud



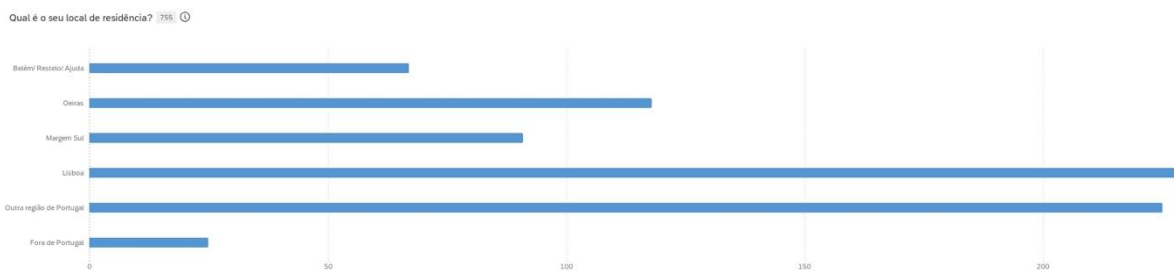
Question 47: Which gender do you identify with? (Male; Female; Prefer not to say)



Question 48: What is your age? (17 or younger; 18-24; 25-34; 35-44; 45-54; 55-64; 65 or older)



Question 49: Where is your place of residence? (Greater Lisbon area; Oeiras; Margem Sul; Lisbon; Other regions of Portugal; Outside Portugal)



Question 50: What is the highest level of education you have completed? (Primary school; Secondary school; Bachelor's degree; Master's degree; Doctorate; Other specialization)

