

JUST AFRICA



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STADIO



CONTENTS

FOREWORD

CULTIVATING CONSCIOUS LEADERSHIP FOR AN ETHICAL AND SAFER SOCIETY Prof. Flip Schutte	4
------------------------------------------------------------------------------------------------	----------

LEGAL TALK

CASE LAW Dr Marga van Rooyen	6
----------------------------------------	----------

LEGISLATIVE DEVELOPMENTS Dr Marga van Rooyen	8
--------------------------------------------------------	----------

BOOK REVIEW

SOUTH AFRICA'S HIGH-STRESS SECURITY ENVIRONMENT: KEYS TO COPING Review by Dr Leah Mofomme	11
-----------------------------------------------------------------------------------------------------	-----------

ARTICLES

EMPLOYEES' PERSPECTIVE OF THE IMPACT OF THE FOURTH INDUSTRIAL REVOLUTION ON THE SOUTH AFRICAN POLICE SERVICE'S MANDATE Dr Vanessa Grootboom	12
-------------------------------------------------------------------------------------------------------------------------------------------------------	-----------

A FRAMEWORK FOR THE IMPROVEMENT OF AN ETHICAL CULTURE IN THE SOUTH AFRICAN POLICE SERVICE Annah Chiloane and Prof. Flip Schutte	20
-------------------------------------------------------------------------------------------------------------------------------------------	-----------

FACTORS THAT PROMOTE VIOLENT INCIDENTS IN LIQUOR OUTLETS IN THE EKURHULENI DISTRICT, GAUTENG Whisky Ramaboka and Dr Phillip Vuma	30
--------------------------------------------------------------------------------------------------------------------------------------------	-----------

AN EXPLORATORY STUDY ON FACTORS CONTRIBUTING TO CRIME AND THE POLICE RESPONSE: THE CASE OF SOUTH ETHIOPIA REGIONAL STATE Dr Comdr Demelash Kassaye	36
--------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------

FOREWORD

Cultivating Conscious Leadership for an Ethical and Safer Society

Prof. Flip Schutte

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In the field of criminal justice, leadership serves as a critical pillar in fostering the integrity and effectiveness of the institutions entrusted with maintaining law and order. This issue of *Just Africa* brings to the fore various thought-provoking articles that touch on vital aspects of policing and criminal justice, including the ethical culture within the South African Police Service, the impact of technological advancement on police mandates and the factors driving violence in communities. As we explore these dimensions, an underlying theme that emerges is the need for conscious leadership - ethically grounded and attuned to the broader social impact of policing.

Conscious leadership, when fully integrated into the fabric of the police service, can potentially address some of the most pressing challenges facing law enforcement today. In particular, it offers a path towards developing more ethical, accountable and transparent leaders within the police service, which can enhance crime prevention and public trust. Such leadership transcends mere managerial efficiency (Marais & Schutte, 2024). It encourages police officials to act with integrity, empathy and a sense of purpose, recognising their role not only as enforcers of the law but as guardians of the social contract.

THIS ISSUE

The articles presented in this issue offer insightful reflections on the current policing landscape. As an example, the framework for improving ethical culture in SAPS presents a roadmap for embedding integrity into daily operations, while the exploration of how the Fourth Industrial Revolution influences policing highlights the importance of adaptive, forward-thinking leadership. Similarly, understanding the roots of violence in liquor outlets or the factors contributing to crime in Ethiopia emphasises the need for leaders who are proactive, data-driven and community-oriented.

Ultimately, conscious leadership within policing can be the catalyst for meaningful change. It can foster a culture where ethical conduct is not only encouraged but expected and where corrupt

practices are swiftly identified and eliminated. This shift towards ethical consciousness, rooted in sound leadership, is not only a future goal but a pressing need to create a police service that not only fights crime but also builds a safer, more just society.

Conscious leadership is a transformative approach that emphasises self-awareness, ethical decision-making and a deep commitment to the well-being of others. In the context of the police service, conscious leadership can play a pivotal role in fostering ethical behaviour and enhancing the effectiveness of policing.

PROMOTING ETHICAL BEHAVIOUR

Conscious leaders are deeply self-aware and committed to personal integrity. They lead by example, demonstrating ethical behaviour in their actions and decisions (Kumalo & Schutte, 2024). This sets a standard for police members to follow, creating a culture where ethical conduct is valued and expected. They prioritise ethical considerations in their decision-making processes. They weigh the potential impact of their decisions on all stakeholders, including the community, their members and the broader society. This approach helps to ensure that policing practices are fair, just and aligned with the principles of justice and human rights.

Conscious leadership fosters a culture of accountability and transparency. Leaders who are open about their actions and decisions build trust within the police service and with the public. This transparency helps to prevent misconduct and encourages police members to act with integrity.

ENHANCING EFFECTIVE POLICING

Conscious leaders understand the importance of building strong relationships with the communities they serve. They actively engage with community members, listen to their concerns and involve them in problem-solving efforts. This collaborative approach enhances trust and cooperation, making policing more effective. They empower their members by providing the necessary resources, training and support to perform their duties

effectively. They recognise the importance of mental and emotional well-being, offering support systems to help the members cope with the stresses of their job. This empowerment leads to a more motivated and capable police service.

Conscious leaders are open to new ideas and approaches (Van Niekerk & Van Niekerk, 2013). They encourage innovation and adaptability within the police service, promoting practices that are responsive to the changing needs of the community. This flexibility allows the police to address emerging challenges more effectively.

Conscious leadership is essential for fostering ethical behaviour and enhancing the effectiveness of policing. By promoting self-awareness, ethical decision-making, accountability, community engagement, empowerment and innovation, conscious leaders can transform the police service into a more ethical and effective institution. This transformation not only benefits the police service but also strengthens the trust and cooperation between the police and the communities they serve, ultimately leading to a safer and more just society.

As we turn to the research and discussions in this issue, let us be reminded that the future of policing lies in the hands of leaders who are not only skilled in law enforcement but also guided by an unwavering commitment to ethical principles. In such hands, the promise of a safer society becomes more than an aspiration - it becomes an attainable reality.

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LEGAL TALK

Case Law

Dr. (Maj-Gen.) Marga van Rooyen

Legal Services, South African Police Service

MINISTER OF POLICE AND OTHERS v UMBHABA ESTATES (PTY) LTD AND OTHERS

In the matter of *Minister of Police and Others v Umbhaba Estates (Pty) Ltd and Others* [2023] 9 BLLR 880 (SCA), the Supreme Court of Appeal had to consider an appeal from the Minister of Police against an earlier judgment of the High Court that held that the police were liable in delictual action.

Umbhaba Estates (the respondents) are one of the leading banana producers in South Africa and produce other products such as avocados. A labour strike at one of their farms in Mpumalanga commenced on 5 July 2007. The respondents were notified of the intended strike a few days before and informed the local police station accordingly, warning that the strike was expected to be violent.

The strike was marred by violent and criminal actions including intimidation, vandalism, theft and looting. From the onset, the respondents repeatedly and consistently requested assistance from the police to ensure that the striking employees did not continue to commit unlawful acts. Vehicles were damaged with knobkerries and non-striking workers were threatened with sjamboks. When the police responded and were present at the farm, the striking mob would calm down, but when the police left, the strikers would continue with criminal activities.

Despite numerous requests to obtain assistance from the police during the strike, including from the station commander, nothing was forthcoming. The police argued that this was a labour dispute and they did not get involved in such matters. The respondents repeatedly pleaded with the police to maintain a presence on the farm to maintain law and order and protect people and property, but police ignored the requests and left the farm.

The police advised the respondents to obtain an interdict and indicated that they would be able to act once the order was issued. The respondents obtained multiple court orders that authorised police officials to arrest anybody who contravened the court order or continued to intimidate employees or damage property. The orders were reported to the management of the police station. The respondents laid charges against numerous strikers. However, the unlawful actions of strikers continued and the police failed to enforce the court orders or maintain a permanent presence on the farm.

The strike continued for almost three weeks. Over time, the conduct of the strikers became more violent. The management of the farm was threatened, non-striking workers were intimidated and property was destroyed. A non-striking employee was even assaulted in the presence of police officials, who failed to act to protect her and made no arrests after the incident. The respondents subsequently instituted a civil claim against the police for the losses suffered because of the damage caused by the striking workers and the failure of the police to prevent it.

The court held that the members obviously responded inadequately notwithstanding numerous pleas from the respondents. When the police did respond and visited the farm, they left after a short period. Despite crimes being committed from the first day of the strike, the police did not monitor the situation. This conduct resulted in failure to prevent ongoing damage. Three court orders were obtained by the respondents, yet only a few arrests were made.

The court explained that the police had a constitutional duty to maintain public order. A member may also, in terms of section 13(1) of the South African Police Service Act 68 of 1995, subject to the Constitution and with due regard to the fundamental rights of every person, exercise such powers and shall perform such duties and functions as are by law conferred on or assigned to a police official.

The court emphasised that the police had a legal duty to prevent the commission of crime and maintain public order during the strike, even more so after the court orders were brought to their attention.

The court held that the unjustified failure to fulfil the constitutional objective of the police service was against the legal rights of the community. The harm during the strike was reasonably foreseeable and could have been prevented. Given that the striking workers were armed, it was therefore reasonably foreseeable that violence could erupt. Notwithstanding the standoff, the police left the farm and failed to conduct any patrols to monitor the situation. When the police arrived at the farm, the violence stopped. The presence of the police was clearly a deterrent. It was evident that there was a need for police officials to be present to maintain public order. The respondents phoned the police about 70 times during the strike for assistance, but the police did not even dispatch patrols to monitor the situation from time to time and to prevent violence. This was the least that could be expected of reasonable police officials in the circumstances.

The court further pointed out that the station commander was informed about the imminent strike before it began, giving the police an opportunity to plan how they would deal with it. However, the police could not explain why no members were dispatched to the farm to monitor the situation, maintain public order and prevent the escalation of violence and destruction of property. If the police had intervened in time, the harm and damage would have been prevented.

The police were unresponsive to the pleas for assistance of the respondents. The members had a constitutional duty to intervene, even before the first court order was obtained. This failure was worsened by the fact that they continued to delay action even after numerous court orders were obtained. This response of the police to the strike was reactionary and displayed a "don't care" attitude. The court dismissed the appeal of the police and confirmed that they were indeed liable. The judgment emphasised the responsibility of the police to maintain public order and prevent the commission of crime. The police cannot rely on the excuse that they are not responsible for resolving labour disputes. Their constitutional mandate requires action to ensure that public order is maintained, that the commission of crime is prevented and that the law is consistently enforced.

GROVES N.O. v MINISTER OF POLICE

In *Groves N.O. v Minister of Police 2024 (1) SACR 286 (CC)*, the Constitutional Court was required to provide legal certainty on whether a peace officer has a discretion to effect an arrest if he or she is in possession of an arrest warrant.

The matter related to an undercover operation that was conducted in terms of section 252A of the Criminal Procedure Act 51 of 1977 (CPA). An undercover police official was required to purchase three mandrax tablets at a certain location from the suspect, identified from a photograph as Mr Groves. At the home of Groves, the undercover police official observed a male in a red T-shirt and another male behind a tuckshop window at the place where the transaction would take place. The person in the red T-shirt directed the police official to the tuck shop window, where mandrax pills were bought. The police official had hidden a video recorder in his shirt to record the transaction. Afterwards, the police official informed the investigating officer verbally of the successful transaction and submitted an affidavit to this effect. The investigating officer was satisfied that the transaction had been concluded, despite the poor quality of the video footage recorded by the police official. Based on the investigation, the commanding officer applied for a warrant of arrest in terms of section 43 of the CPA. After the warrant had been issued, it was handed to the arresting officer. He did not have any knowledge of the content of the docket, but arrested Groves on the authority of the warrant.

It later transpired that Groves was not the person who sold the drugs to the police official, but was, in fact, the person wearing the red T-shirt. The case against Groves was withdrawn and he subsequently instituted a civil action against the Minister of Police based on an unlawful arrest and detention.

The Minister of Police (the respondent) denied that the arrest and detention were unlawful. The respondent argued that a clear distinction had to be drawn between the role of a person authorising the warrant and the official who executes the warrant. The person who

issues the warrant (a magistrate or justice of the peace) has the discretion to decide, based on the facts presented, whether a warrant must be issued. In contrast, the arresting officer (who is responsible for executing the warrant) only has limited discretion to ensure that the person described in the warrant is arrested, informed of his or her rights and brought before a court.

The court referred to the SAPS's mandate as set out in section 205(3) of the Constitution of the Republic of South Africa, 1996, namely to prevent, combat and investigate crime; maintain public order; protect and secure the inhabitants of the Republic and their property; and uphold and enforce the law. The court elaborated that while effecting an arrest, a peace officer is required to respect, protect, promote and fulfil constitutional rights (in accordance with section 7(2) of the Constitution). It is therefore important to consider whether a peace officer must exercise a discretion when he or she executes a warrant.

The court explained that a warrant of arrest issued by a peace officer must be distinguished from a warrantless arrest. The officer making a warrantless arrest must comply with the requirements set out in section 40(1) of the CPA. If one or more of the grounds listed in section 40(1) are satisfied, the peace officer must collate the facts and exercise his or her discretion in view of such facts. Importantly, the peace officer must be able to justify the exercising of his or her discretion, based on those facts.

The circumstances of an arrest with a warrant differ. Various independent role-players are involved in such process:

- a commissioned police officer (officer holding the rank of captain or higher) or a prosecutor who applies for the warrant;
- a magistrate or justice of the peace who considers the application and decides upon it; and
- the arresting official who executes the warrant and often has no knowledge of the evidence against the suspect or the docket under investigation.

The court pointed out that section 43(1) of the CPA provides that a magistrate or justice of the peace may issue a warrant of arrest upon the written application of certain functionaries, such as a commissioned police officer. Section 43(2) of the CPA provides that a warrant of arrest shall direct that the person described in the warrant shall be arrested by a peace officer in respect of the offence set out in the warrant and that he or she be brought before a lower court. The court explained that the word "shall" places a legal obligation on an arresting officer to arrest the person identified in the warrant. If the arrest is authorised by a warrant, the arresting officer has no discretion and must arrest.

Section 44 of the CPA provides that a warrant of arrest may be executed by a peace officer and the peace officer executing such warrant shall do so in accordance with the terms thereof. The court explained that this provision only relates to a functionary who has the legal authority to execute the warrant (namely, a peace officer). However, a functionary does not have any discretion to decide whether he or she will execute the warrant. Section 43(2) of the CPA states clearly that such a peace officer is legally obliged to execute the warrant. Therefore, while section 44 of the CPA determines who executes the warrant of arrest, section 43(2) places an obligation on the arresting officer to arrest in terms of the warrant.

LEGAL TALK

Legislative Developments

Dr. (Maj-Gen.) Marga van Rooyen

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THE TRADITIONAL COURTS ACT 9 OF 2022

Developing legislation to provide for traditional courts has been a contentious matter for a long time. It was important to ensure that the mandate of such courts is clear and aligned to the Constitution. This also required recognising the development of customary law in the furtherance of the spirit, purport and objects of the Bill of Rights, as envisaged by section 39(2) of the Constitution of the Republic of South Africa, 1996. The congestion of the court system also highlighted the need to find alternative and flexible ways to resolve disputes.

Against this background, the Traditional Courts Act 9 of 2022 (the Act) was finally assented to by the President and published in the *Government Gazette* on 27 September 2023. The Act will come into operation of a date determined by the President.

Customary law is construed, in section 1(2) of the Act, as "the accepted body of customs and practices of communities that evolve over time in accordance with prevailing circumstances, subject to the Constitution". A traditional court is defined as a "customary institution or structure, which is constituted and functions in terms of customary law, for purposes of resolving disputes, in accordance with constitutional imperatives and the Act."

The objectives of the Act, as set out in section 2, are to:

- Confirm the importance of customary law and customs to resolve disputes based on restorative justice and reconciliation and align them with the Constitution.
- Affirm the role of traditional courts by promoting co-existence, peace and harmony in communities and access to justice to resolve disputes.
- Promote and preserve traditions, customs and cultural practices that are beneficial to communities and aligned to constitutional values.
- Create a uniform legislative framework that regulates the structure and functioning of traditional courts in the resolution of disputes, aligned to constitutional imperatives and values.

The Act is guided by principles that recognise the need to align traditional courts with the Constitution; to embrace the constitutional values of human dignity, equality and the advancement of human rights and freedoms; and to promote non-racism and non-sexism and freedom of sexual orientation, identity and religion. The

Act also furthers the promotion of restorative justice measures by means of mediation and conciliation.

Certain customs and practices are prohibited by the Act (as set out in Schedule 1) because they violate people's dignity, equality and freedom. These include conduct of any nature that tends to:

- Discriminate against the dignity of members of the lesbian, gay, bisexual, transgender and intersexed community.
- Promote homophobia.
- Denigrate or discriminate against elderly people who suffer from mental health conditions such as memory loss, dementia and Alzheimer's disease.
- Discriminate against people who are mentally or physically infirm or disabled based on existing perceptions or beliefs.
- Discriminate against people with albinism.
- Discriminate against unmarried people.

The Minister of Justice and Constitutional Development is required to assess the relevance of such practices regularly and to make recommendations on the amendment of the list of practices.

Section 4 of the Act regulates the institution of proceedings in traditional courts. A traditional leader will preside over the traditional court or, where necessary, delegate a person or people to preside over a session of the court and indicate who may participate therein in the presence of members of the community in the traditional court. The Act explicitly requires traditional courts to promote and protect the representation and participation of women, both as parties and members thereof. The Minister of Justice and Constitutional Development is responsible for putting measures in place to:

- Promote and protect the fair representation and participation of women as parties and members in traditional courts to create an environment that facilitates and promotes the meaningful and voluntary participation of women, in promotion of the constitutional value of non-sexism.
- Promote and protect vulnerable people such as the elderly, children and the youth.

Before a session of the traditional court begins, the traditional leader presiding or the person designated by him or her must repeat the prescribed pledge that he or she will promote and protect the values enshrined in the Constitution and the Act.

The Act further determines matters over which a traditional court has jurisdiction (set out in Schedule 2 of the Act), which are:

- theft, malicious damage to property, breaking or entering any premises with intent to commit an offence and receiving any stolen property knowing it to be stolen, where the amount involved does not exceed R15 000;
- assault where grievous bodily harm is not inflicted;
- *crimen injuria*;
- advice on customary law practices such as *ukuThwala*, initiation and customary family law matters, including customary law marriages, succession and inheritance and guardianship of minor or dependent children; and
- altercations between members of the community.

A matter may only be heard by a traditional court if it is not being dealt with by any other person or structure recognised in customary law or has not been resolved by such a person or structure. Matters being investigated by the South African Police Service, pending before another traditional court, other court or one that has already been finalised by a court (either by means of a verdict in a criminal case or a final order in a civil matter) may also not be heard by a traditional court.

A traditional court, like an "ordinary" court, has a clerk who is responsible for issuing summonses and keeping records of the proceedings of such courts, filing decisions of the traditional courts and transferring disputes to any other traditional court, court or forum.

Traditional courts have the status of courts of law and aim to promote the equitable and fair resolution of certain disputes in a manner that is supported by the value system applicable in customary law. They function in accordance with customary law, subject to the Constitution. The courts must be established in a manner that promotes access to justice, prevents conflict, maintains harmony and resolves disputes where they have occurred in a manner that promotes restorative justice, *Ubuntu*, peaceful co-existence and reconciliation.

The traditional court system comprises the following levels of traditional leadership recognised in terms of customary law:

- headman or headwoman's court;
- a senior traditional leader's court;
- a principal traditional leader's court; and
- a king or queen's court, where available.

The procedure at any proceedings, including the notice to attend the proceedings of that traditional court and the manner of preserving the dignity of the traditional court and the manner of execution of any order, must be in accordance with customary law and custom. The traditional court must ensure that the fundamental rights set out in the Constitution are observed and respected. This includes women as parties to any proceedings or members of the traditional court, who must be afforded full and equal participation in the proceedings in the same way as men. Similarly, measures must be put in place to promote and protect vulnerable people such as children, the elderly, the youth, people with disabilities and people who are subject to discrimination based on sexual orientation or gender identity.

The principles of natural justice are entrenched in the Act and require that people who may be affected by a decision must be given a fair hearing before a decision is taken and that the decision must be impartial.

No legal representation is allowed before a traditional court. However, a party may be assisted by a person of his or her choice in whom he or she has confidence. The proceedings of a traditional court must be conducted in the presence of both parties to the dispute and the court must allow the full participation of all interested parties without discrimination on any of the prohibited grounds of unfair discrimination. The courts must be open to all members of the community.

A member of the traditional court must declare any direct personal interest that he or she or his or her immediate family member may have in a dispute before the traditional court in which that member is participating. Where appropriate, he or she must withdraw from participating in the resolution of that dispute.

A traditional court is authorised to make various orders. These include an order in favour of the party who instituted proceedings, in monetary terms or otherwise (including livestock); accepting a settlement between the parties; or payment of damages for proven financial loss or as compensation.

The court may also make an order -

- prohibiting the conduct complained of or directing that specific steps be taken to stop or address such conduct;
- accepting an unconditional apology where it is a voluntary settlement between the parties;
- reprimanding a party or parties to the dispute for the conduct complained of;
- requiring a party or parties to keep the peace; and/or
- directing the matter to be forwarded to the National Prosecuting Authority with the potential institution of criminal proceedings.

If a party is not financially able to comply with any order, the traditional court may, with the consent of both parties, order that a specific benefit or service be rendered to the aggrieved party instead of compensation for damage or pecuniary loss.

If an order of the traditional court is not complied with within the period determined by the court, the matter may be brought to the attention of the clerk of the traditional court. The clerk must inquire into the matter, including the reasons for non-compliance, and decide whether the non-compliance is due to fault on the part of the party against whom the order was made. If so, the matter must be referred to a justice of the peace appointed by the Minister who must deal with the matter to facilitate compliance with the order made by the traditional court. This may include negotiating with the parties on how and when the order will be complied with and making a determination in accordance therewith if the non-compliance is not due to fault on the part of a party. However, if the non-compliance is due to fault on the part of a party, the justice of the peace is empowered to summon the party to appear in the traditional court again to transfer the matter to a magistrate's court.

The Act also provides for instances where matters heard in traditional courts may advance to "ordinary" courts. An aggrieved party may approach a magistrate's court after he or she has exhausted all appeal procedures available in customary law. The traditional court itself may also transfer a dispute to the magistrate's court or small claims court if the traditional court is not competent to deal with it or if the matter involves difficult or complex questions of law or fact.

A review of an order of a traditional court may also be lodged to the High Court on, *inter alia*, the following grounds:

- The traditional court was not competent to deal with the matter.
- The court was not properly constituted.
- The requirements relating to the pledge or affirmation were not complied with.

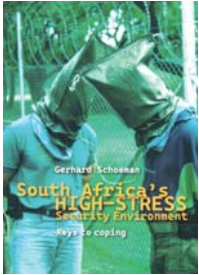
- The parties were not allowed to represent themselves or be represented by a person of their choice.
- Proceedings of the court were not open to all members of the public.
- Both parties to the dispute were not present during the court's proceedings.

It is envisaged that establishing traditional courts will promote the recognition of traditional customs and practices and the fundamental right of access to courts for many communities.

BOOK REVIEW

By Dr Leah Shibambo

South Africa's High-Stress Security Environment: Keys to Coping



Author: Gerhard Schoeman
Year published: 2023
Publisher: University of South Africa: Pretoria
ISBN: 978-177-61518-37
Chapters: Ten (10)

The author's purpose with this book is to provide a tool or a "stress management model" to help those people who work in high-stress security environments. The author uses his experiences in the law enforcement environment to illustrate the challenges facing officials working in the security environment. He also refers to other people's real-life experiences to demonstrate the dangers of the security industry in South Africa.

As an industrial psychologist, the author worked in the South African Military and as a consultant in the private security industry. He gained an understanding of the challenges facing security officers due to the dangers associated with the industry.

The book starts with a reflection on the violent crimes that law enforcement officers must confront and the brazen nature of criminals who are armed and do not hesitate to kill. Security officers are at the forefront of the violence as they are tasked with the responsibility of protecting their clients from criminals.

In Chapter 3, the author describes the private security industry in South Africa; the growth of the industry; and the fact that private security officers outnumber police officials significantly. The growth of the private security industry in South Africa is evident from the different professions that are available including VIP protection, armed response and cash-in-transit.

Since the author's purpose is to help security officers deal with stress, he has presented a detailed discussion on understanding stress and the different stressors, its impact on people and how different people respond to this phenomenon.

The author indicates that work-related stress has increased since the 1990s, which has resulted in working-class people becoming disabled. This is accompanied by an increase in disability claims because of psychological harm.

The author describes different models for coping with stress that have enabled him to develop his model that is relevant to the field of security. Various factors that might cause stress, the characteristics of stress factors and their impact are explored. Different strategies that people use to cope with stress are described, some, such as the use of defence mechanisms and self-indulgence, are classified as unhealthy.

From a psychological perspective, the author relates personality and internal resources to coping with stress. He describes different personality traits and their likelihood of managing stress.

The book concludes with a proposed model for dealing with stress in a high-stress security environment and practical tips for coping with stress. The author has demonstrated an understanding of the occupational demands facing security personnel and his commitment to improving their wellness.

METHODOLOGY AND SOURCES

As indicated above, the author uses his experience as an industrial psychologist in the security environment to elaborate on the stress experienced by officials in the industry. He also conducted a wide literature review on topics that include work-related dangers facing security officers, the extent of violent crimes, the growth of private security services, and stress and stressors.

The recommended stress management model is based on theory and is well thought out. The tips that are offered for employers and employees, respectively, are also based on literature.

RECOMMENDATION AND CRITIQUE

The author avers that the book is meant as a resource for security employees and their families. My view is that the book is intended for professionals who work with officials in the security and law enforcement industry. It will be difficult for an ordinary security officer to read the book and be assisted with his or her stress-related challenges.

The book is therefore recommended for use by professionals, such as psychologists and social workers, in the field of law enforcement.

As highlighted by Prof. May in the foreword, this book can be used widely to understand stress in the workplace and how to deal with it. It is not only relevant to the security industry.

The book is well-written. My only criticism is that where the source consulted was written by more than two people, the author does not name all intext. He uses "et al.". The full details of the authors consulted are only provided in the reference list.

ARTICLE

Employees' Perspective of the Impact of the Fourth Industrial Revolution on the South African Police Service's Mandate

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ABSTRACT

The Fourth Industrial Revolution (4IR) is a phenomenon that portends new technologies and innovations regarded as a transformative force that can significantly impact the world of work, both in the public and private domain. The South African Police Service (SAPS), as a public entity with vast functions in public safety, is no exception to the changes that come with the 4IR as it has the potential to substantially impact the work of law enforcement agencies and will directly affect police officials. The research that preceded this article sought to probe the views of SAPS employees at a station level about the impact that 4IR might have on their mandate and their readiness to function in such an environment. A quantitative research approach with a structured questionnaire was used to probe the respondent's views. One hundred and four (104) respondents from junior to senior management assigned to four SAPS police stations in the Tshwane policing precinct were randomly included in the study. The main concept revealed that the respondents believed that the 4IR would impact the SAPS's mandate; it is a supportive tool for service delivery that will bring about digital transformation that will change how current police service delivery is done through improved crime prevention, crime combating and crime investigation methods; and that applicable skills, training and qualifications are necessary for operating technology associated with the 4IR in policing. However, the results also indicated a need for awareness initiatives to promote the 4IR concept, skilling and upskilling of employees to bridge the skills gap to operate the 4IR technology. The study will assist SAPS in gaining insight into employees' views on the use of the 4IR-associated technology in policing and the extent they need to set up means to capacitate their employees to enter the world of technological evolution in the workplace.

KEYWORDS AND PHRASES

Fourth Industrial Revolution, South African Police Service, technology, service delivery impact, employee readiness

INTRODUCTION

The term Industrial Revolution (IR) generally describes a period where technological transformations culminate in dramatic and tremendous changes in the socio-economic situation of people and countries (Olaitan, Issah & Wayi, 2021). "We stand on the brink of a technological revolution that will fundamentally alter the way we live, work and relate to one another" (Schwab, 2016:7). This technological revolution is referred to as the Fourth Industrial Revolution, also known as the 4IR or Industry 4.0 (Schwab, 2016). Technologies that are expected to drive the 4IR

include artificial intelligence (AI), the Internet of Things (IoT), cloud computing, nanotechnology, three-dimensional (3D) printing, robotics, blockchain technology and quantum computing (Chidera, 2020).

This is described as the fourth major industrial era since the initial industrial revolution of the 18th century (Schwab, 2016). In particular, the 4IR technology presents prospects for better government efficiency and amplified productivity in service delivery (National Treasury, 2018). With the 4IR reshaping how the world lives and

works, global leaders are facing the pressure of preparing their businesses and workforces for this new era (Dumas, 2019). In the SAPS Annual Performance Plan 2020/2021, the Minister of Police at the time, Mr Bheki Cele, stated that the 4IR implies significant technological advancements for the country which involve substantial risks. There is a dire need for the SAPS to innovatively extend its geographical infrastructure footprint to communities that require its service. This will invariably place additional pressure on all types of resources, particularly human resources. It is, therefore, important to explore the views of the SAPS's frontline officials in the operational field on the potential impact of the 4IR on the legacy execution of their functions and their readiness to function in such an environment, as they will be the ones who will most probably be affected by the institutionalisation of the 4IR in policing and law enforcement.

This study aimed to probe the views of SAPS employees at the station level on the impact of the 4IR on law enforcement. To achieve the abovementioned aim, the following study objectives were formulated:

- To probe the views of SAPS employees at the station level on using 4IR technology in law enforcement.
- To explore the readiness of SAPS employees at the station level to use 4IR technology in law enforcement.

New technologies, methods and ideas significantly changed law enforcement (Gelles & Mirkow, 2021). Law enforcement is a tough job in tough circumstances; leaders must acknowledge this fact before moving forward. Any attempt at organisational change that does not acknowledge the danger, sacrifice and hard work of police officials is doomed to lose support and fail (Gelles, Mariana & Mirkow, 2019). Since empirical research on this topic has not been conducted before, it is important to probe the views of SAPS employees at station level on the potential impact of 4IR on their mandate and explore their readiness to function in the workplace, should the SAPS embrace 4IR-associated technology in law enforcement. To achieve the above objectives, this article will first discuss the need for using 4IR-associated technology in law enforcement. Secondly, it will present the views of employees who are the most valuable asset in embracing the use of 4IR-associated technology in law enforcement. Thirdly, the impact of the 4IR on the SAPS's mandate is reflected in the views of the employees at the station level. Lastly, the impact of the 4IR on SAPS's human resources is also discussed. The research approach followed in this article is quantitative, using structured research techniques. The research technique, including predetermined statements and literature, was used to analyse the literature and secondary data obtained through a desktop study.

LITERATURE REVIEW

The need for the use of 4IR-associated technology in law enforcement

Despite efforts to make society as safe as possible, crime remains prevalent. The potential solution to solving this challenge lies in using technology, which is a hidden weapon. Developments in artificial intelligence (AI) and machine learning mean that technology has a growing role to play in upholding the law. Technology is going one step further and helping to predict crime to prevent it from

happening in the first place (Hitachi in Europe Social Innovation, 2019). The use of technology in law enforcement and crime prevention is developing rapidly. New technological innovations have been developed to prevent crime and to improve the performance of the police (Byrne & Marx, 2011). Technology is the crux of the 4IR, and it focuses on its transition and advancement. It is expected to bring about transformation in production and service delivery (Xu, David & Kim, 2018:94).

Adopting 4IR-associated technologies can increase efficiency and productivity (Asian Development Bank, 2021). 4IR-associated technology, such as drones, predictive analytics and biometrics, among others, are all helping to keep cities and rural communities safer (Howells, 2018).

Fritsvold (2021) adds that technology is transforming police work in the 21st century by introducing new tools to fight crime and new categories of crime to fight. He identified the ten most important technologies that are equipping law enforcement agencies with new capabilities to protect and serve:

Facial recognition software: The advanced forms of facial recognition offer significant potential for crime prevention (for example, tracking wanted criminals and missing people).

Biometrics: There is an expanding array of biometric (and behavioural) characteristics that can be used by law enforcement and the intelligence community, such as voice recognition, palm-prints, wrist veins and iris recognition.

Robots: Robotic cameras can be used to conduct visual and audio surveillance of potential crime scenes that may be too dangerous or too hard for police officials to reach.

ShotSpotter: ShotSpotter technology uses sensors to detect gunshots and analysts to track the data and instantly relay it to police to enable them to arrive on the scene quicker.

Thermal imaging: Thermal imaging tools such as thermal image cameras are helpful in dark conditions and can be used to track the motion of suspects in a dark building. Infrared imaging is used to detect heat emitted by objects such as humans and animals and to deliver a "heat picture" or "heat map" of the environment in question.

Artificial Intelligence (AI): The ongoing expansion of the IoT means that more data are being generated, collected and analysed than ever before; much of which can be incredibly valuable in a law enforcement context. The process of deriving actionable insights from immense amounts of data is time-consuming and is not remotely cost-effective when performed by humans. AI is used to support many police technologies. It can also be used for crime mapping by processing data that can be used far more effectively to pinpoint high-crime areas to enable the police to monitor them more closely and deploy additional resources.

Smarter cruisers: Innovation in modern police cruisers (and those of the future) brings about upgrades as fingertip access to Wi-Fi-connected laptops, tablets and in-dash computers, to give officials the benefit of instant access to vital information, communication systems and more.

Automatic licence plate recognition (ALPR): This technology enables toll collectors to automatically scan and collect the registration numbers and letters on a vehicle's licence plate to charge the driver a fee. It can be used by the police for a variety of law enforcement purposes, from identifying stolen cars to finding

people who have active warrants or monitoring "amber alerts". For the police, this technology is helpful to automate and speed up the process of taking down licence plate numbers and checking them against law enforcement databases.

Enhanced body-worn cameras: These are essential in law enforcement as they provide an objective record of interactions between police officials and the public. The footage captured by these cameras can be used for evidence, training and accountability purposes, promoting transparency and improving law enforcement practices.

Drones: Drones are used by the police to gain aerial vantage points for crime scene work, search and rescue efforts, accident reconstruction and crowd monitoring. Some of the more sophisticated models can be equipped with thermal imaging or 3D mapping software to offer Global Positioning System (GPS)-enhanced precision to areas being surveyed. Drones and unmanned aerial vehicles are also equipped with zoom cameras that make them valuable for delivering actionable, real-time intelligence in high-risk, "armed and dangerous" situations.

The wide range of 4IR technology enables entities to select the most appropriate functional technology that will impact their functions and effectiveness (Sutcliffe & Bannister, 2020). According to Taiwo and Agwu (2016:4), "understanding the effects of technological change is a critical issue in contemporary policing". To enhance the dimensions of efficiency or quality, an organisation must constantly adopt the latest technology as it becomes available. Any department that uses technology without using its operational knowledge will not succeed (Gelles et al., 2019). Law enforcement officers deserve access to the best technology available to help them fight crime (Lawrence, 2018). Therefore, there is a need for business leaders to understand the changing environment. They must re-examine the status quo from an operational perspective and relentlessly innovate to stay relevant (Government Gazette, 2018).

Employees are the most valuable assets in embracing the use of the 4IR-associated technology in law enforcement

The 4IR is complicated as it encompasses education, science, manufacturing, capital intensity, technological advances/innovations and efficiency (Koc & Telker, 2019). Every organisation faces challenges when implementing technologies that will change its status quo. Change affects the most important asset of an organisation, namely people. There are barriers to technology adoption that must be broken and mindsets must be changed. Cultural challenges discourage stakeholders from taking risks and procedural and workflow challenges cause employees to question the value of a project. Digital transformation is not just about changing technology but also about changing people (Wyman, 2018). The adoption of new technology brings a change to task relationships as workers learn new skills or techniques to operate the new technology. As work methods and technology advance, the workforce must develop its capabilities and service delivery standards to keep up with these changes. Empowering employees is crucial in harnessing the potential of 4IR-associated technology in law enforcement and may require training that recognises and considers an organisation's culture (Koper, Lum, Willis, Woods & Hibdon,

2015). Managing employees' acceptance of technological change can be challenging for any organisation. To successfully implement a technological change, challenges with internal conflict and resistance of employees to change must be managed (Wave Business, 2020). In embracing the use of 4IR-associated technology in law enforcement, employees play a crucial role as the most valuable assets. Their views about performance expectations, tools, assistance, education, training and development are of utmost importance to perform their tasks in line with expected levels of performance, not only for client satisfaction but also for a capable workforce (Chonsawat & Sopadang, 2019).

METHODOLOGY

To fulfil the aim and objectives of this research, a quantitative study was conducted, which entailed gathering numerical data to generalise results across groups of people or explain a particular phenomenon (Babbie, 2010). The researcher chose surveys with a five-point Likert scale to collect data.

One hundred and four employees consisting of junior to senior level employees from four police stations in the Tshwane policing precinct participated in the study. They were from different functional areas in the operational environments of visible policing and crime investigation, the support environment and the Management Information Centre. The respondents represented all offices and functions performed at police stations. Their service duration ranged between five and more than 21 years. Of the sample group, 44.69% had 21 or more service years, indicative of experienced employees within their different functions at the station level.

The study was conducted at the police stations in the Tshwane Metropolitan area, which represented urban, rural and affluent areas. The researcher obtained permission to conduct research through the SAPS's Research Component, which is responsible for evaluating and approving internal and external research applications. Obtaining gatekeeper permission from the higher levels of the organisation does not, and probably should not, guarantee cooperation from multiple layers of organisational membership and should never overrule the individual. Further permission to conduct research at police stations in the Tshwane policing precinct was facilitated through the Gauteng Provincial Commissioner of the SAPS, who granted the researcher permission to engage with the police stations to execute the research.

After permission was granted to conduct research, the initial data collection process commenced. Respondents were informed that their participation was voluntary: they could refuse to participate or withdraw from the study at any moment. The aim of the study, the timeframe for completing the questionnaire and the benefits of the study were explained to them. The respondents were made aware that their identities would be protected and that the questionnaire did not require any personal particulars from them. They were also assured that the information they provided would be kept safe by the researcher. Consent forms were provided to those employees who indicated their willingness to participate in the study. After the respondents had given informed consent to participate in this study, the researcher commenced the actual data collection process at the identified police stations in Tshwane.

The questionnaires were distributed through e-mail and hand-delivered to nodal contact persons identified by their station commanders. The questionnaires were then physically collected by the researcher within a few days and up to one week to accommodate members who worked shifts. The distribution of the questionnaires was recorded in a notebook relating to where they were distributed, the number of questionnaires, the date of distribution and the date of collection. Data obtained through the questionnaires were scanned and recorded manually using a Microsoft (MS) Excel spreadsheet that reflected all the fields of the survey in the different MS Excel cells. The questionnaires were again scanned for completeness. Each respondent's questionnaire was marked from 1 to 104. The researcher wrote this number on the back of the questionnaire when it was distributed. Copies of the recorded data were saved on the researchers' computer, memory stick and as manual files under the care of the researcher.

The structured questionnaire consisted of two sections: Section 1 focused on the impact of 4IR technology on the SAPS's mandate, while Section 2 focused on the impact of the 4IR on SAPS human resources. The respondents' perspectives were recorded on a five-point Likert scale, where they had the option to choose either strongly agree, agree to some extent, strongly disagree, disagree to some extent, or not sure. The completed structured questionnaires were analysed through statistical analysis as provided by the

MS Excel pivot table function. The researcher recorded all the variables of the questionnaire and calculated and analysed the responses in numerical and percentage form. The researcher worked on each MS Excel spreadsheet for the different categories of respondents. A pivot table was used to analyse the data to be able to consolidate, group and summarise the data due to the functionality of the MS Excel pivot table to automatically calculate values and percentages in occurrences. This allowed the researcher to make sense of the data. The pivot table is one of MS Excel's most powerful functions because it can help to summarise and make sense of large datasets as pivot tables extract meaning from a seemingly endless jumble of numbers. More specifically, it groups the data in different ways to help the researchers draw helpful conclusions more easily (Delaney, 2015). The analysis of the data provided meaningful results that could be interpreted and presented to gain understanding and draw conclusions. The data collected through the questionnaires were subjected to frequency counts. This means that the subjects' responses to each question were added to determine the highest frequency of occurrence in the number of times a particular response occurred. After the analysis, the researcher made the findings and presented them in percentages.

Table 1 below depicts the layout and structure of the questions posed to the respondents to elicit information to allow the study to unfold and obtain data to make inferences.

TABLE 1: LAYOUT AND STRUCTURE OF THE SURVEY	
Section 1: The impact of the 4IR on the SAPS's mandate	
1.1	The 4IR will change how current policing service delivery is conducted.
1.2	4IR technology will improve service delivery.
1.3	4IR technology will assist the SAPS in preventing and combating crime.
1.4	4IR technology will assist the SAPS in investigating crime.
1.5	The 4IR will support policing functions.
Section 2: The impact of the 4IR on SAPS human resources	
2.1	The 4IR requires the utilisation of certain types of technology.
2.2	I have the necessary skills to utilise 4IR technology.
2.3	I have the necessary qualifications to utilise 4IR technology.
2.4	I have the necessary training to utilise 4IR technology.
Reference: Author's own compilation (2022)	

The data derived from the completed questionnaires were valuable and provided rich and meaningful insight into the respondents' views and capability to apply the 4IR technology in policing. This allowed the researcher to draw comprehensive information and details in the study. The researcher noted the analysis of the data within the various statements in the questionnaire and could link the statements which created a systematic flow to draw results from the study. This further led to an accurate representation of data.

RESULTS

Recent existing literature and the researcher's functional knowledge of policing were used to design and develop the predetermined structured questionnaire. This merged the compilation of the statements in the quest to obtain data to probe the views of the respondents on the impact of the 4IR on the SAPS's mandate and the SAPS's human resources. The following section discusses the statements and the content thereof as derived from the completed questionnaires from the respondents.

Section 1: The impact of the 4IR on the SAPS's mandate

The SAPS as a law enforcement agency aims to prevent, combat and investigate crime to ensure a safe and secure environment for all. New technologies, methods and ideas have significantly changed law enforcement (Gelles & Mirkow, 2021). It is transforming police work in the 21st century by introducing new tools to fight crime and new categories of crime to fight (Fritsvold, 2021). This changing context inevitably requires far-reaching changes in policing (Kearns & Muir, 2019). The 4IR focuses on technology, its transition and advancement and it is expected to bring about transformation in production and service delivery. Technologies that are expected to drive the 4IR include AI, the IoT, cloud computing, nanotechnology, 3D printing, robotics, blockchain technology and quantum computing (Chidera, 2020). There are many other reasons to embrace technology in crime prevention in the police, including the potential for increased efficiency and effectiveness (Byrne & Marx, 2011). Law enforcement officers deserve access to the best technology available to help them fight crime (Lawrence, 2018). For the SAPS, the institutionalisation of the 4IR cannot be viewed as optional but mandatory to stay abreast with changes in the technological evolution.

In this section, statements were posed to explore the potential impact of the 4IR technology on the SAPS's mandate as well as possible benefits for the SAPS.

Statement 1.1: The 4IR will change how current policing service delivery is conducted

The results revealed that 38% of the respondents agreed that the 4IR will change how current policing service delivery is conducted; an insignificant 6% disagreed; while an astronomical 56% of the respondents were not sure whether the 4IR will change how policing service delivery is currently conducted. The 38% of respondents who agreed that the 4IR will change how policing is currently conducted is a good indication that the respondents understand that the use of 4IR technology in the SAPS will impact traditional and familiar policing practices. The astronomical 56% of the respondents who were unsure whether the 4IR will change how policing is conducted, is indicative that there is a need to educate employees at station level on the 4IR concept and how it will impact policing functions.

Statement 1.2: 4IR technology will improve service delivery

The responses to the statement that the 4IR technology will improve service delivery reflected that 35% of the respondents agreed with the statement, a minute 7% disagreed, while an overwhelming 58% were unsure. The statement that 4IR technology will improve service delivery is substantiated by the responses in Statement 1.3, where 35% of the respondents agreed that 4IR technology will assist the SAPS in combating and preventing crime, and in Statement 1.4, where 38% of the participants agreed that 4IR technology will assist the SAPS to investigate crime more effectively.

Statement 1.3: 4IR technology will assist the SAPS to prevent and combat crime

Results from the respondents regarding whether 4IR technology

will assist the SAPS to prevent and combat crime, indicated that 35% of the respondents agreed that the 4IR technology will assist SAPS in preventing and combating crime, 9% disagreed, while 56% were unsure. The result that 35% of the participants agreed that 4IR technology will assist the SAPS in preventing and combating crime is supported by the results shown in Statement 1.2 where 35% of the respondents agreed that 4IR technology will improve service delivery and Statement 1.4 where 35% of the respondents agreed that the 4IR technology will assist SAPS to investigate crime.

Statement 1.4: 4IR technology will assist the SAPS to investigate crime

Results from the statement that the 4IR technology will assist SAPS to investigate crime, brought to the fore that 35% of the respondents agreed with the statement, 8% disagreed, 54% were unsure and 3% did not respond. The 35% of respondents who agreed that the 4IR technology would assist SAPS in investigating crime correlates with the 35% of the respondents in Statement 1.2, who agreed that the 4IR technology would improve service delivery, and Statement 1.3 which showed that 35% of the respondents agreed that the 4IR technology will assist SAPS in the fight to combat and prevent crime.

Statement 1.5: The 4IR will support policing functions

In Statement 1.5, 35% of the respondents agreed that the 4IR would support policing functions, 6% disagreed and 59% were unsure. The results indicate that the 35% of the respondents who agreed that the 4IR will support policing functions speak to the results contained in Statement 1.2 where 35% of the respondents agreed that 4IR technology will improve service delivery, Statement 1.3 where 35% of the respondents agreed that the 4IR technology will assist the SAPS in combating and preventing crime, and in Statement 1.4, where 38% of the participants agreed that 4IR technology will assist the SAPS to investigate crime more effectively. These results confirm that the 4IR technology is a supportive tool in policing.

Section 2: The impact of the 4IR on the SAPS's human resources

Policing operates in the context of particularly rapid change that affects the most important asset, namely people. Digital transformation is not only about changing technology but also about changing people (Wyman, 2018). The 4IR focuses on technology, its transition and advancement, which are expected to bring about changes in production and service delivery. The technological and social shifts currently facing the police will likely require new skills from police officials. To put full trust in new technological tools without appropriate training and organisations to support them will backfire (Gelles et al., 2019). Knowledge is paramount to ensure digital skills match the required levels of new digital production. Operational staff must be able to understand and translate the increasingly complex performance of the machines they run (Gry, 2018). Any modern society needs police who can make good use of technology. They, therefore, deserve access to the best technology available to fight crime (Lawrence, 2018).

In this section, statements were directed to determine how the 4IR will impact human resources in policing. The responses were recorded using a five-point Likert scale, where the respondents had the option to choose responses of strongly agree, agree to some extent, strongly disagree, disagree to some extent, or not sure.

Statement 2.1: The 4IR requires the utilisation of certain types of technology

Responses to this statement showed that 35% of the respondents agreed that the 4IR required the utilisation of certain types of technology, 8% disagreed, while 57% were unsure. This indicates that certain levels of respondents are of the view that digital transformation in policing will take place due to the utilisation of certain types of technology required by the 4IR.

Statement 2.2: I have the necessary skills to utilise 4IR technology

The results indicated that 28% of the respondents agreed that they have the necessary skills to utilise 4IR technology, 10% disagreed and 62% were unsure. As reflected in Statement 2.1, 35% of the respondents agreed that the 4IR would require the use of certain types of technology. Twenty-eight percent of the respondents who agreed that they have the necessary skills to utilise the 4IR technology could prove that they had the necessary skills.

Statement 2.3: I have the necessary qualifications to utilise 4IR technology

Only 23% of the respondents agreed they have the necessary qualifications to utilise the 4IR technology, 9% strongly disagreed and 65% were unsure. As reflected in Statement 2.1, 35% of the respondents agreed that the 4IR will require utilising certain types of technology. Twenty-three percent of the respondents agreed that they have the necessary qualifications to utilise the 4IR technology and can prove it.

Statement 2.4: I have the necessary training to utilise 4IR technology

Results of this statement revealed that 24% of the respondents agreed that they have the necessary training to utilise 4IR technology, 9% disagreed and 67% were unsure. As reflected in Statement 2.1, 35% of the respondents agreed that the 4IR will require utilising certain types of technology. Twenty-four percent of the respondents who agreed that they have the necessary training to utilise the 4IR technology can prove that they had the necessary training.

DISCUSSION

Gelles and Mirkow (2021) believe that new technologies, new methods and new ideas have brought significant changes to law enforcement. New technological innovations have been developed to prevent crime, increase efficiency and improve the delivery of policing functions such as the investigation of crime (Byrne & Marx, 2011). Understanding the effect of technological change is a crucial issue in contemporary policing because, in recent times, many developments have taken place concerning Information Technology, analytic systems, video surveillance systems, DNA analysis and other technologies that have far-reaching implications for policing (Taiwo & Agwu, 2016). From the findings of the study,

it emerged that even though low in percentage, 36% of the respondents are of the view that the 4IR will impact positively on SAPS's mandate in that it is a tool that will support policing functions and assist in the prevention, combating and investigation of crime that will ultimately improve service delivery. Technology is the crux of the 4IR and is expected to be driven by aspects such as AI, IoT, cloud computing, nanotechnology, 3D printing and robotics, to name a few (Chidera, 2020). The wide range of 4IR technology enables entities to select the most appropriate functional technology that will have an impact on their functions and effectiveness (Grootboom, 2022). The technological and social shifts currently facing the police will likely require new skills from police officials (Kamaruzaman, Hamid, Mutalib & Rasul, 2019). Chidera (2020) agrees that certain skills are required to thrive in the 4IR. Operational staff must be able to understand and translate the increasingly complex performance data of the machines they run (Gry, 2018). It further emerged that 35% of the respondents believed that the 4IR requires the use of certain types of technology and that the utilisation thereof will require the necessary skills, qualifications and training of them due to its nature. On average 25% of the respondents indicated that they have the required skills, qualifications and training to operate the 4IR technology in executing their functions.

There is a general lack of understanding about the 4IR and AI (Kathrada, 2019). South Africa's public sector is not yet prepared for the 4IR, either in form or function. This is due to many officials not yet understanding the nature and potential impact of the technologies associated with the 4IR, the new role of data and analytics, and the rate of change experienced. Schoonraad (2020) adds that most public officials are not sufficiently skilled to exploit the benefits of the 4IR. The growth of technical jobs with new technologies has led to a skills gap in the current workforce (Iyer, 2020). Even though there are multiple positive impacts of the 4IR on the SAPS's mandate and some of the respondents who are knowledgeable about the 4IR concept have the required skills, training and qualification to be able to operate 4IR technology in policing, there is an area of concern that there is a skills gap/shortage in those who know the 4IR concept. More alarming is that most of the respondents were unsure whether the 4IR might have an impact on SAPS's mandate or whether they have the skills, qualifications or training to operate 4IR technology in policing. This is indicative of a lack of conceptualisation and awareness of the 4IR concept among employees at the station level rendering them unable to engage with statements related to the 4IR concept.

CONCLUSION

To successfully implement technological change, several areas such as knowledge of technology, its purpose and function, required skills, qualifications and training must be considered so that the users are capacitated and capable of operating these technologies in their functional environment.

The responses provided indicate that there is some awareness of the positive impact of the 4IR on SAPS's mandate and the requisite technology, skills, training and qualifications necessary for effective policing. The identified skills gap necessitates reskilling, upskilling and new skilling initiatives. Furthermore, there is a

recognised lack of understanding of the 4IR concept among the employees at the station level, which made them unable to respond to questions asked in the study.

In conclusion, the study recommends that SAPS management prioritises the development of a comprehensive marketing and communication strategy for the 4IR, embarks on skills audits to assess job readiness and formulate a training development plan to equip employees with the necessary skills to utilise 4IR technology in their roles. SAPS management must recognise that digital transformation entails not only technological changes but also a transformation in the capabilities of its personnel. In preparing for the 4IR and future IRs, it is imperative to embrace the accompanying technologies. This necessitates equipping individuals with the requisite skills to meet the demands of the future job market in a 4IR setting.

The effective implementation of new technology and the maintenance of operations rely on having the right workforce. Therefore, the management of the SAPS must capacitate the employees at the station level through 4IR awareness and equip them with the competencies to operate the 4IR-associated technology in law enforcement, so that the benefits of this revolutionary technology for law enforcement can be realised.

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ARTICLE

A Framework for the Improvement of an Ethical Culture in the South African Police Service

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ABSTRACT

The South African Police Service (SAPS) is the primary law enforcement agency in South Africa. Despite its constitutional mandate to prevent, combat and investigate crime; maintain public order; protect and secure the inhabitants of the Republic and their property; and uphold and enforce the law, the community's trust in the SAPS has deteriorated. The SAPS has rapidly developed a reputation as an organisation beset by challenges to its integrity. The research question for this article is: What causes law enforcers to not comply with their mandate? This article developed a framework to improve the ethical culture in the SAPS. This was achieved by identifying the causes of ethical problems and suggesting improvements.

The study used a non-probability sampling method related to qualitative research. Members appointed under the South African Police Service Act 68 of 1995 were chosen through judgmental or purposive sampling. The study included 21 participants. Data were collected through unstructured, in-depth interviews featuring open-ended questions and thematically analysed using Atlas.ti. The findings revealed that the SAPS's organisational culture is evolving, with members violating ethical codes and their constitutional mandate, leading to malpractice and corruption.

The causes of the issues include organisational deficiencies, lack of clarity in regulations, low awareness, lack of trust, frustration and failure to implement regulations. In addition, although policies and internal directives are circulated electronically, members do not read them. The findings also show that the problem could be solved by exercising effective command and control, holding members accountable, appointing ethical employees, especially in leadership roles, providing training and communicating policies and internal directives through various platforms such as meetings to promote a learning culture. Members adhering to their mandate will reduce the public's negative perception and improve public trust, confidence and respect towards the members. The findings led to the creation of a framework to improve the ethical culture within the SAPS.

KEYWORDS AND PHRASES

Ethics, South African Police Service, training, leadership, command and control, accountability

INTRODUCTION

Three decades into a democratic South Africa, it appears that the SAPS has rapidly developed a reputation as an organisation beset by challenges to its integrity (Ivkovich, Sauerman, Faull, Meyer & Newham, 2020). Reports allege that a high percentage of corruption occurs in the SAPS (Corruption Watch, 2020). In South Africa, corruption in law enforcement agencies is a problem - all members are vulnerable, irrespective of their rank (Charlton, Mhlongo & Mistry, 2019). Lewis (2020) points out that members and senior managers are arrested and charged for transgressions ranging from fraud, corruption and theft to money laundering.

Recently, numerous police activities have made the headlines for the wrong reasons (UKEssays, 2018), and it is imperative to establish the following:

- Why has there been an increase in malpractice and corruption?
- Do the police consider themselves above the law?
- Is there a lack of adequate or frequent training?
- Do the media portray the unethical conduct of police officials out of proportion?

The SAPS and its members are facing various problems. An organisation such as the SAPS, which aims to protect society and gain the community's trust, should not have any negative remarks made about it in the media. When an organisation such as the SAPS is distrusted by the society it serves, severe consequences follow. According to General Sitole, the National Commissioner between 2017 and 2022, perceptions regarding police corruption undermine the policing fraternity. In South Africa, police corruption exposes the public to excessive crime rates, which breeds distrust of the police service and allows crime to flourish. Without the support of those they serve, police cannot deliver safety to citizens or ensure stability to the state.

This article is premised on the idea that improving the ethical culture among SAPS members would enhance the public's trust and confidence in the Service and boost the morale of both SAPS Act and Public Service Act employees.

THE RESEARCH PROBLEM AND PROBLEM STATEMENT

The constitutional mandate of the SAPS is to prevent, combat and investigate crime; maintain public order; protect and secure the inhabitants of the Republic of South Africa and their property; and uphold and enforce the law. Reports allege that a high percentage of corruption occurs in the SAPS (Corruption Watch, 2020). Despite the constitutional mandate, the public does not trust SAPS members due to their conduct. Despite SAPS having a Code of Conduct and being acknowledged, SAPS Act members' ethical conduct does not correspond with the Code (Motshwane, 2018).

STATISTICS OF POLICE MISCONDUCT

Mr Themba Godi, a former Chairperson of the Standing Committee on Public Accounts (SCOPA) at a SCOPA hearing with the SAPS, noted that the people who should be chasing after criminals were behaving like criminals themselves (2017). Unethical behaviour varies significantly in form and is, by definition, covert (Business for Social Responsibility, 2017). Some of the types of

unethical behaviour experienced by the SAPS are corruption, abuse of power, bribery, failure to act, fraud, money laundering, extortion, aiding an escapee and defeating the ends of justice (Pijoos, 2019; BusinessTech, 2020; Dolley, 2020; Lewis, 2020). It also includes human rights violations (Africa Criminal Justice Reform, 2019), public abuse including misuse of resources, not declaring gifts received or declaring remunerative work they are involved in outside the SAPS, as well as defiance of the legal framework.

Over five financial years (SAPS Annual Reports 2016/2017 to 2020/2021), official reports have indicated that South African Police Service Act and Public Service Act employees have been involved in misconduct. The reports depict unethical employee conduct and its recent escalation. From 1 April 2016 to 31 March 2017, 345 members were charged, 154 were found guilty and 49 were dismissed (SAPS Annual Report, 2016/2017).

In 2017/2018, 315 employees were departmentally charged with misconduct. Of these, 151 were found guilty and 64 were dismissed (SAPS Annual Report, 2017/2018).

In 2018/2019, 360 employees were charged with misconduct. Of these, 178 were found guilty and 70 were dismissed, irrespective of the Act in terms of which they were appointed (SAPS Annual Report, 2018/2019).

In 2019/2020, 267 members were departmentally charged with misconduct. Of these, 63 were found guilty and 40 were dismissed (SAPS Annual Report, 2019/2020).

During 2020/2021, 459 employees were departmentally charged with unethical conduct, fraud and corruption. Of these, 434 members were employed under the Police Service Act, from the rank of constable to that of major-general and 25 were Public Service Act employees (SAPS Annual Report 2020/2021).

Employees have been charged, found guilty and subsequently dismissed for various offences, including theft, fraud, corruption, loss of official firearms, assault, shoplifting, submission of false statements, bribery, kidnapping, sexual harassment and misuse of state authority.

RESEARCH AIM

The study aimed to develop a framework for improving the SAPS's ethical culture. This was achieved by determining what causes unethical conduct among members and identifying solutions that may be implemented to rectify such behaviour.

RESEARCH QUESTIONS AND RESEARCH OBJECTIVES

The main research question is: Which framework could enhance an ethical culture in the SAPS? This question is supported by the following sub-research questions: How do members perceive the SAPS's ethical culture? How is SAPS currently governed regarding its members' ethics (e.g. legislative framework, recruitment, training, mentoring, leadership, command and control, discipline)? What are the root causes and preventative measures of malpractice and corruption among SAPS members? How can the ethical culture in the SAPS regain the public's trust, confidence and respect?

The regulatory framework of SAPS

Organisations operate in a complex and ever-changing world where new laws and regulations have an impact on them and are introduced almost daily (Enciso, Milikin & O'Rourke, 2017). The legislative framework used for operational aspects in the SAPS cuts across all disciplines, including promoting integrity, namely the Public Service Act Proclamation 103 of 1994; the SAPS Code of Conduct, 1994; South African Police Service Act 68 of 1995; the Constitution of the Republic of South Africa, 1996; Public Finance Management Act 1 of 1999; Treasury Regulations, 2002; Prevention and Combating of Corrupt Activities Act 12 of 2004; SAPS Code of Ethics; the SAPS Anti-Corruption Strategy; Public Administration Management Act 11 of 2014; Public Service Regulations, 2016; South African Police Service Discipline Regulations, 2016; South African Police Service Employment Regulations, 2018 and National Instruction 18 of 2019 (Integrity Management in the South African Police Service).

SAPS organisational culture

The SAPS culture can be traced back to its origin, particularly the apartheid regime. One can ask: "What is the difference between governance then and now?" While leadership has a critical role to play, the Police Service leadership structure is found to be hierarchical (ISS, 2017) and the organisation has a dominating leadership style (Bowman, 2021). According to Faull (2021), SAPS is hierarchical, highly regulated and compliance-based. Currently, not all police members are following protocol or adhere to prescripts. The issue is that discipline has deteriorated.

LITERATURE REVIEW

Much is known about what does not work well in the SAPS, such as malpractice and corruption among members and poor service delivery by members. Despite this, neither law enforcement officials nor researchers have rigorously shown what works, for example, the existence of regulatory frameworks to achieve specific goals (Kriegler & Faull, 2021).

Perceptions of police held by the public

The 2021 SAPS climate survey on the morale and internal environment revealed a state of dire mistrust among members; almost half of the police officials believed that their colleagues were dishonest (53%), abused their power (54%), were not self-disciplined (51%) and did not conduct themselves ethically (47%) or professionally (47%) (Faull, 2022). If the police are not trusted, how would its mandate be executed to create a safe and secure environment for all people in South Africa? Although several reforms have been successfully implemented with much progress, evidence suggests that the SAPS remains a deeply flawed organisation characterised by malfeasance (Ivkovic et al., 2020). Without intentional intervention, this trend seems unlikely to improve (Van der Heyde, Faull & Sycholt, 2023).

Organisational culture

Culture represents the unspoken code of communication in the organisation (Guiso, Sapienza & Zingales 2015). It is regarded as employees' relationship with one another, their work and the outside world compared to other organisations (Institute of Directors of SA King: IV, 2016) and their shared Code of Conduct (Tianya,

2015). A major success of an organisation is its culture (Warrick, 2017), but not all employees observe every aspect of the culture (Anthony, 2018). New people joining a group or a culture new to them will adopt the views of the culture to be assimilated into the group and change their behaviour to reflect the group culture (Anthony, 2018). Police training is not limited to those individuals who apply to join the police at entry-level posts. Individuals who are transferred from other government departments; who are laterally appointed; or were previously employed in terms of the Public Service Act also have to undergo a form of basic police training. Despite the training and teaching, trainees' exposure to unethical behaviour remains crucial.

A damaged culture can impede strategic outcomes, erode performance, diminish customer satisfaction and loyalty and discourage employee engagement (Anderson in KMPG, 2017). It is challenging to sustain ethical behaviour if it is not anchored in an ethical organisational culture (Rossouw & Van Vuuren, 2017). Solving ethical problems requires addressing organisational culture (Bulgarella, 2018). This also applies to the SAPS (Newham & Faull, 2022).

Corporate culture

Organisational culture includes corporate culture. Corporate culture is a framework that guides individuals' daily behaviour and decision-making and directs employees to reach the organisation's goals (Amah et al., 2013 in Chadegani & Jari, 2016).

The SAPS has instituted the following measures to eradicate unethical behaviour: A Code of Conduct, an anti-corruption strategy, regulations and national instructions. The regulation of its members' behaviour occurs by enforcing the SAPS Disciplinary Regulations prohibiting specific misconduct by police officials and civilian personnel (Ivkovic & Sauerman, 2016). Although such prescripts have been implemented, ethical behaviour remains a problem. The ineffectiveness of the Code of Conduct is primarily due to poor implementation (Schwartz, 2004).

General Sitole, the former SAPS National Commissioner, insinuated that "the SAPS is the leading role-player in the criminal justice system and cannot afford to tolerate any unethical behaviour or corrupt members within the SAPS ranks" (SAPS, 2018:2) and needs to align with the President's vision of eradicating corruption and restoring the dignity of public institutions.

Ethical culture

Ethical culture cannot be separated from organisational culture (Vorster & Van Vuuren, 2022). Companies can be known as ethical or unethical based on their ethical culture (Chadegani & Jari, 2016). The first researchers to test and develop ethical culture were Trevino, Butterfield and McCabe (1998). Ethical culture is a component of ethical decision-making and contributes to higher work engagement, work performance and job satisfaction (Van Wyk & Badenhorst-Weiss, 2017). It reflects employees' ethical behaviour and values (Gebler, 2006). An ethical culture is developed from components such as codes of conduct, orientation and training programmes, policies, authority structures (or top management), rewards and punishment, communication and

reporting channels (or hotlines), ceremonies, norms, rituals, heroes, myths/stories and language (Van Wyk & Badenhorst-Weiss, 2017). Ethical culture brings the benefits of promoting ethical conduct and greater levels of compliance (Schoeman, 2017).

Corporate governance

Considering current developments, organisations realise the importance of enhancing their ethical culture, which can be achieved through governance. Good governance can benefit organisations through ethical culture, improved performance, effective control and legitimacy. Key factors associated with corporate governance include leadership, ethics and corporate citizenship (Institute of Directors of SA: King IV, 2016).

Ethics and corporate governance are interconnected in two ways, namely the ethics of governance and the governance of ethics. The ethics of governance pertains to the ethical values and principles that form the basis of a specific corporate governance system. In contrast, the governance of ethics concerns how corporations are expected or required to manage their ethical behaviour (Rossouw & Van Vuuren, 2017). Matlala, Mistry and Phala (2016) define ethics as fundamental principles of decent human conduct. In law enforcement agencies, members' conduct is primarily regulated by a code of conduct. In the SAPS, the political environment is the most critical factor that influences ethics, given that the SAPS is an organ of the state and operates within the legislative framework of the Constitution (Ivkovic & Sauerma, 2016).

Leadership

An organisation's ethical culture is initially defined by its founder and entails the components of the organisation that determine how things should be done. Changes in the SAPS over time influence what happens in the organisation due to the induction of new members. As the organisation evolves, new norms must be set to define right and wrong. Leadership is critical in ensuring that systems are in place for the organisation to operate well.

Despite the obligation of government departments to establish ethical infrastructure, practising ethics is still a significant challenge facing South African government departments, including the SAPS. Rebuilding the culture of the SAPS requires the involvement of the leadership. How the leadership conducts themselves sets the tone for all police ranks (ISS, 2017). Police leaders must have the required expertise, experience and skill, and their integrity must be beyond reproach (Burger, 2021). After nine years, none of the recommendations of the National Development Plan (NDP) 2012 for fixing leadership difficulties have been implemented (Burger, 2021). Poor police leadership costs lives, undermines public safety and allows corruption to flourish (ISS, 2017). Long-standing abuses in appointing leaders are at the heart of the country's failing police service (Burger, 2021).

Causes of unethical behaviour

It is of concern that organisations face moral failure. Why are ethical standards violated or accepted? Causes vary to an extent, from individual and organisational to societal. Causes also vary according to various authors or researchers and the environment in which the study was conducted. Vilakazi (2015) indicates that

factors that cause unethical behaviour or corruption in the police are poor institutional controls and a politicised outlook, operations without adequate scrutiny and lack of civilian oversight, insufficient wages, a code of silence, poor hiring practices, the closure of anti-corruption agencies and the abolition of the Scorpions and its integration into the SAPS. There is also poor communication, ineffective training and poor leadership among law enforcement officers (LEOs) in South Africa (Charlton et al., 2019). Also lacking are an organisational culture, lack of trust within the organisation, lack of supporting values or failure to comply, and weak legal and organisational policies, procedures and guidelines. In addition, the adverse conduct of superiors, the setting of unrealistic and unattainable operational targets, unfair competition (Cichorzewska, Zinzuk & Walczewski, 2013; Kabeyi, 2018) and leader's values and character, vision, corporate control systems and internal network of influence (Roszkowska & Mele, 2020) all contribute to unethical behaviour.

Prentice (2014) shows that even people of good character, skilled at moral reasoning, may engage in unethical conduct because of psychological shortcomings, social pressures, organisational stresses and situational factors. Police misconduct and corruption are very complex and there are many challenges in monitoring individual police officials, which requires continuous research in the SAPS (Rajin, 2017).

Preventative measures

Research conducted in the public service by Webb (2015) revealed that proper appointment and recruitment systems and the promotion of ethical codes will enhance a virtuous public service. Corruption can be prevented through training and education about ethics and its consequences. The other solution to prevent and combat malfeasance in the South African public service lies at the departmental and operational levels of public policy implementation.

METHODOLOGY

Research strategy and approach

The researchers perused various international and national sources, such as journals, articles, books, policy documents and government legislation. The research was an exploratory study using an inductive approach regarding the ethical culture in the SAPS. Researchers should pursue the most valid and reliable research design to gain truthful knowledge (Webb, 2015). An interpretive paradigm was used for this study, which followed a qualitative research design. A phenomenological position was considered to direct this study. The researchers used participants who understand police culture and are directly and indirectly affected by it. Since researchers cannot detach themselves from the participants' experiences (Thani, 2018), they bracketed their ideas during data collection and analysis. Bracketing was achieved through reflexivity.

The notes were handwritten and audio-recorded. The recorded interviews were transcribed and the narratives were coded into themes using Atlas.ti. Ethical principles were adhered to and participants' rights were not infringed upon before or during the research process.

Units of observation

The participants in this study were, at the time, all active employees appointed in terms of the SAPS Act 68 of 1995. In the context of the SAPS, these employees are referred to as "police members". All participants had undergone police training and were sworn in to act as police officials. They have relevant experience in policing and are aware of regulatory frameworks. Participation in the study excluded those who had not undergone police training and those who were unwilling to participate. It is important to reiterate that participation in the study was voluntary. Participants were recruited from Human Resource Management (HRM), the Inspectorate, Internal Audit, Research and Risk and Integrity Management to gather comprehensive information. A list of participants was obtained from SAPS Human Resource practitioners, where the members are based. Information and details were retrieved from the computer system and global e-mail addresses.

The sampling of participants is particularly relevant to this study because the chosen participants informed the researchers' understanding of the area of investigation. The participants represented different race groups and held various ranks, with qualifications up to doctoral level. The involvement of SAPS Act members is significant as it will contribute to creating a framework that will be adopted and adhered to. According to statistics from the SAPS Annual Reports (2016/2017 to 2020/2021), most employees who conduct themselves unethically, particularly by perpetrating fraud and corruption, are SAPS Act members. For the period 1 April 2016 to 31 March 2017, 345 members were charged; of whom 327 were SAPS Act members, and 18 were Public Service Act officials (SAPS Annual Report, 2016/2017).

During the 2017/2018 financial year, 315 employees were departmentally charged with misconduct such as corruption, fraud, aiding escapes, defeating the ends of justice, extortion and bribery. Of the 315, the majority (310) were SAPS Act members, against five Public Service Act officials (SAPS Annual Report, 2017/2018).

During the 2018/2019 financial year, 360 employees were charged with misconduct, of which 346 were SAPS Act members from the rank of constable to that of lieutenant-general, while 14 were Public Service officials (SAPS Annual Report, 2018/2019).

During the 2019/2020 financial year, 267 members were departmentally charged for misconduct. The majority (260) were appointed in terms of the SAPS Act, from the rank of constable to that of lieutenant-general, and seven were appointed in terms of the Public Service Act (SAPS Annual Report, 2019/2020).

During the 2020/2021 financial year, 459 employees were departmentally charged with unethical conduct, fraud and corruption. Of these, 434 members were appointed in terms of the Police Act, from the rank of constable to that of major-general, and 25 were Public Service Act employees (SAPS Annual Report 2020/2021).

Data collection

The participants were interviewed in person (face-to-face) and individually at work, in their offices and telephonically. This method was used to ensure that all participants had the

opportunity to participate. The researchers used unstructured, in-depth interviews to explore the participants' views and gather more information about the studied problem. The questions were open-ended and the interview schedule was used as a tool to collect information. The researchers conducted the interviews after obtaining permission from the participants and having them sign consent forms. Permission was obtained from the gatekeepers, including component heads, divisional commissioners, HRM personnel and section commanders of components and divisions in the SAPS. The purpose of the research was then explained to the divisional commissioners, component heads and participants personally.

Sampling

The study used a non-probability sampling method, specifically a judgmental or purposive sampling approach. The participants were selected based on their ability to provide valuable insights into a specific experience. This purposive sampling method led to snowball sampling, where existing participants suggested additional individuals who could offer important information for the study. In total, 21 people participated in the study.

Methodological rigour

To ensure the quality of the study and the truthfulness or confidence in its findings, the researchers focused on the constructs used when conducting a qualitative study: trustworthiness, auditability, credibility and transferability, dependability and conformability.

DATA ANALYSIS

The researchers followed the data analysis method used by Braun and Clarke (2006) as outlined in Maguire and Delahunt (2017). This method involves six non-linear phases that require the researchers to be familiar with the data. The researchers began by generating initial codes, searching for themes, reviewing, defining and then writing them down. Through this process, coding and themes revealed the frequency of events in the study and contributed to the findings. This created a framework that could potentially enhance the SAPS's ethical culture and help rebuild its reputation in the communities it serves. Some of the themes that emerged from the responses include organisational culture, code of conduct (regulatory framework), discipline, training, integrity, accountability, ethics, compliance/non-compliance, misconduct and crime - corruption, lack of clarity, frustration, implementation, lack of trust, organisational deficiency (lack of awareness), command and control (organisational management), public perception and communication.

FINDINGS

The responses to the first interview question: "How would you describe the SAPS culture?" can be summarised as follows:

The SAPS's organisational culture is rank-driven and highly regulated but it has changed and is evolving. Lately, there has been a trend of non-compliance with regulations, especially by senior managers.

On the question of "How is SAPS currently governed regarding the ethics of its members?" it was found that members do not comply

with the Code of Conduct. For members to comply, the Code of Conduct should be signed by members; they should be constantly sensitised at various meeting platforms and reminded about it daily. Some participants also mentioned the integrity issue as a challenge requiring improvement. They indicated that it could be improved, for example, by building positive public perceptions, uprooting corrupt members, consistently applying ethical guidelines, building ethics in leadership, introducing vetting/polygraph and lifestyle audits and appointing people worthy of positions. The consensus among all participants was that the leadership was unethical and corrupt. It is believed that this behaviour starts at the top. Unethical leadership is linked to appointments, nepotism and favouritism. This problem has arisen due to the erosion of a culture of discipline, especially after the advent of democracy.

Participants felt members should be held accountable for not adhering to established rules and processes. They suggested that addressing ethical challenges within the organisation and the SAPS requires appointing morally upright candidates, revamping leadership and providing proper training. They also noted that training academies lack modules or subjects concerning ethics or integrity. In addition, they believe that the competency of trainers needs improvement and that the curriculum is changed too frequently. Lateral training alone is deemed insufficient for members to become fully competent police officials, and thus, training methods need to be re-evaluated. Some participants expressed satisfaction with their roles as SAPS employees. In addition to unethical leadership, participants highlighted professionalism, inequality, inefficiency and the lack of transparency as contributing factors to the organisation's ethical culture or lack thereof.

The next question during the interviews was: "How can the conduct of members as law enforcers be described, and what are the consequences of their actions?" Participants agreed that the ethics of law enforcement officers, particularly SAPS members, should be aligned with the organisational mandate. Thus, there are values and norms that members need to abide by or follow.

Members are found to be not complying with the various regulatory frameworks, including the Code of Conduct, discipline regulations and National Instruction 18 of 2019 for Integrity Management, though they have been provided with sufficient guidelines. They are involved in various types of misconduct, including criminal activities, misconduct reported by the Independent Police Investigative Directorate (IPID) and primary and minor departmental infractions or misconducts such as corruption or reporting late for duty, respectively.

The misconduct ranges from abuses of power and sexual offences such as rape and assault, which sometimes occur while effecting arrests, to corruption, fraud, extortion (especially involving foreigners), nepotism, favouritism, failure to declare gifts, abuse of state vehicles and the submission of false claims for travel reimbursement. Lower-rank members are primarily implicated in corruption, especially those working in operational environments and high-risk areas where handling money is part of their duties. Even management is not exempt from these behaviours. All these actions tarnish the reputation of the SAPS.

During the discussion, the researchers addressed the root causes and preventative measures for malpractice and corruption among SAPS members. It was found that the causes of malpractice and crime are linked to factors such as financial motivations, lawlessness in the country, lack of resources, corrupt justice systems and members sharing information with criminals. The researchers also identified organisational deficiencies, such as unclear guidelines, lack of awareness, misunderstanding of the police mandate, lack of member trust and inadequate implementation of guidelines, as contributing factors. Other issues included lack of knowledge, accountability, organisational culture and decision-making challenges. Lack of resources, fear and greed also contributed to malpractice and corruption. Participants also highlighted challenges such as constant restructuring, conflicting policies and lack of expertise in trainers.

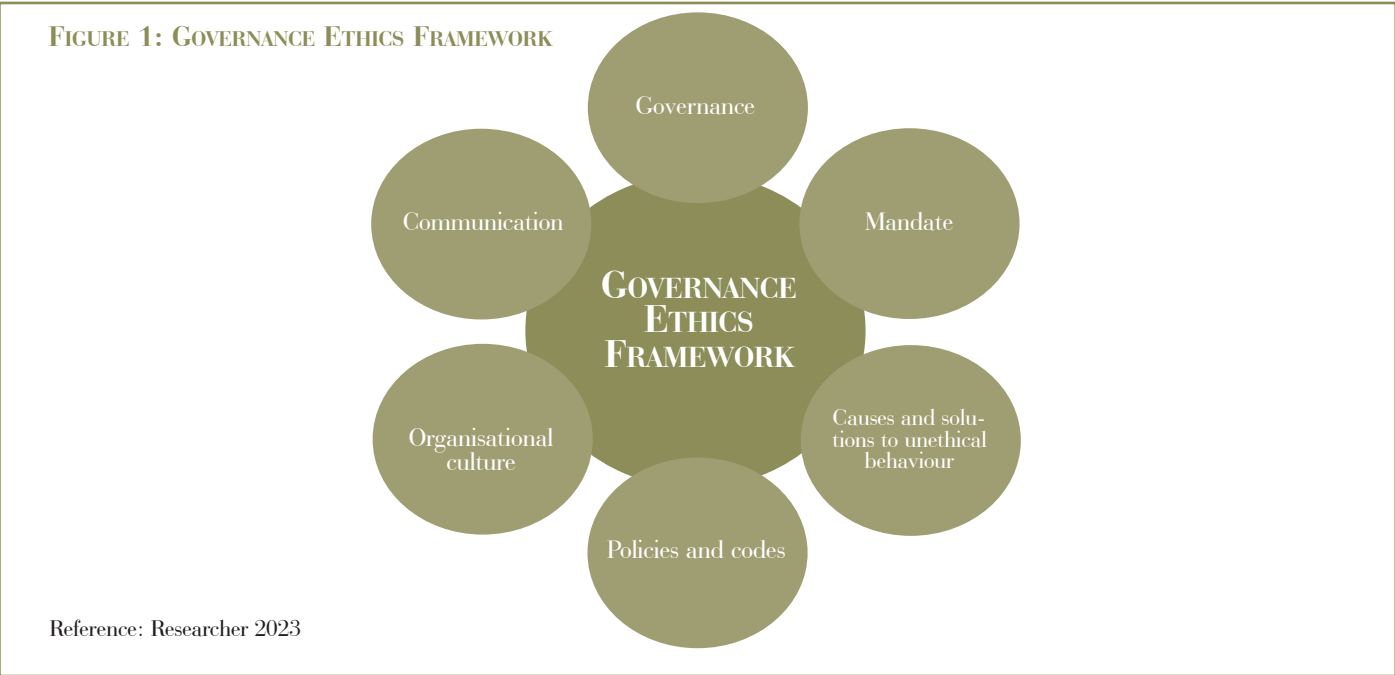
Participants discussed several measures for addressing malpractice and crime. The first measure is workplace development. Participants believe that members can be developed through supervision. The second measure is structural improvement. To address the issue of non-adherence to rules, training sessions should be conducted to make members aware of best practices. These training sessions should be awareness sessions and communicate the rules through station lectures, parades, meetings and printed materials. The organisation should foster a learning culture and enforce a spirit of command and control, including mentoring, coaching, monitoring and evaluation. Rotating members and implementing proper recruitment structures is also necessary to ensure competent members are appointed. Other measures mentioned include making upholding ethics a part of commanders' performance evaluation, holding members accountable, applying consistency, returning to the basics, implementing integrity committee assessments, rewarding ethical behaviour and having members sign the Code of Conduct. The third suggested measure was consequences. Members should be made aware of the consequences of their actions, while consequence management should be applied to curb unethical conduct. The last suggested measure was addressing ethical dilemmas. Police members often face ethical dilemmas in their line of duty due to their authority and relationship with the public. Dealing with ethical dilemmas requires knowledge of and the application of rules, making ethical decisions and training in ethical matters, including consulting the commander for advice.

During the interviews, another question arose: "How can the SAPS's ethical culture rebuild the public's trust, confidence and respect?" According to participants, the public's perception of the SAPS and its members is quite negative. SAPS members are seen as corrupt, which leads to a lack of trust and respect from the public. This negative perception results from misconduct and mistreatment of the public by SAPS members, which goes against the Code of Conduct. In addition, there is a lot of media coverage depicting police members on the wrong side of the law. Participants suggested that this perception needs to be improved, while the SAPS should engage with communities to raise awareness about the SAPS's mandate and its operations.

FRAMEWORK

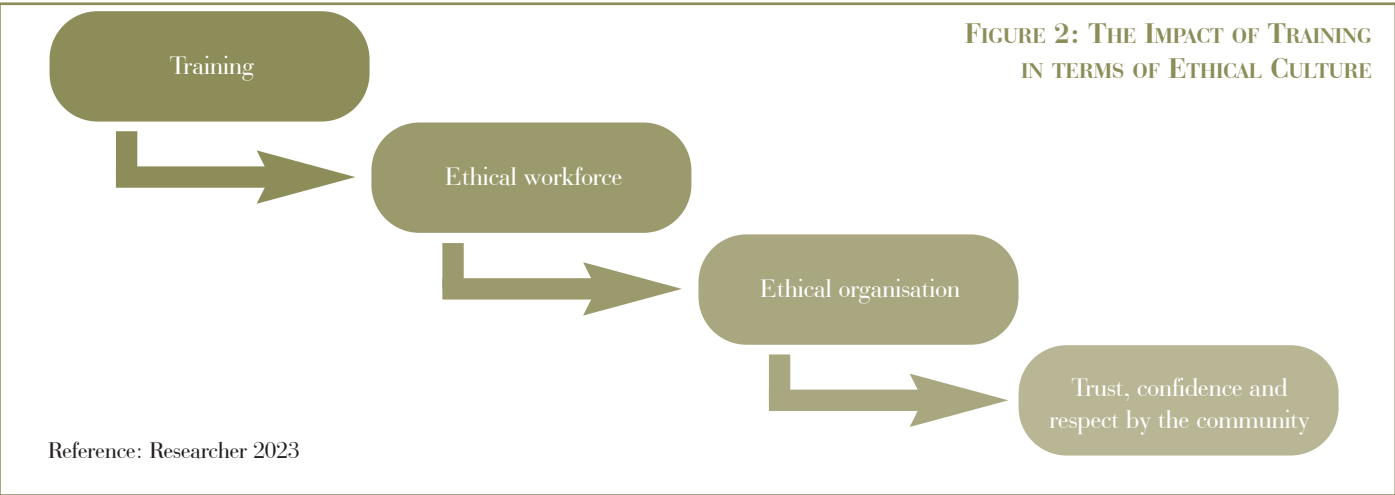
Creating a framework involves establishing a structure that outlines the relationship between various factors to assist in governing an institution. The research was conducted in response to the

increasing cases of malpractice and unethical behaviour among SAPS members. This behaviour is associated with a lack of respect, trust and support from the public and colleagues. Figure 1 presents a diagram of the suggested governance ethics framework.



The culture within the SAPS is closely linked to the implementation of governance, which influences the operations and behaviour of its members. This culture includes a mandate that dictates how members should conduct themselves and carry out their duties, playing a crucial role in determining whether the primary objective of the SAPS is being met. Alongside the mandate, members must adhere to policies. Despite being highly regulated, members are concerned about not following the rules and not aligning their conduct with their mandate. This is considered unethical behaviour and constitutes malpractice. Understanding unethical behaviour requires insight into the reasons behind such conduct. Factors contributing to unethical behaviour include ambiguity in the rules, unethical leadership, lack of training and poor communication of the rules.

Various factors contribute to malpractice and unethical behaviour, but awareness, education and training can help address the issue. Figure 2 presents a diagram of the impact of training on ethical culture and gaining trust, confidence and respect from the community. A 2015 study by Webb in the public sector found that corruption can be prevented through training and education about ethics, corruption and their consequences. In addition, education was identified as one of the most reliable ways to build trust (Faull, 2019). Internal or external practitioners can conduct training to meet employees' comprehensive training needs. Job rotation, where members learn and are exposed to various environments, can help employees acquire diverse skills. Equipped employees will be familiar with expectations and act appropriately, leading to an ethical workforce and organisation and enhanced public trust, confidence and respect.



SOLUTIONS

Most participants stated that the SAPS is well-structured, well-organised and has adequate policies and strategies. However, the findings also revealed that not all employees support the ethical culture of the SAPS. It is recommended that ethics and governance be prioritised to yield positive results. To ensure that members conduct themselves optimally according to the mandate, in terms of the policing culture and policies, the following is required:

1. Effectively implementing directives which requires a multifaceted approach.
2. Creating awareness among employees about policies, particularly in areas of concern. This includes management's commitment to ethics and leadership by example, incorporating command and control, mentoring, coaching and ethical performance evaluations.
3. Instituting comprehensive training, including awareness programmes, workshops, refresher courses and information sessions, ensuring that all members are periodically retrained.
4. Applying rules and regulations consistently to avoid favouritism; policies must be uniformly enforced across all levels of leadership and subordinates.
5. Implementing clear and comprehensible policies that explicitly define acceptable and unacceptable behaviour.
6. Enhancing communication about policies and internal directives through various platforms, including meetings, technical documents such as presentations, guides, manuals and external training.
7. Implementing monitoring and evaluation mechanisms to ensure members understand and adhere to policies and promote ethical behaviour.
8. Enforcing proper recruitment structures and appointing competent employees through rigorous screening and vetting processes.
9. Maintaining discipline, with members held accountable through consequence management while maintaining a cooperative relationship with labour unions.
10. Implementing proper promotion processes and other motivational measures to ensure a motivated workforce.
11. Collaborating across divisions and sections to achieve an ethical organisation and introducing a stable curriculum with ethics modules.
12. Building community trust, both internally and externally, to enforce law and order and promote an ethical culture within the SAPS.

LIMITATIONS OF THE STUDY

The study had some limitations. Firstly, in terms of the units of analysis, police officials who never underwent police training and Public Service Act personnel were excluded. According to the SAPS Annual Reports from 2016/2017 to 2020/2021, most employees who behave unethically are police officials appointed in terms of the SAPS Act. Secondly, participants may have been reluctant or uncomfortable to disclose adverse information during interviews, which could have limited their responses to questions. Participants' hesitation also limited the study's ability to provide honest and accurate interview responses.

RECOMMENDATIONS

The research findings provide insights into enforcing the Code of Conduct, National Instruction 18 of 2019, SAPS Discipline regulations and other policies and internal directives through awareness campaigns on various platforms to promote a culture of reading and learning. The study highlights that simply having prescripts and internal directives is insufficient; they must be clearly understood to ensure compliance. This requires competent implementers with the necessary knowledge and expertise, appointed without nepotism or favouritism, to address governance issues. The study helps to bridge the gap between the rules and members' conduct. When the police adhere to their standards, they gain the trust, confidence and respect of the public and colleagues. The importance of training to improve the ethical culture was emphasised by all participants, along with other critical aspects.

CONCLUSION

The SAPS is facing ethical challenges related to governance, ethics and their interrelationship. To address this issue, a study was conducted to develop a framework to improve the ethical culture within the SAPS. The researchers interviewed SAPS Act members who had undergone police training and were deliberately selected from various organisational divisions and components. The data collected from these unstructured interviews led to recommendations and conclusions regarding the study.

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ARTICLE

Factors that Promote Incidents of Violence in Liquor Outlets in the Ekurhuleni District, Gauteng, South Africa

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ABSTRACT

Taverns are becoming centres of violence instead of places for entertainment. This article examines the factors that promote incidents of violence at liquor outlets in South Africa. The study is based on a case study design and a qualitative research approach. Semi-structured interviews were conducted with a sample of five police officials as participants using purposive sampling at Elsberg Police Station in the Ekurhuleni District. Thematic analysis was used for data analysis. Findings highlighted that factors that promote incidents of violence in liquor outlets are alcohol intoxication, poor security, non-compliance with the Liquor Act and the possession of dangerous weapons. Implementing recommendations proposed to the organisations can prevent incidents of violence in liquor outlets.

KEYWORDS AND PHRASES

Violence, violent incidents, liquor outlets, taverns, police station

INTRODUCTION

Taverns play a critical social and economic role in their communities and broader society (South African Liquor Traders Association [SALTA], 2020). South Africa's socio-political history has fostered and normalised a culture of violence and inequality (Coetzee, Gray & Jewkes, 2017:2). Many taverns in South Africa are notorious for violence and unsafe activities. Violent incidents that result from alcohol intoxication place a burden on the healthcare system and harm the well-being of the victims (Liu, Ferris, Higginson & Lynham, 2016:1). Many incidents of violence and shooting have been recorded in South Africa including prominent examples such as the incident in June 2022 when 21 teenagers were killed in Enyobeni in the Eastern Cape; a tavern shooting in July 2022 in Soweto, Gauteng resulting in the death of 15 people; while four more people were shot dead in another incident in Pietermaritzburg, KwaZulu-Natal, in addition to eight who were left with serious injuries (Maphumulo, 2022:1). The Soweto and Pietermaritzburg shootings happened within days of one another

and raised concerns in many communities of what can be done to address the incidents of violence at taverns (Givetash, 2022:1). The incidents of alcohol-related violence continued in the Eastern Cape with the death of 19 more teenagers. Another incident was reported in Katlehong on the Gauteng East Rand (Ekurhuleni) where two people were shot dead in a tavern (SANews, 2022). Alcohol abuse and violence have become a national concern that requires urgent attention across all government levels and needs community participation in implementing innovative measures to reduce incidents of alcohol-related violence (Khumalo, 2022:1). The current article examines the factors that promote violence occurring in liquor outlets in the Ekurhuleni District of South Africa.

THEORETICAL FRAMEWORK

Brazilian strategies for controlling violence formed the theoretical framework of this article. A proposal was made by the South African Police Service (SAPS), together with the municipalities and

the Department of Community Safety in Gauteng, to adopt the initiatives and interventions for dealing with crime, murder and violence used in other countries such as Brazil (Tshabalala, 2022:49).

Tshabalala (2022:49) outlines useful initiatives adopted in Brazil as follows:

- The first initiative is the Arms Control Policy which seeks to regulate the use of firearms.
- The second initiative is based on regulating the operating hours of liquor outlets and installing surveillance cameras and public lights around liquor outlets.
- The third initiative is based on a collaboration between key stakeholders such as civic society groups, governors and mayors in reducing incidents of violence in liquor outlets.
- The fourth initiative is the formulation of the Pact for Life as a campaign that seeks to strengthen public security to reduce cases of violence and crime around liquor outlets.
- The fifth initiative is based on severely dealing with perpetrators of violence and homicide (murder) through the Department of Civil Police when the perpetrators are known, which is supported thorough investigations when perpetrators are unknown.

The adoption of initiatives as in Brazil to deal with murders can be used to deal with incidents of violence in taverns. The Brazilian initiatives apply to South Africa, however, they are randomly applied without the necessary consistency to address the incidence of violence in the liquor outlets. The effective enforcement of the initiatives to curb violence in liquor outlets in the South African context requires clear parameters to ensure due diligence and consistency.

Objective of the study

The objective of this study was to identify factors that promote incidents of violence in liquor outlets in South Africa.

Methodology

The relevancy of theories and models established in the academic space across the globe, region and nation was debated based on points of congruence and points of departure. The methodology was justified from a theoretical and practical applicability perspective in the context of South Africa.

Research design

The research is based on a qualitative approach and accounts for the participants' interpretation of the world around them and their experiences (Mohajan, 2018). Insight and meanings are subjectively interpreted and explored in qualitative research to explain the phenomenon in detail (Levitt, Motulsky, Wertz, Morrow & Ponterotto, 2017). A qualitative approach in its nature comprises various data collection tools and methods that gather in-depth forms of data including interviews and focus groups (Holloway & Galvin, 2017). The use of open-ended questions in the qualitative approach is essential to enable the researcher to gain detailed insight into the research topic (Silverman, 2016). A qualitative research approach is relevant to this study because the researcher sought to explore the incidents of violence in liquor outlets in the Ekurhuleni District located in Gauteng to gain relevant insight that

explains the lived experiences of police officials in preventing incidents of violence in liquor outlets.

Research setting

The study was conducted in the Ekurhuleni District in South Africa. This district has a total population of 4 045 000 which is a 1.89% increase from 3 970 000 in 2021. The district has a total of 950 legally registered liquor outlets, for both onsite and off-site consumption.

Entrée and establishing the researcher's roles

The researcher sought permission to conduct the study from STADIO (academic institution) and Elsberg Police Station (organisation) where the study was conducted. An ethical clearance certificate was issued by the Ethics Review Committee at STADIO. The researcher conducted semi-structured interviews with open-ended questions.

Sampling

This study used non-probability sampling through which members of the population do not have an equal chance of being selected to participate. The researcher selected a sample of five participants (police officials) using purposive sampling. A small sample was used in this study to ensure intensive synthesis and analysis. Data saturation was achieved when interviewing the fourth participant and the researcher was convinced of the adequacy of the data to make conclusions. The participants were selected from Elsberg Police Station, one of the police stations located in Ekurhuleni. Purposive sampling was used on one police station based on the researcher's judgment that police officials have better insight into the factors that promote incidents of violence in liquor outlets in the Ekurhuleni District. Police officials are tasked to enforce the Liquor Act 59 of 2003 (hereinafter referred to as the Liquor Act) and they are the first to be contacted when violent activities occur at liquor outlets.

Data collection methods

The study was based on a single case study and semi-structured interviews were used to gather data. Semi-structured interviews are more likely to gain in-depth insight and new ideas through interaction and conversations with subjects with different life experiences (Deterding & Waters, 2018:26). The open-ended questions asked ensured flexibility to allow the participants to express their in-depth views, perceptions and experiences (Nguyen, 2015). The strengths of semi-structured interviews lie in the use of open-ended questions and probing to acquire detailed responses (Gopaldas, 2016). A semi-structured interview guide containing open-ended questions was used during the interviews. The responses of the participants were audio-recorded with a recording device. The participants were informed before the interviews that their responses would be audio-recorded. A booklet was used to note the key points.

Data analysis

Thematic analysis (TA), which is a process of identifying patterns or themes in qualitative data (Maguire & Delahunt, 2017), was used to analyse the data. The researcher used the TA method to analyse data and interpret the narrations given by the participants.

Transcriptions were made and codes were deducted (Bengtsson, 2016). TA establishes the themes, sub-themes and categories through rigorous coding and analysis (Vaismoradi, Jones, Turunen & Snelgrove, 2016).

Strategies to ensure data quality

The quality of data was verified in the context of credibility, dependability, confirmability and transferability. Credibility addresses the "fit" between respondents' views and the researcher's representation thereof (Creswell, 2016).

Credibility

The researcher ensured the credibility of the findings through the verbatim presentation of the answers of the participants separated from the researcher's comments and interpretations. Member checking was also considered to ensure the credibility of the findings. The researcher conducted member checking by consulting the participants to confirm whether the findings reflected their views and meanings.

Dependability

To achieve dependability, findings were presented logically and the methodology was documented clearly to ensure that the reader can easily judge its dependability (Yin, 2018). The extent to

which the readers can rely on the findings proves the dependability of the study.

Confirmability

Confirmability was based on the ability to confirm the meanings and interpretations of the findings to ensure that they are not based on the researcher's imagination or fabrications (Mojtaba & Sherrill, 2019). Member checking was conducted to ensure the confirmability of findings.

Transferability

Transferability was judged based on the extent to which the findings can be used to describe and explain other similar scenarios or contexts (Farquhar, Michels & Robson, 2020). Discussions of findings were provided to compare the findings with existing literature and make judgments based on the level of consistency between findings and the literature.

FINDINGS

The findings of this study yielded four themes namely, alcohol intoxication, poor security, non-compliance and possession of dangerous weapons. These themes are reflected in Table 1 below, followed by a discussion.

Themes	Interpretation
Alcohol intoxication	Participants suggested that alcohol intoxication promotes incidents of violence in liquor outlets.
Poor security	Participants mentioned that incidents of violence in liquor outlets occur due to poor security.
Non-compliance	Participants highlighted that non-compliance with trading hours promotes incidents of violence in liquor outlets.
Possession of dangerous weapons	Participants suggested that the possession of dangerous weapons causes incidents of violence in liquor outlets.

Table 1: Themes of factors that promote incidents of violence in liquor outlets
Reference: Author(s) own illustration

Alcohol intoxication

Participants stated that alcohol intoxication influences the mental state and behaviour of people who consume alcohol which leads to violence in liquor outlets. One participant said the following:
"... when you are intoxicated, wherever you are going or people you are with, the mind of intoxication leads you to violence." - Participant 1.

Another participant highlighted that incidences of violence begin with aggressiveness among the community members who drink heavily to the extent of impaired judgment. The participant said:
"Incident of violence begins with aggressiveness, most of this community members drink so heavily, they impaired a person judgment and increase the risk of aggression anger and violent all of the sudden." - Participant 2.

Concurring with the previous participant on the influence of alcohol intoxication on violent incidents, another participant reinforced that alcohol intoxication causes a wide range of violent behaviours such as assault and assault with the intent to cause grievous bodily harm (GBH) which can happen as gender-based arguments or relationship issues. The participant said:
"More fight occurs when they intoxicated and assault. GBH also take places and it is provoked by the unnecessary domestic-related argument between boyfriend and girlfriend drinking together and they start to fight in the liquor outlet." - Participant 4.

The responses of the participants focused on alcohol intoxication as a factor that leads to violent incidents in liquor outlets. Insights

from the study highlighted a connection between alcohol intoxication to various forms of violence from assault, assault GBH and gender-based arguments or relationship issues.

Poor security

Participants indicated that poor security is a factor that leads to incidents of violence in liquor outlets. One participant highlighted that many liquor outlets are overcrowded and when people are very drunk the security does not search them, which increases the risk of violence. One participant said:

"... most of the liquor outlets you find that there are too many people and when there are many people anything can happen, ... this people come in and out and when you are drunk, security or bouncers they are not checking that a person is too drunk, therefore, violence can happen anytime ..." - Participant 1.

Another participant concurred that poor security in liquor outlets leads to the occurrence of violent incidents. The participant mentioned that the liquor outlets' owners are greedy to the extent that they do not hire qualified security to monitor customers' behaviour.

"I think the most one is the element of greedy because they don't hire qualified security to monitor customers' behaviour ..." - Participant 5.

Non-compliance

Participants highlighted that non-compliance of liquor outlets with the Liquor Act is a factor that leads to incidents of violence. Two participants mentioned that incidents of violence are commonly occurring in illegal or unregistered and non-complying liquor outlets. Participants said the following:

"Mostly it is always the illegal shebeen where incidents of violence occur because they don't have papers and they are not registered." - Participant 2.

"Almost of our contact crime, crime like assault GBH, attempted murder most of them are coming from liquor outlet that are not complying." - Participant 3.

Another participant pointed out that the lack of strict enforcement of liquor laws and operating hours of liquor outlets leads to the occurrence of incidents of violence in liquor outlets.

"... I think the lack of strict law and to reduce number of retail outlet and time of operation must be reduced." - Participant 4.

Concurring with the previous participant, another participant factored in the issue of under-18-year-old patrons entering liquor outlets as increasing incidents of violence and placed the blame on the non-compliance of the liquor outlets by failing to enforce the Liquor Act. The participant said:

"The Act itself is very straight-forward and simply say no one under the age of 18 years but still liquor outlet does not comply ... hence the presence of below 18 years old youths in liquor outlets is a cause for concern linked to the occurrence of violent incidents." - Participant 5.

The opinions of the participants are centred on the non-compliance of liquor outlets as a factor that leads to incidents of violence in liquor outlets. The non-compliance of liquor outlets results in the presence of underaged children in liquor outlets escalating the incidents of violence occurring.

Possession of dangerous weapons

Participants indicated that the possession of dangerous weapons in liquor outlets is a factor that leads to the occurrence of violent incidents in these establishments. One participant highlighted that the presence of dangerous weapons in liquor outlets increases the chances of provocation and incidents of violence in liquor outlets.

"... there are some pubs that when you are in you find dangerous weapons inside ... the security will say they have searched people but when you go inside you find dangerous weapon with the customers ... the presence of dangerous weapons increases chances of provocations and occurrence of violence." - Participant 1.

Another participant has the opinion that the presence of dangerous weapons such as firearms leads to other customers taking advantage of each other leading to incidents of violence. The participant said the following:

"... allowing unfit people or community member to carry firearm or dangerous weapon rather, they turn to take advantage of other people leading to incidents of violence in liquor outlets." - Participant 2.

The discussion revolved around the possession of dangerous weapons in liquor outlets as a factor that leads to the occurrence of incidents of violence. The possession of dangerous weapons in liquor outlets increases the chances of provocation and taking advantage of each other leading to incidents of violence.

DISCUSSION

The findings highlighted that intoxication influences the mental state and behaviour of people who consume alcohol which leads to violence in liquor outlets. Incidents of violence begin with the level of aggression among the community members who drink heavily to the extent of having impaired judgment. Alcohol intoxication causes a wide range of violent behaviour such as assault and assault with the intent to cause GBH that can happen as a result of gender-based arguments or relationship issues. The SAPS (2018) found that substance abuse contributes to the increase in violent incidents in South Africa. The findings are supported by the literature on alcohol intoxication as a factor that promotes incidents of violence in liquor outlets.

Poor security is a factor that leads to incidents of violence in liquor outlets. Many liquor outlets are overcrowded and when people are heavily intoxicated the security personnel do not search them which increases the risk of violence. Liquor outlet owners are greedy to the extent that they do not hire qualified security to monitor customers' behaviour. The findings on poor security as a factor that promotes the incidents of violence in liquor outlets do not receive adequate support from the literature.

Non-compliance of liquor outlets is a factor that leads to incidents of violence. Incidents of violence commonly occur in illegal or

unregistered and non-complying liquor outlets. A lack of strict enforcement of the Liquor Act and operating hours of liquor outlets leads to the occurrence of incidents of violence where liquor is sold. The issue of allowing under-18-year-old patrons to enter liquor outlets increases incidents of violence. It places the blame on the owners of the liquor outlets for non-compliance with the Liquor Act. The impact of living in areas with a high rate of violence and murder extends to teenagers who grow up in violent communities and exhibit some kind of violent behaviour in their social environment (SAPS, 2018). The interventions to limit operating hours and the selection of alcoholic beverages reduce cases of alcohol intoxication and misbehaviour of customers (Tshabalala, 2022). The findings on non-compliance as a factor that promotes incidents of violence in liquor outlets were sufficiently supported by the literature.

The possession of dangerous weapons such as firearms in liquor outlets is a factor that leads to the occurrence of violent incidents in these establishments. This situation increases the chances of provocation and incidents of violence in liquor outlets. The cases of violence related to alcohol abuse in South Africa have increased rapidly with many examples of shootings and murder. TimesLIVE (2022) reported about cases of violence in taverns where four people were shot dead and eight were seriously injured in Pietermaritzburg. A similar event took place in Soweto where 16 people were shot dead in July 2022 (Lamb, 2022:1). Findings on the possession of dangerous weapons as leading to incidents of violence were strongly supported by the literature.

Management implications

The findings established that incidents of violence occur in liquor outlets which do not comply with the Liquor Act. The SAPS should strengthen efforts to work with the Liquor Board to improve the compliance status of liquor outlets to reduce incidents in these establishments.

RECOMMENDATIONS

The following recommendations are made:

- The SAPS should participate in the enforcement of liquor laws that regulate the operating hours of liquor outlets and prevent people under the age of 18 from purchasing alcohol.
- The SAPS should work together with the Liquor Board to close down illegal liquor outlets or assist them in being legalised.
- The SAPS is encouraged to facilitate educational and awareness campaigns for owners of liquor outlets and community members to achieve a holistic approach to address incidents of violence in liquor outlets.
- At a management level, the SAPS should consider developing a policy that bouncers and patrons should be trained and awarded with relevant qualifications that meet the Private Security Industry Regulatory Authority (PSiRA) requirements for them to be employed by liquor outlets.

Limitations of the study

The study was conducted at only one police station in the Ekurhuleni District. Therefore, the findings accurately apply to the context in which the study was conducted. This study only covered the views of the police officials, excluding the owners of liquor

outlets. Excluding the latter's perspectives in this study is cause for concern because liquor outlet owners have their own experiences and perceptions regarding the factors that promote incidents of violence in liquor outlets. However, the owners of liquor outlets are not always available at their premises to share their experiences. Future researchers can adopt a mixed-methods methodology to embrace the views of liquor outlet owners, employees and customers to achieve a comprehensive conclusion on the factors that promote the incidents of violence at liquor outlets.

Recommendations for future research

Empirical studies should be conducted to explore the nature and extent to which alcohol intoxication is linked to cases of assault GBH in liquor outlets. Future studies should explore the extent to which violent incidents in liquor outlets affect women and children at home. Quantitative studies should be conducted to determine the extent to which neighbourhoods and communities are affected by incidents of violence in liquor outlets.

CONCLUSION

Factors that promote incidents of violence in liquor outlets are alcohol intoxication, poor security, non-compliance of liquor outlets with the Liquor Act and the possession of dangerous weapons. Alcohol intoxication is linked to violent activities such as assault, assault GBH and gender-based arguments or relationship issues. Many liquor outlets are overcrowded and when people are very drunk, the security officials do not search them, which increases the risk of violence. Non-compliance of liquor outlets with the Liquor Act results in unregulated business hours and the presence of underaged children in liquor outlets escalates the incidents of violence. The possession of dangerous weapons in liquor outlets increases the chances of provocation and taking advantage of each other leading to incidents of violence. This objective of the study was adequately addressed while the findings were supported by existing literature.

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ARTICLE

An Exploratory Study on Factors Contributing to Crime and the Police Response: The Case of South Ethiopia Regional State

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ABSTRACT

This study examined the causes of crime in Soddo town, South Ethiopia Regional State. Soddo is a seat of the administrative region. A qualitative method was applied and participants were purposively selected. The selection was processed by applying a set of criteria. Data was gathered using unstructured interviews and open-ended questionnaires were analysed thematically. Twenty-one participants were interviewed to elicit valuable information about the case under examination. Six offenders, ten police officials, three prosecutors, and two probation officers were selected as key participants. The findings indicated unemployment, peer pressure, poverty and the use of substances as the driving factors for offenders committing crime. Informants agreed that the town is currently congested with many people fleeing from the neighbouring areas to search for jobs and labour. The study strongly advises the stakeholders and law enforcement agencies to work in partnership to mitigate the prevalence of felonies and public fear of crime in the town.

KEYWORDS AND PHRASES

Crime, law enforcement, poverty, police, peer pressure, rural, unemployment, urban, substances

INTRODUCTION

The primary objective of the research for this article was to identify the factors encouraging offenders to commit crimes in the study area. Many criminologists and law enforcement officers are attracted to studying the factors and the modus operandi of crimes to strategise data-driven police responses. Crime has existed since the time when human beings started to lead a communal life during ancient times. Activities that go against the criminal code of society are punishable in court. Countries publish legislation that identifies acts that are punishable by law, with legislation differing from other countries across the world. As an example, in the United States of America, people are not legally prohibited from marrying the same sex. The same situation does not apply in all African countries. Laws are enacted to protect the lives of innocent people and their properties. Despite such differences, legislation protecting the rights of people are instituted in countries and criminal procedures are followed to detain the convicted offenders in prison. All criminal behaviour involves the use of force, fraud or

stealth to obtain material or symbolic resources (Gottfredson & Hirschi, 1990:20). According to Nayak (2013:13), there are distinct reasons for the development of crime in different countries, including political, social, economic and even moral or spiritual. Geographical analysis suggests that countries with more urbanised populations have higher recorded crime rates than those with strong rural lifestyles and communities. It is common knowledge that the ongoing process of urbanisation in developing countries is contributing to juvenile involvement in criminal behaviour. Moreover, the conditions under which the urbanisation process occurred in economically developed countries were diametrically different from those that are currently encountered in developing countries. Findings of studies carried out by Macions (2005:7) reveal that urbanism is the combined concept of size, density and the presence of institutions associated with an urban lifestyle. The demographic studies on urbanisation value the characteristics of urban communities including the cultures, beliefs and norms of the residential community in each neighbourhood. The residential

community and the people living in the area are characterised by mobility and differences in age, race and ethnicity. The traits are identified as factors influencing the behaviour of the people living in the community and those that breed urban criminality. Therefore, deteriorating living conditions in urban areas have produced their share of juvenile delinquency, drug dependency, prostitution, mental illness, physical disabilities, suicides, family and personal disorganisation, garbage and sewerage disposals, and traffic jams and congestion that create fertile breeding grounds for crime (Macions, 2005:426). Social scientists also argue that crime is closely related to work, education and poverty and that truancy, youth unemployment and crime are products or even measure social exclusion. As a result, criminals have limited education and marketable labour skills (Witte & Witt, 2000:21).

This study was conducted in Soddo, one of the largest towns in the South Ethiopia Regional State. The town is overcrowded from hosting the people fleeing from neighbouring areas for several reasons. The influx of people into the town has caused it to experience social chaos including crime and crime-related problems. The topic explores the factors motivating people to commit criminal acts and puts forth data-informed suggestions to policymakers and the police to develop research-based policies and intervention strategies.

Statement of the problem

The study examines the driving forces motivating people to commit crimes in the study area. A report from Duhart (2000) indicates that the crimes perpetrated in urban settings are more violent and gradually scaling up. Nevertheless, the statistical information indicated that the crime trend in urban areas is higher than in rural areas. The report indicated that the increasing trend in crimes committed is demanding the concerted efforts of the entire community and the police to deter the trend. The study conducted by Nayak (2013:21) notes that the crimes committed are more related to urbanisation and economic, social and cultural factors. He further noted that juveniles in urban settings are susceptible to committing crimes of theft, vandalism, robbery and assault. The other study reported by Habtamu (2007) suggests that the cases of crime relate to genetic factors and socialisation. He, therefore, noted that genetic factors related to adulthood and womanhood can be responsible for some of the explicit and implicit behaviour of men and women. The report by Jibat and Nigussie (2014) addresses the factors aligned with crime, determinants of crime and crime rates. In every society, there are groups, which are the smallest units of the larger society. Members of the group adhere to norms and values discouraging the violation of the norms operating as a regulatory framework. Hence, criminal behaviour often represents a collective response directed by subcultural values and a norm of distinct collections of peer groups within the larger one. Individuals in society will usually make friends or have their closest associates from among their peer groups. Therefore, peer associates have a profound influence on the lifestyle of their members, to such an extent that peer group association as an agent of socialisation to a considerable extent determines what social codes an individual learns (Sutherland, 1978:28; Allen, Donohue, Griffin, Ryan & Turner, 2003). This implies that individuals whose core group members believe and act within criminal norms will learn

and internalise more criminal codes than those who conform to the norms of society. As a result, they conclude that individuals become delinquent through association with people who are the carriers of criminal norms and that criminal behaviour is learned within primary groups, in particular, peer groups. That is, criminal behaviour in adolescents is the result of social influence. It is important to note that primary groups are the smallest units of interaction in society and that a small group within society is more likely to have stronger control over an individual's action or behaviour. Simmel (1971:8) observes that "a small group is likely to control the individual completely". The previous studies reported that factors relating to crime and urbanisation, the care provided in correctional centres and the types of crimes and level of gravity affecting the population were limited. This study aims to delve into the driving factors forcing people to behave against the law of the country. As stated in the objective, the study contributes knowledge, fills in the gaps and serves as a premise for researchers interested in further probing the case of crime in urban and rural contexts. Moreover, the findings of the study are significant for law enforcement and other security agencies to develop a strategy equipped with the necessary tools to weaken the possibility of emerging crime. To summarise, the article provides insights into crime and the factors that contribute to its presence. It also brings policymakers and police practitioners together to discuss issues of crime and develop empirically informed policies to repress crime.

Research questions

The study investigates the motivational factors and youth criminality in the study area. It is, therefore, guided by the following questions to be answered at the end.

- What motivates youth criminality and deviance in the city?
- How is the interaction of police against youth crime and substance abusers?

LITERATURE REVIEW

Conceptualising crime

A crime is commonly defined as conduct or failure to act in violation of the law forbidding or commanding it, for which a range of possible penalties exist upon conviction. Criminal behaviour involves acts that demonstrate activity contrary to that claimed in the criminal code. A conviction is executed when a person's wrongdoings are done intentionally and without justification or excuse. An agreed definition of crime tells everyone that a crime may be a pretext for criminal proceedings where the perpetrator finally experiences diverse types of punishment, including sanctions and criminal sentences. The three spheres from which crime is yielded are classified into social, economic and politically-based crimes. The question here is to determine the features of the crime types to categorise them under social, economic and political crime.

Sociological explanations of crime

Studies carried out by Zembroski (2011) explain that crime is a product of conflicts over the distribution of resources and the illegitimacy of such a distribution, especially as it impacts the poor and the groups that seek to organise and bring conflict out into the open. Many sociological explanations of crime agree that economic deprivation acts as a motivational factor in the

manifestation of crime. While the causal role of economic hardship in promoting criminal behaviour is defined, most explanations have advanced some variant of the basic theme that poverty in a stratified society weakens institutional legitimacy and undermines the social bonds between these institutions and the impoverished (Stolzenberg & D'Alessio, 2008:20). According to Skaperdas (2001:173-202), like all other types of crime, organised crime emerges from a power vacuum that is created by the absence of strong law enforcement, whether it is from a geographic, social or ethnic distance; prohibition; or simply the collapse of state institutions. Different criminologists define crime differently while its definition and interpretation differ from country to country, place to place and time to time. Frank (1999:58-62) defines crime as "an intentional act in violation of the criminal law committed without defence or excuse and penalised by the state as a felony or misdemeanour". "Crime" is also a term that refers to many types of misconduct that are forbidden by law. Murder, also called homicide, is a crime in all countries across the world. Other offences include appearing naked on a public street, driving while intoxicated and robbing a bank (World Book Encyclopedia, 1992:1135). The list of acts considered a crime is constantly changing. In England during the 1970s, it was not a crime for people to steal money entrusted to their care by their employer. Today, this type of theft is criminalised and called embezzlement.

As the literature explains above, all human behaviour is the sum total of the environment in which we are living. Criminal conduct is the result of the socio-political system that combines environmental factors, the absence of law enforcement and poverty. All are enlisted as factors motivating people to engage in criminal acts. The sum of the system's manoeuvring of the social network wrongly in the living environment is undoubtedly the result of lawlessness and moral dilemmas.

Crime is a social problem

Crimes are classified in terms of the damage they inflict. These include crimes against persons and presumably victimless crimes, and range from violent crimes to white-collar crimes. As noted by Crossman (2016), studying crime is widely covered in sociology giving a high ranking to identify who commits which types of crimes, and why that individual committed them. Thus, crime is considered a social problem due to the physical and psychological harm it does to people living in the area. Furthermore, Steinberg (1987) notes that peer influence is the driver to pooling youths to develop criminal and disobedient behaviour. As a social problem, it is one of many enduring conditions that seem to have always been there and show no signs of going away (like homosexuality, teenage pregnancy, poverty or ageing). As mentioned above, crime is a critical phenomenon in the world. Behaviour that violates the criminal code and causes harmful acts to occur in a variety of ways requires strategies to suppress their presence. The social forces that are blamed for such crimes, such as sexism, racism, poverty and inequality, are also some of the motivators that drive people to commit criminal acts.

The traditional Chicago School of Criminology

The Chicago School of Criminology is run by scholars and students at the University of Chicago to conceptualise the idea through a macro-sociological theory called social disorganisation. The purpose of the study was to understand why crime and delinquency rates increase differently in neighbourhoods. This work subsumed a wide variety of conceptual and methodological orientations and references to a single "Chicago School" of thought overly simplifying the rich intellectual diversity of the department at that time (Bartol & Bartol, 2013:95). However, the insights generated in urban sociology played an especially critical role in the development of American criminology. The American city of Chicago was identified after taking some characteristics into account such as the spatial patterns of such behaviour, as reflected in maps of their spatial distribution.

The study conducted in the city of Soddoo identified the factors propelling youths to criminality, which are consistent with the findings of the Chicago School of Criminology. The leading ethos of sociological positivism was secured by research that was started in the early twentieth century by Robert Ezra Park (1864-1944), Ernest W. Burgess (1886-1966), Louis Wirth (1897-1952) and their colleagues in the Sociology Department at the University of Chicago (Larry, 2004:8). The scholars who added value to this programme eventually secured the status inferred as the Chicago School, in honour of their unique style of doing research. The Chicago School of Criminology, as noted by Larry, inspired a generation of scholars to conclude that social forces operating in urban areas create criminal interactions leading to some neighbourhoods becoming "natural areas" for criminal activity. It is well understood that these urban neighbourhoods are exposed to an elevated level of poverty that critical social institutions, such as the school and the family, break down. The resulting social disorganisation reduces the ability of socialisation to control behaviour and the outcome is a high crime rate. The researchers focused on thoroughly examining the result of social institutions, such as the school and family, and how their breakdown influenced deviant and antisocial behaviour. They further argued that criminal behaviour was not a function of personal traits or characteristics but rather a reaction to an environment that was inadequate to support proper human relations and development. They initiated the ecological study of crime by examining how neighbourhood conditions, such as poverty levels, influenced crime rates. Their findings substantiate their belief that crime was a function of where one lived. They concluded that the individuals' relationship to important social processes, such as education, family life and peer relations, was the key to understanding human behaviour. They pinpoint that children who grow up in homes wrecked by conflict, attend inadequate schools and associate with deviant peers become exposed to pro-crime forces (Bartol & Bartol, 2013). They concluded that some individuals could possibly learn criminal attitudes from older, more experienced law violators and have low self-esteem and inadequate self-image, which harm their capacity to control their misbehaviour. Moreover, the concern of the researchers was to understand the impacts linked to criminality resulting from the failure of socialisation and the interaction people have with the various individuals, organisations, institutions and processes of society that help them mature and develop.

RESEARCH DESIGN AND METHODOLOGY

The study was qualitative by design and participants were selected using purposive sampling. The qualitative technique was chosen to obtain an in-depth view from participants about the case under investigation. Qualitative data are collected through direct encounters with individuals, one-on-one interviews or group interviews (Hancock, 2002:25). In line with exploring the subjective understanding of research participants, Creswell (2007) suggests that researchers conduct qualitative studies when the issue needs to be explored and when they have a desire to gain a deep and detailed understanding of the issue that is to be studied. In support of getting in-depth opinions, Yin (2003:14) has complemented the case study stating the preferred design to gain a comprehensive understanding and identify characteristics of the actual phenomena of individuals, groups, organisations and others. As a result, opinions learned from offenders' social interactions and experiences were reported.

Selection of participants

Participants were selected through purposive sampling. The technique is identified as the most common and productive sampling method to answer research questions (Marshall, 1996). It was complemented by criteria such as sex, educational status, history of crime and work experience to select the participants close to the topic under review. Hence, 21 participants fulfilling the selection criteria were drawn. As Maxwell (2008:13) notes, in purposive sampling, samples or settings are selected deliberately with similar characteristics to the area under examination. To this end, participants were drawn from the police officials in criminal investigations and offenders sentenced in court trials. The researcher drew ten key participants (four females and six males) from the police, three prosecutors from the bureau of the attorney general, two probation officers from the office of correctional services and six offenders from the imprisoned population. According to Mack, Woodson, Macqueen, Guest and Namey (2005), one of the determining factors for selecting participants in purposive sampling is theoretical saturation, which occurs when the data no longer adds new insights to the research question. Creswell (2009) suggests that data saturation can be achieved by interviewing four to five cases if it is a single case study. Considering the above suggestions, a minimum of 15 participants were included in this study. Pseudonyms were used to preserve the anonymity of participants in interviews.

Methods of data collection and analysis

Data collection

Data pertinent to the study was generated through primary and secondary sources. The interview questions were developed after reviewing the literature and conducting observations at the study site. These were piloted to test the strength of the questions in providing the required information. The questions were initially prepared in English and translated into the local language to reduce the barrier of communication. The interview guide questions asking for the factors motivating youths to commit a crime were finally applied. The interviews lasted for a week and were a minimum of two hours. As Boyce and Neale (2006) note, in-depth interviews are important for the detailed collection of information about a phenomenon being studied. It also provides a comfortable

situation between the researcher and the study participant because the information is gathered during a conversation. In addition, it can be conducted and written with many different motives, including the simple presentation of individual cases or the desire to arrive at broad generalisations based on case study evidence.

For this reason, in-depth interviews are used for primary data collection and guided by open-ended interview questions which are prepared keeping the research questions in mind. Therefore, the researcher continued dealing with the study participants until data saturation was maintained. The data saturation was confirmed after checking that all the collected information was secured through member checking and triangulation.

Data analysis

The qualitative data emanated from in-depth interviews and related documents that were analysed thematically. The researcher transcribed and translated all the recorded interviews from Amharic into English. After collecting the compulsory data and checking for completeness and reliability, the results were fed into data obtained through different qualitative techniques (in-depth interviews and focus group discussions) to triangulate and obtain rich descriptions. Finally, data recorded in notebooks was organised and analysed through careful interpretation of meanings whereafter cross-checking of associations between categories were collated. According to Neuman (2014:477), "qualitative data are in the form of texts generated from documents, observational notes, open-ended interview transcripts, physical artefacts, audio- or videotapes and images or photos". This includes transcribing the data and reading and re-reading the text. In addition, identifying themes and organising them into coherent categories are also included (Powell & Renner, 2003). It was the responsibility of the researcher to maintain the patterns of categories and themes from the bottom-up, by organising the data into more theoretical units of information. Following these principles, the researcher applied all the steps to ensure that the analysis that gave meaning to the data gathered was scientifically appropriate and relevant. To thoroughly understand the collected data, it was necessary to immerse and become familiar with the data through deep and repeated listening of the audio recordings. Thereafter, transcribing the verbal data to a written format was vital to conducting a thematic analysis. The transcription was helpful to keep the needed information and to get the original meaning of the participant's idea. Therefore, the researcher shared the written text with the literate participants of the study to cross-validate whether the data generated was factual and corresponded to their lived experiences.

In the final stage of data analysis, the researcher paid attention to explaining the wide and complex data, which could be easily understandable in a way that would convince the reader of the report. In line with that, the researcher and his assistants provided coherent, logical and precise information on the data generated from the different sources.

FINDINGS OF THE STUDY

The results of the study identified several factors in the city contributing to youth deviance and crime. Factors, as reported in the study, are related to social, political and economic problems.

Thus, unemployment, addiction to substances, peer pressure and social and political discontent are recorded as factors prompting dwellers to commit violence and break the law.

Unemployment

A crime is any form of action overstepping and disregarding the law and social norms operating in the social system. According to police reports, unemployment has a significant impact on escalating the anomaly, causing people to develop antisocial behaviour. Unemployment often creates a sense of despair, particularly among youth, and can provoke angry acts including theft, substance and alcohol abuse, as well as child abuse and family violence. A combination of failure at school and an unstable job situation can contribute to an individual's involvement in crime. Therefore, the impact of unemployment on people's decision to commit criminal activities should be evident from the following response of an interviewee who participated in the study:

My name is Mulatu, I am 29 years old, married and the father of two sons. I grew up in the surrounding area of Soddo Woreda and came to Soddo town to search for a job. I completed a 10+3 diploma from Soddo Technical and Vocational School. I have had no criminal record since my childhood. Upon completing my education, I became enthusiastic about finding employment to become self-reliant. However, I was unable to secure a job for a year. Finally, I found a job as a waiter at a hotel, but the pay was not enough to meet my needs. To make more money, I became involved in giving fraudulent and illegal motorcycle licences and working with experienced criminals who were frequent visitors to the hotel. This illegal activity led to my arrest and subsequent criminal sentence.

Another participant who is 30 years old and married presented his opinion:

I was born here in Soddo town around Aroge Arada and completed 10th grade in 2006 E.C. I could not move further in my education after completing 10th grade. I asked my family to give me money to go to the Sugar Corporation Company located in the Southern Nations, Nationalities, and People Regional State of Ethiopia at Jinka to work as a daily labourer. After receiving the money, I went to Jinka with my friends. For five months, I worked as a day labourer in the company. It was difficult to live at the company as a daily labourer since the money received from the company was not enough to cover the cost of food. Then, I decided to return to my family, but I had no money to cover expenses for transport. Finally, I started thinking about how I could leave the place and get money to pay for long distances. I noticed that one of my friends had a Samsung smart phone and planned to steal it. When he slept, I stole his phone and sold it to get money for Soddo. This was my first time committing a theft crime.

In addition, Aster narrated her short story:

I am 23 years old and not married. I was born here in Soddo town, in an area called Merkato. I graduated with a bachelor's degree in education from Soddo University in

2007. I have been living with my family since I was accused. I was born into a poor family. I aspired to get a job because I am a university graduate. However, things have been the reverse and I have been unemployed for three years. Then I asked my dad and mom to give me some money to start selling tea and coffee ("shay buna") behind our home. But they refused my idea and told me that it was a shame to sell tea and coffee after having a BA degree. I tried to accept my idea, but they resisted me. Therefore, I desired another way to get money and began to pick priceless goods like gold. When my family noticed that their gold was stolen, they reported it to the police, which caused me to serve a two-year sentence in prison.

Another participant explained her views as follows:

I am 25 years old and was born in Amaya Woreda in a family full of joy. I have a diploma in accounting. I spent two years without a job because of the requirements to present the COC exam result. I came to Soddo with my brother serving at Christian Hospital. I was economically dependent on my brother, which made me morally absurd. My brother asked me to work in a hotel as a cashier. I accepted his request without any hesitation. However, the monthly payment I received was insufficient to meet my primary needs and pay for the COC. One of our hotel customers put an iPod smartphone worth 4,500 Ethiopian Birr on the chair behind the table while he was eating his breakfast. He ate his breakfast, forgot his phone and went out. I stole and concealed the phone. The customer came back and asked me whether I had picked it up or not, and I answered that I had not seen it. Then, he went to the hotel manager and told him that he had left his mobile behind. Again, he came together with the manager and asked me, but the answer was the same. Finally, the manager called the police and arrested me. The police finally searched and found it in the place where the phone was concealed. I have been sentenced to four months' imprisonment.

In support of the above, Alemayehu described his feelings as follows:

I am 30 years old and was born in Wolaita Soddo, Merkato Kebele. I graduated with a diploma in marketing management. I am married with two sons. I was a daily labourer. I am pleased to tell you how unemployment forced me to commit a crime. As a graduate student in marketing, I always aspired to have a job in a profession I used to. But things were not going as I wished. I remained without a job for five years and continued as a daily labourer. After one year of marriage, my wife gave birth to two sons. It was also another tough time for me because the money I collect from my daily work was not enough to even buy milk for my two kids. Therefore, I thought of another way to get money. My wife advises me, saying, "Please do not think more; our life will be changed, and our kids will grow up if you believe in Jesus". This was her daily saying, but my internal feeling was how to get money to satisfy her and my life. I decided to buy master keys for

motorcycles from people who had the skill to prepare them. Then, I stole the motorcycle that was valued at more than 32,000 Ethiopian Birr and sold it to someone. The case was reported to the police, and I was arrested for the crime of theft of a motorbike.

According to the above stories, unemployment is one of the factors that triggered the idea for people to commit crimes to get access to money and solve their current problems. The town is encountering many crimes arising from unemployment.

Addiction to psychotropic substances

The use of substances in the community is increasing alarmingly. The residential community lives by respecting accepted social norms and values to function. Norms and values in the community are the overarching principles keeping the people living in harmony and peace. However, diverse types of substances used in the community gradually invade the social system, causing inhabitants to experience ill health and lose social interaction and cohesion. People who commit wrongdoing will have one reason, and the one influencing them to commit a crime may come from substances that have been prohibited by law. Antisocial behaviour is said to be the root cause of crime happening in the community. Participants in the study explained that their criminal experiences resulted from being addicted to substances. One of the participants said:

I am Abel, 22 years old and not married. I completed secondary high school in 2006 E.C. I became addicted to chewing khat, drinking alcohol and smoking cigarettes and cannabis when I was a high school student at Areka secondary school. My unruly behaviour from high school followed me when I started working at Franko Garage in Areka. I decided to stop using substances, but I could not. I can say that using stimulants to increase productivity and avoid early fatigue in most of the garage workers at Soddo town became a culture. It has been hard to spend a few hours without the drugs. The payment that I received from the garage was not enough to satisfy my addiction and, hence, looking for other alternatives was my everyday job. I used to pick some material from the garage and sell it when I encountered a shortage of money to buy khat, cigarettes and alcohol. This bad habit remained with me for a long time and caused me to be imprisoned due to theft.

It is noted that being addicted to drugs and other substances drives criminals to commit crimes. Another participant, Selam, who is 21 years old, also expressed the life experience that pushed her to commit a crime. She reflected on her short story:

I have completed level three education and a diploma in accounting. I stayed for one year without finding a job after graduation. In this one year of living without a job, I developed a new behaviour that I had not had before. These activities include drinking alcohol, chewing tobacco and chatting with my friends. I continued these habits after getting a job in a governmental office. The money that I collect in a month is not sufficient to fulfil

my basic needs at a minimum. Therefore, I began stealing property from my neighbours and friends to sell to get extra money to satisfy my need for drugs. Therefore, this bad habit forced me to commit criminal activities and got me arrested.

Peer pressure

People live together in harmony to achieve a common goal. Peer relations are the ones that help human interactions in schools and villages for the common good. Despite its use to strengthen collaboration, it has adverse effects on adhering to norms and values that favour the violation of those norms in the larger society. As a result, criminal behaviour is a collective response directed by sub-cultural values and norms of distinct collectives such as peer groups. This study indicates that peer pressure is one of the factors leading people to do wrong deeds and illegal practices. Most of the participants involved in the study were accused and found guilty of committing different types of crime. They stated that peer influence was a motivating factor for their criminal acts. One of the participants explained the influence of peers to commit crimes as follows:

I live with my parents in Soddo town around the Merkato area. I am 20 years old and have completed my 12th grade. I often get money from my family. I have never had a criminal record before. When I joined the preparatory school, I began to spend more time with my classmates at the rented home. Afterward, I learned a new behaviour that I had not previously. I used to chew on a khat, drink alcohol and use drugs. I do not feel comfortable and stable unless I use drugs. The new behaviour to which I became addicted needs money to buy drugs. To this end, I steal properties to sell. The reason I have been arrested by the police is because of a theft crime that I committed by buying drugs under peer pressure.

In support of the above, another participant said that peer influence in schools is ridiculously high unless students have been behaviourally well-shaped since their childhood. The participant said:

My class schedule was for half-days from Monday to Friday. During my break time, I go to the pool house with my friend daily. The pool house is located close to our school. Many youths regularly visit the pool house where smoking cigarettes and chewing on khat (the green leaf giving pleasure) is rampant. After chewing khat, we go to the hotels to drink alcohol. It has been hard to get money to do the same every day. Hence, I have begun stealing mobile phones and pickpocketing in market areas where people meet to buy and sell goods. I came to Soddo town without any aim and because of peer influence. Finally, I am in prison for the crimes of stealing property and pickpocketing. I will use the money that I bring only to buy drugs, drink alcohol and chew on khat.

One of the female prisoners shared her experience on how peer influence exposes youths to crime and antisocial behaviour. Her name is Aynalem and she is 23 years old. She was raised under strict control by her parents living at Amaya near Soddo town. She

joined the Wolaita Soddo University in 2007 E.C. She became close to friends studying at the university. They were addicted to khat, smoking cigarettes and drinking alcohol. She said the following:

I began spending much of my time with them and became addicted to substances. I, sometimes miss classes if I cannot get cigarettes and khat due to [a] shortage of money. This forced all of us to think of the means to get money and buy. Finally, we agreed to establish good relationship with the rich people in the area and do commercial sex to get money. You can imagine how bad it is for the students who came here to study at the university. My consumption has gradually increased and starts stealing properties from the students' dormitory in addition to making money through sex. My unruly behaviour learned through peer pressure brought me in prison to serve sentences of theft crime decided by the court.

One of the participants has been critical of the views peer influence can have on the conduct of individuals to develop either positive or negative behaviours. Her name is Tewabech. She was born in Kindo Didaye Woreda in Wolaita Zone. She is 21 years old and lived with her parents until she joined Wolaita Soddo University to study engineering. She is a protestant by religion. She learned such behaviour after joining the university.

I have been with two of my classmates who had unruly behaviour. Though I am a protestant, my behaviour has changed and behaves the same as my classmates. I was born into a poor family. I receive money from my parents through the bank to use for extra expenses. I learned such unnecessary behaviours as chewing khat, smoking cigarettes and drinking alcohol. My parents stopped sending money when they heard about my addiction to chewing khat, cigarettes and alcohol. The only way I could satisfy my daily need for substances was to steal property by breaking lockers when students left the dorm. I broke the locker and stole a laptop worth more than 8000 Ethiopian Birr and went to buy khat and others. Finally, the police arrested me for a trial and imprisoned me for a year.

The lived experiences learned from the informants in their interviews as reported above indicate that peer influence is the dominant factor coming to the fore as motivating youths to participate in violent and criminal acts.

Police response against crime

The police are legally constituted in the country to safeguard the lives and property of the people. The police's response to crime includes frisk and search. However, the police are unable to control youth behaviours that are ethically wrong in society. Though unemployment, peer pressure and addiction are included in crime patterns, the response of police to deter the growing trend is not promising.

The commander in charge of the crime prevention department said the following in his brief account of the police response:

Crime in this area happens because of family disputes, alcohol abuse, unemployment and homelessness. The police response to stop crimes arising from these is not

enough. Some are beyond its capacity to alleviate and the number of police officers is inadequate for a foot patrol.

The police official deployed in the area for patrolling made the following remarks:

Unemployment, addiction to substances and alcoholism are the causes of crime in the area. Youths studying in universities are the most vulnerable groups to addiction and alcoholism. We deploy the police officer to control the areas mapped in the police report. The lack of human resources and the dedication of police officers to respond to public calls is, on the one hand, a deterrent to police efficiency. It is one of the contributing factors to letting criminals commit crimes such as theft and picking pockets.

The response of police to crime and disorder in the area is slow and inadequate to decrease the prevalence of youth crime. A lack of police officials to deploy in the corridors where suspects hide and the aggregated outcome of the increasing number of users of drugs are the factors of crime.

CONCLUSION

The article indicates that there are many factors causing crime in society. The types of crimes in the study area arise from social, economic and political problems. Crimes resulting from a lack of social cohesion usually expose society to weak responses to crime, while unemployment causes people to experience poverty. Even though crimes are triggered by unemployment, consuming substances and alcohol abuse, there might be others not covered in this study so far. The study has further noted that peer pressure and the police's ineffective response to crime are contributing factors to the increased prevalence rate. A wide variety of mental, physical and environmental factors contribute to drug addiction and any other form of undesirable behaviour (Meyers & Miller, 2001). The report by Steinberg (1987) supports that peer influence is a driver in encouraging youths to engage in criminal activities. This is consistent with the findings dealing with youth participation in crime in Soddo town.

The police response to proactively fight crime is not strong. The reason for this is that the police officials deployed on patrol are less attentive to observing youths behaving wrongly. The causes of crime are beyond the capacity of police, particularly to create job opportunities to reduce the rate of unemployment among youths. The study conducted by Lyman (2004:133-147) notes that citizens learn about local crime incidents from news and media accounts, and the first who they call for assistance is the police. When the police response to incidents is low, it undoubtedly creates many opportunities for criminals to play their deviant games. The Chicago School of Criminology, as noted by Larry (2004:8-9), inspired a generation of scholars to conclude that social forces operating in urban areas create criminal interactions; some neighbourhoods become "natural areas" for crime. He further described that the result of social disorganisation reduces the ability of socialisation to control behaviour and the outcome is a high crime rate. This indicates that interactivity to create a neighbourhood free of crime needs the bond to accentuate the frameworks

prepared to harmonise the integration of social institutions, such as the school and family, and how their breakdown influences deviant and antisocial behaviour. The findings presented by Larry (2004) are consistent with the research outcome in Soddo and the indication, as reported by the researchers, delineates the problem of social interaction, unemployment and addiction to stimulants. The findings substantiate their belief that crime was related to where one lived. They concluded that the individuals' relationship to important social processes, such as education, family life and peer relations, was the key to understanding human behaviour.

RECOMMENDATIONS

The study reported the crime situation and the prevalence rate were caused in multiple ways in the study area. Thus, multifaceted efforts and enrolment of various agencies, including the community, had a significant contribution to mitigating the prevalence rate of crime and increasing the capacity of conviction in courts to criminalise perpetrators. As a result, the following recommendations are presented.

To end the high presence of crime in the town, the police and other concerned organisations such as the area administrations, schools, religious institutions, media and the community should work together.

The government should intervene with feasible plan to widen the job opportunities to employ the youth in the town.

The police should create a strong alignment with youth associations and higher education to stop the growing trend of consuming substances and abusing alcohol.

The practice of community policing should be strengthened to improve partnerships with the community and develop various programmes to educate people about crime and the consequences thereof.

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