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**An Investigation into the challenges and roles of the Community Policing  
Forum with regard to the Crime Prevention in Limpopo Province, Vhembe  
District: A Case study of Makhado Ward 1**

BY

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**MINI DISSERTATION**

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## DECLARATION

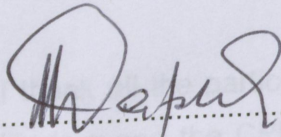
I, **RATSHILI NYADZANI BENEDICT** hereby declare that the dissertation hereby submitted to the University of Venda for the degree of Masters in Public Management has not been previously submitted by me for a degree at any other University; that it is my own work in design and execution, and that all material contained therein has been duly acknowledged.

I thank my family for their never-ending love, support, prayers, and encouragement. I thank my friends for their support, patience and (above all) for being there for me during difficult times.

I thank Sibo K.M & Mmbengeri B. for their assistance in typing my work and for always bearing with me.

I thank Mr. Mkhavha M.F., my colleague, for his assistance in the editorial work.

I thank Tshubwana S.S for helping me with the development of the questionnaire and for his assistance in analyzing the data.



Ratshili N.B

19/09/2012

Date

I also thank the University of Venda for affording me the opportunity to grow in knowledge and experience through this project.

God bless you all.

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I thank Siobo K.M & Mmbengeni B. for their assistance in typing my work and for always bearing with me.

I thank Mr Mathavha M.F , my colleague , for his assistance in the editorial work

I thank Tshubwana S.S for helping me with the development of the questionnaire and for his assistance in analyzing the data.

I thank all the participants from both the South African Police Service traditional leaders and the CPF for taking their time to participate in the research and for their honesty in the completion of the questionnaire.

I also thank the University of Venda for affording me the opportunity to grow in knowledge and experience through this project.

**God bless you all.**

## ABSTRACT

## DEDICATION

The research is concerned with the effectiveness of police accountability in the Mkhado Ward 1 Polong Area. Community Police Forums are a means to

On my personal note, I dedicate this project to my parents, Mrs Ratshili-Khomola Munzhedzi and Mr Ratshili Khorommbi Piet ( may his soul rest in peace).

Community Police Forums are consultative forums designed to permit communities to make their policing concerns known to the police and to provide a vehicle for holding the police accountable in their ( Polker et. al., 2002: 13).

The study uses both quantitative and qualitative techniques for data collection and analysis. Qualitative techniques were mostly used in that they provide the researcher with an understanding of experiences and problems faced by Community Policing Forum. Random and purposive samplings were used for the selection of sample for the study. Both primary and secondary data were used for analysis in this study. A questionnaire, consisting of structured questions based upon the functions and processes of the CPF's, has been used in the collection of the data.

Statements based on the functions and processes of the CPF's have been prepared and put forward with the aim of obtaining the views and opinions of the South African Police Service officials and the community representatives of the Community Police Forums in Mkhado Ward 1 Polong Area.

The findings reveal disagreements between the police and the community regarding certain aspects of the functions and processes of the Community Police Forums. The responses of the research participants to the items in the questionnaire tended to be influenced by whether the respondent was a member of the community or a member of the police. The community members tend to be more concerned about their oversight role over the police, whilst the police tend

## ABSTRACT

This research is concerned with the perceptions of police accountability in the Makhado Ward 1 Policing Area. Community Police Forums are a means to facilitate the partnership between the police and the community and to engage in joint problem identification and consultative crime prevention programmes. The Community Police Forums are consultative forums designed to permit communities to make their policing concerns known to the police and to provide a vehicle for holding the police accountable to them ( Pelsler et. al., 2002: 13).

The study uses both quantitative and qualitative techniques for data collection and analysis. Qualitative techniques were mostly used in that they provide the researcher with an understanding of experiences and problems faced by Community policing Forum. Random and purposive samplings were used for the selection of sample for the study. Both primary and secondary data were used for analysis in this study. A questionnaire, consisting of structured questions based upon the functions and processes of the CPF's, has been used in the collection of the data.

Statements based on the functions and processes of the CPF's have been prepared and put forward with the aim of obtaining the views and opinions of the South African Police Service officials and the community representatives of the Community Police Forums in Makhado Ward 1 Policing Area.

The findings reveal disagreements between the police and the community regarding certain aspects of the functions and processes of the Community Police Forums. The responses of the research participants to the items in the questionnaire tended to be influenced by whether the respondent was a member of the community or a member of the police. The community members tend to be more concerned about their oversight role over the police, whilst the police tend

to be more protective of their operational independence and organizational control. For the democratization of the police and for effective crime control to be realized, there needs to be agreement between the community and the police members regarding the functions and processes of the Community Police Forums.

## ACKNOWLEDGEMENT

The suggested recommendations are based on the findings of the study, which should be taken seriously if there is a desire to ensure the democratization of the police and to realize the effective control of crime.

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### LIST OF ABBREVIATIONS

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CPF	Community Police Forum
CPF's	Community Police Forums
SAPS	South Africa Police Service
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## CHAPTER 1: 3, the ORIENTATION OF THE STUDY

### 1.1 Introduction of the Study

It is the delegated task of the police to maintain order in society. Social order cannot be achieved by the police alone. It requires the active participation of all citizens. The police as an active partner have an obligation to convert the passive role of the community into that of a fully active partner (Van Heerden, 1982: 132). The community, as a passive partner, has a duty to help and support the active partner. A partnership in policing implies assistance from the community in keeping order (Mayet, 1976: 119). The degree of participation and the willingness to assist the police in keeping order depends, to a large extent, on the community's attitude towards the police and the attitude of the police towards the community. Where a rift exists in this partnership, it will be reflected in the relations between the community and the police, and in the image one has of the other (Mayet, 1976: 1). This may lead to mistrust between the police and the community.

Prior to the advent of democracy in South Africa in 1994, the police (as an instrument of the apartheid government) were responsible for applying discriminatory laws and regulations. In this regard, the role of the police approximated that of a typical colonial police force. The minority (Whites) regarded the police as the guardians of their interests, while the majority (Blacks) experienced the same police as an instrument of their oppression (Nel & Bezuidenhout, 1995: 25). This resulted in mistrust of the police by the majority of South Africans (Blacks).

In 1991 the National Peace Accord, which was signed by all major political parties, created various structures through which police's accountability could be

sought. In 1993, the Interim Constitution of the Republic of South Africa (Act 200 of 1993) formalised the establishment of Community Police Forums (CPF's) at police stations (Pelser, Schnetler and Louw, 2002: 24) with, amongst others, the functions of promoting accountability of the police to the communities and co-operation of communities with the police. According to Cloete (1996: 19), accountability means that the institution must explain the manner in which it performs every specific function for which it has been made responsible. The establishment of Community Police Forums at police stations was done to build trust and legitimacy, particularly in those areas in which the relationship between the police and the community had been characterised by mistrust and conflict (White Paper on Safety and Security, 1998: 35).

Community Police Forums are a means to facilitate the partnership between the police and the community and to engage in joint problem identification and consultative problem solving (Community policing policy framework, 1997: 4). The Community Police Forums are consultative forums designed to permit communities to make their policing concerns known to the police and to provide a vehicle for holding the police accountable to them (Pelser et. al., 2002: 13).

In 1995, the South African Police Service Act (Act 68 of 1995) was adopted which made provision for a formal partnership between the police and the community in fulfilling the needs of the community regarding policing. In April 1997, partnership policing was formalised in greater detail when the Department of Safety and Security published its formal policy on community policing (Community Policing Policy Framework and Guidelines), in which a major objective of community policing is described as the establishment of an active partnership between the police and the community through which police-community relations can jointly be analysed and appropriate solutions designed and implemented. The police are required to consciously strive towards creating an atmosphere in which potential community partners are willing and able to co-operate with the police (Fouché, 2003: 2).

## 1.2 Background of the Study

There are various levels of accountability in the context of policing, such as political accountability, managerial or administrative accountability, professional accountability, and accountability to the consumer or client (Ghose, 1996: 19). In this study, police accountability is premised on the formalisation of partnership policing forced the police in South Africa to move away from a policy of secrecy to that of transparency and accountability. The police also had to change its perceived role from that of the strong arm of an unrepresentative government to a police service that is professional and fulfils the policing needs of all people in a democratic context (Van Vuuren, 1996: 01). The police are expected to become more attuned and accountable to the communities that they serve (Stevens & Yach, 1995: 3).

The Interim Constitution 1993, the SAPS Act and the policy on community policing were intended to promote the working relationship between the police and the community. They were also intended at burying mistrusts and conflicts that have existed for years between the police and the majority of the South African community. The people serving in the Community Police Forum are the same people who regarded the police as an instrument of the apartheid government during their oppression. The majority of the police members in the South African Police Service are still the same members who were applying discriminatory laws and regulations of the apartheid government and oppressing the Blacks. If the police and the Community Police Forum members do not clearly understand the roles and functions of the Community Police Forum, the chances of a breakdown in their relationship are great, as they were once enemies. A breakdown in relationship between these parties may lead to mistrust and conflict. If that happens, police accountability will remain in policies, and not in practice.

It is therefore crucial to evaluate the perceptions and attitudes of both the police- and Community Police Forum members regarding their understanding of the roles and functions of the Community Police Forum. The researcher is aware that

there are various levels of accountability in the context of policing, such as political accountability, managerial or administrative accountability, professional accountability, accountability to the law and accountability to the consumer or client (Cloete, 1996: 19). In this study, police accountability is premised on accountability to the consumer or client. The focus is on the Community Police Forums (CPF's), which consist of elected representatives of the community, who are consumers or clients of the police service.

### 1.3 Problem of the Statement

Both the Constitution of the Republic of South Africa (1996) and the South African Police Service Act 68 of 1995; state explicitly that the SAPS is liable for the prevention, combating and investigation of crime, to maintain public order, to protect and secure the inhabitants of the Republic and their property and to uphold and enforce the law. Even though there is legislation demanding the establishment of the Community Police Forum, in Makhado area the Community Police Forum and South African Police Service members do not clearly understand the functions and processes of the Makhado Community Police Forum. The absence of a clear understanding by the South Africa Police Service and Community Police Forum members of the functions and processes of the Community Police Forum may lead to disagreements within the two with regard to the functions and processes of the Makhado Community Police Forum.

### 1.4 Research Questions

This study was intended at identifying the actual perceptions and attitudes of the South African Police Service members and the Community Police Forum members in the **Makhado Ward 1** policing area, specifically with regard to the functions and processes of the Community Policy Forum and to investigate the level of agreement or disagreement between the South African Police Service and Community Policy Forum members regarding the functions and processes of the Community Policy Forum with reference to **Makhado municipality Ward 1**.

## 1.4 General Objective

The overall aim of the study was to investigate challenges and roles of Community Policing Forum with regard to crime prevention in **Makhado Ward 1, Limpopo province**

## 1.5 Specific Objectives

- To facilitate the development and coordination of crime prevention initiatives
- To identify and evaluate attitudes of the Makhado policing area South African Police Service members and the Community Police Forum members with regard to the functions of the Community Police Forum and its operation.
- To promote good relations between the police and the communities in Makhado area.
- To establish partnership with all role players and stakeholders with regard to crime prevention in **Makhado ward 1 area**
- Make recommendations regarding points where there is operational disagreement between the South African Police Service members and the Community Police Forum members.

## 1.6 Research Questions

- What is the development and coordination of the crime prevention initiatives?
- What are the attitudes of the Makhado policing area South African Police Service members and the Community Police Forum members with regard to the functions of the Community Police Forum and its operation?
- What are relations between the police and the communities in **Makhado ward 1 area**?

- What is the partnership with all role players and stakeholders with regard to crime prevention in **Makhado ward 1 area**?
- How to make recommendations regarding points where there is operational disagreement between the South African Police Service members and the Community Police Forum members?

### 1.7 Research Hypotheses

- Lack of Policing Forums results in crime escalation
- The stance taken by Community Policing Forum that they are above the police disturbs formal police operations
- The Community Police Forum members demand to know everything the police do in the execution of their duties, thereby threatening operational independence of the police.

### 1.8 Significance of the Study

The inception of this study was motivated by the changing roles of the Community Police Forum functions, which may lead to further confusion as identified by Pelser (2001: 26). According to Pelser, Schnetler and Louw (2002: 28 - 29), the major policy shifts affecting CPF's can be summarised as follows: In 1993, the Interim Constitution of the RSA (Act 200 of 1993) focused the role of the CPF on "structured democratic oversight of the police" with the intention of addressing the political legitimacy of the police. It provided the CPF's with the functions of accountability, monitoring and evaluation of police activities. The Interim Constitution directed that the Act of Parliament should provide for the establishment of (CPF's) at Police Stations; in 1995, the SAPS Act (Act no 68 of 1995) complied with the Constitutional directive. The SAPS Act focused on structured liaison and consultation between SAPS and those they serve with the intention of addressing acceptance of policing within a democracy.

It included the provision of the CPF with oversight functions provided for in the 1993 Interim Constitution and in 1997, the Community policing policy framework and guidelines focused on collaborative problem solving with an intention to establish a broad partnership with the community to improve police services and reduce crime. The emphasis was on the establishment of problem solving partnership” to help improve police services and assist in reducing crime. It detailed the methods for establishing CPFs and its main functions and activities.

### 1.9. Delimitation of the study

The purpose of demarcating a study is to make it more manageable and to this end, the proposed research was limited to selected community police forum organisations in the Vhembe district of Limpopo Province, South Africa. The study focused on challenges faced by the community police forum with regard to crime prevention in Vhembe district, **Makhado municipality ward 1**

### 1.10 Limitation of the study

The possibility of community affected by crime in the wrong interpretation of questions, in case of primary sources could not be ruled out, particularly with the collection of primary data through questionnaire. The use of secondary sources in this study could create a very serious problem as the credibility of these sources was highly questionable due to limited scope of the study; the researcher was likely to make generalization and that can also create a serious problem in the process of assessment. The question of transport could possibly hinder the prompt investigation of the issues challenging Community Police Forum with regard to the crime prevention in **Makhado Ward 1**. Inaccessible roads to **Makhado Ward 1** could also prevent thorough investigation of the challenges and the roles faced by Community Police Forum with regard to crime prevention.

### 1.11 Summary of Literature Review

Prior to 1994 the Police in South Africa were not regarded as legitimate by the majority of South Africans. The Police were perceived as the strong arm of the unrepresentative government, as the Police were being used by that government to enforce its laws (Van Vuuren, 1996: 101). Those laws were passed or enacted by Parliament, which represented the minority.

Those laws, in most instances, were immoral and violated the most basic human rights of individuals (Nel & Bezuidenhout, 1998: 24). The Police were closed to public scrutiny, input, participation, involvement, contribution and criticism. The advent of democracy in 1994 led to the transformation of the Police to a National Police Service. The Police Service has powers and authority to arrest, detain suspects, search and seize property, conduct undercover surveillance, use force, etc, which are not conferred upon ordinary citizens (Stone & Ward, 2000: 3). These duties are the same duties performed by the South African Police during the apartheid regime.

To protect the community from the police brutalities, the Constitution of South Africa 1996 recommended the establishment of consultative forums that will act as 'watchdogs' in promoting democracy and ensure that public institutions do not abuse their powers and that the general citizenry is protected. One of these institutions is the Community Police Forum, which is used in this Chapter as the focal point for police accountability to the local community.

South African Community Police Forums followed the British model of community-police consultative forums, and one can expect similar teething problems like those encountered by liaison committees in Britain to affect community liaison forums in South Africa. Drawing from British experience, the most important problems that can be anticipated as encountered in Britain are: the lack of consensus between the police and communities as to the real

purpose and focus of such forums; resistance emanating from the ranks of police to the whole idea of liaison and the lack of power of liaison forums to challenge operational policy of the police (Nel & Bezuidenhout, 1995: 29).

### **Community-based policing in Limpopo Province**

Community-based policing also referred to as community policing or problem oriented policing, represents not so much a new policing alternative as a re-emergence of the original approach to urban public policing practised in 18th century England. This re-emergence has mainly been the result of three decades of re-assessment of the role and function of the police.

While the Metropolitan London police provided the first model for modern urban community policing, Canadian municipal police were influenced by later developments that took place in the United States. These developments included the reaction to the close police-community ties which facilitated systemic corruption of the police by local political party organizations. From the 1930s onwards, the distancing of urban police from the community became the driving force in North American policing toward what became known as professional policing (Solicitor General of Canada, 1990:56).

The central principle underlying community-based policing is that it involves a full partnership between the community and its police in identifying and ameliorating local crime and disorder problems (Rosenbaum & Lurigio, 1994:9; Grinc, 1994:9). Community policing maintains that crime and disorder are the joint property of both the community and the police, and that this joint effort is carried out within an interactive, cooperative and reciprocal relationship. This relationship of partnership and participation contrasts with the professional model of policing in which crime is the exclusive property of the police who operate according to the crime control model (Sacco & Kennedy, 1994:32; Grinc, 1994:56).

## Lessons from community policing

Community environmental policing, through programs such as the bucket brigades, is similar to community policing in that it seeks to place external community pressure on government officials to change agency practices, consider local issues more seriously, and collaboratively address problems (Bass, 2000). Community environmental policing follows the example of community policing in advancing a new philosophy of enforcement which privileges: shared responsibility for policing (as community members play a role in identifying problems and agencies respond to these community-reported issues); prevention (where the ultimate goal is identifying and eliminating the source of a problem); and increased discretion and flexibility within agency and community stakeholder groups (Rohe, Adams, and Arcury, 2001).

As Skogan and Hartnett (1997:5) suggest, the goal of community oriented policing lies in reforming decision-making processes and creating new cultures commitment to broadly focused, problem-oriented policing responsive to citizens demands. Similarly, community environmental policing tries to advance both civilian oversight accountability for government agencies and community participation in policing (Bass, 2000). Two decades worth of experience with community policing provide empirical evidence on the potential and limitations of community participation in policing, and the concomitant roles and responsibilities of state regulators. Community policing carries with it implicit and explicit critiques of traditional policing many of which can be applied as effectively to state environmental regulation such as reliance on random preventive patrol, rapid response to emergencies, and retrospective investigation (Crank, 1994:90; Sparrow, Moore, and Kennedy, 1990:90).

## **The roles of the police and community in local accountability**

Both the Constitution of the Republic of South Africa (1996) and the South African Police Service Act (Act 68 of 1995) state explicitly that the SAPS is liable for the prevention, combating and investigation of crime, to maintain public order, to protect and secure the inhabitants of the Republic and their property and to uphold and enforce the law. The police and the community are inseparable. The police and the community are accountable to each other for safeguarding individual rights and liberty and for wholehearted cooperation, support and mutual assistance. The police, as the active partner, are expected to create an environment within which the passive partner (the public) can become involved in combating the crime problem.

During the process of maintaining order, the active partner must create an environment in which the public's passiveness can be transformed into active participation e.g. to get actively involved in fighting crime (Van Vuuren, 1998:46). Van Vuuren (1998: 46) is of the view that the following measures can be applied to encourage the public to cooperate: The police must communicate /consult with the public about crime in order to identify problems and jointly seek solutions via the Community Police Forums; The police must be professional in their attendance of complaints; The police and the community must appreciate their respective roles in the partnership; Understanding and communication must be accompanied by sympathetic actions and Impartial and fair treatment of all members of society.

## **Development of police accountability to local communities**

The implementation of police accountability to local communities in South Africa gained momentum after the adoption of the National Peace Accord in 1991. The National Peace Accord provided, amongst other things, that the police shall be guided by a belief that they are accountable to society in rendering their policing

services and shall therefore conduct themselves so as to secure and retain the respect and approval of the public. Through such accountability and friendly, effective and prompt service, the police shall endeavour to obtain the co-operation of the public whose partnership in the task of crime control and prevention is essential (Van Vuuren, 1996: 103).

The CPF created a joint responsibility, joint accountability and joint capacity between the community and the police to address crime and disorder problems (Department of Safety and Security, 1997: 2&9). The police's openness to public scrutiny (transparency) means that the community should have access to all information held by the police.

Privileged information, sensitive police operations, the timing of crime prevention operations, the identity of police informants and cases that are subjudice cannot be shared with the community (Department of Safety and Security, 1997: 72). The CPF members sometimes demand information in possession of the police that will not contribute to the safety of the community. The researcher is of the opinion that any information in possession of the police that will in no way contribute to the safety of the community should also not be shared.

## 1.12 Definition of the Concepts

- **Community**

Community is a spatially restricted group within a society, with its own characteristics, physical living conditions, institutions and a cultural pattern peculiar to itself (Van Heerden, 1992: 82).

- **Partnership**

For the purpose of this research, partnership is regarded as a formally structured regular interaction between the police and an identifiable group, with the

- **Policing**

Objective of exchanging information so that the overall functional performance of Policing is that form of coercive action, within the structure of formal social control that is directed at the maintenance of internal order in conforming with the principles of legal jurisdiction and the constitutional rights of every individual (Van Heerden, 1992: 16).

- **Accountability**

Accountability means that the institution must account for (give explanation or a reckoning of) the manner in which it performed every specific function for which it has been made responsible. Accountability requires institutions and functionaries to render account (explain) the positive- as well as negative results obtained from the performance of the functions entrusted to them (Van Heerden, 1992: 16).

- **Responsibility**

Cloete (1996: 19) defines responsibility as relating to making an institution or functionary liable for the performance of specific functions. Thus, if you are responsible, you are allocated a particular function together with the inherent powers and authority to discharge that function.

- **Transparency**

Transparency in this research shall mean that the police should be open to public scrutiny (Department of Safety and Security, 1997: 71).

- **Partnership**

For the purpose of this research, partnership is regarded as a formally structured regular interaction between the police and an identifiable group, with the

researcher undertook the research. De Vos et al. (2005:132) define a research objective of exchanging information so that the overall functional performance of the police is enhanced (Fouche, 2003: 32).

### 1.13 Organisation of the study

This study is organized into five chapters. In accordance with Mnyaka (2006:7) this section serves to indicate what the researcher intended to discuss in each chapter.

- **Chapter 1: Introduction and Background of the study**

In this chapter, a brief overview of the research problem, aims of the research, definition of concepts, significance of the study, limitation of the study, delimitation of the study, brief summary of literature review an is given.

- **Chapter 2 : Literature Review**

This chapter gives a review of literature studies on the role of staff management in effectively helping institutions implement strategies that encourage personnel to remain committed to their institutions and theoretical framework. As noted by De Vos et al. (2005:117) a literature review is a description of primary and secondary sources of research material. This chapter describes the challenges faced by the community police forum globally

- **Chapter 3: Research design and Methodology**

This is the critical part of the research study. Research design sets up the framework for the study and is the blueprint of the research. This chapter gives a brief explanation of the theory underpinning the methodology as well as how the

researcher undertook the research. De Vos *et al.* (2005:132) define a research design as a plan or a blueprint of how you intend to conduct a research project.

## 2.1 • Chapter 4: Data analysis and Interpretation

The research results presented in this chapter which include a clear analysis of data collected realization of sample and discussion of results. Data was analysed and interpreted in this chapter.

## • Chapter 5: Conclusion and Recommendations

In this chapter, conclusions from the results in chapter 5 as well as recommendations are outlined.

To protect the community from the police, the Constitution 1996 brought into being the institutions that subject as watchdog in promoting democracy and ensure that public institutions do not abuse their powers and that the general citizenry is protected. One of these institutions is the Community Police Forum, which is used in this Chapter as the main point for police accountability to the local community.

South African Community Police Forums followed the British model of community-police consultative forums, and one can expect similar teaching

## CHAPTER 2: LITERATURE REVIEW

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### 2.1 Introduction

Prior to 1994 the Police in South Africa were not regarded as legitimate by the majority of South Africans. The Police were perceived as the strong arm of the unrepresentative government, as the Police were being used by that government to enforce its laws (Van Vuuren, 1996: 101). Those laws were passed or enacted by Parliament, which represented the minority.

Those laws, in most instances, were immoral and violated the most basic human rights of individuals (Nel & Bezuidenhout, 1998: 24). The Police were closed to public scrutiny, input, participation, involvement, contribution and criticism. The advent of democracy in 1994 led to the transformation of the Police to a National Police Service. The Police Service has powers and authority to arrest, detain suspects, search and seize property, conduct undercover surveillance, use force, etc, which are not conferred upon ordinary citizens (Stone & Ward, 2000: 3). These duties are the same duties performed by the South African Police during the apartheid regime.

To protect the community from the police, the Constitution 1996 brought into being the institutions that will act as 'watchdogs' in promoting democracy and ensure that public institutions do not abuse their powers and that the general citizenry is protected. One of these institutions is the Community Police Forum, which is used in this Chapter as the focal point for police accountability to the local community.

South African Community Police Forums followed the British model of community-police consultative forums, and one can expect similar teething

problems like those encountered by liaison committees in Britain to affect community liaison forums in South Africa. Drawing from British experience, the most important problems that can be anticipated as encountered in Britain are: the lack of consensus between the police and communities as to the real purpose and focus of such forums; resistance emanating from the ranks of police to the whole idea of liaison and the lack of power of liaison forums to challenge operational policy of the police (Nel & Bezuidenhout, 1995: 29).

## 2.2. Accountability and responsibility

Accountability means that the institution must account for (give an explanation of) the manner in which it performs every specific function for which it has been made responsible. Accountability requires an institution and functionaries to render an account (explain) of the positive- and negative results obtained from the performance of the functions entrusted to them. An institution or a functionary can be called to account for the results obtained from the performance of specific functions only after having been made responsible for the performance of the functions (Cloete, 1996: 19).

According to the Department of Safety and Security (1997: 66), accountability means to answer and be responsible to an external authority. This then means, making the police answerable and responsible to the community. To those who would wish to direct the police, the word 'accountability' is an acceptable euphemism for control. For others, the word means being called to account for actions and policies, and thus it implies ex post facto explanation, rather than subordination (Oliver in Smit, 1990: 40). Responsibility relates to making an institution or a functionary liable for the performance of specific functions (Cloete, 1996: 19). Thus, if one is responsible, one is allocated a particular function together with the inherent powers and authority to discharge that function.

The Constitution of the RSA (1996) and the SAPS Act (1995) state explicitly that the objectives of the SAPS are as follows:

- To prevent, combat and investigate crime.
- To maintain public order.
- To protect and secure the inhabitants of the Republic of South Africa and their property.
- To uphold and enforce the law.

The SAPS officials can therefore, be called to account for the results obtained from the performance of these specific functions and also to give an account of their policies and actions. There is thus, a close relationship between responsibility and accountability (Cloete, 1996: 19). If a person has not been made liable for the performance of a specific task, such a person cannot be held accountable for that task, or if a person does not assume responsibility for a task, such a person cannot be held accountable for that task.

However, when a person takes it upon themselves to execute a particular function, they accept responsibility to carry out that function and are therefore, accountable to the person who gave them that responsibility (Du Toit et al., 1998: 81). The public collectively delegated power and authority to the police to maintain civil order and to ensure public safety with due regard for the rights of individuals. The police, as the active partner therefore, function by virtue of a mandate received from the public to carry out general public duties relating to civil order. The police are an essential instrument of the public through which civil order is maintained (Van Vuuren, 1998: 45).

The police are therefore, expected to account to the community regarding positive- as well as negative results achieved in the performance of the functions as entrusted to them and in respect of the results achieved in the performance of the functions entrusted to them in respect of the station area or area of

responsibility. The police are also expected to account to the community in respect of addressing the community problems and concerns (Department of Safety and Security, 1997: 16). Accountability rests on the transparency (openness to public scrutiny) of the police and on the responsibility of the community to assist the police in preventing and combating crime and disorder.

There rests therefore, a joint responsibility and a joint accountability upon the police and the community (Department of Safety and Security, 1997: 9). For the purpose of this study, the level of accountability shall be confined to the CPF as a client/consumer of the South African Police Service's service.

### 2.3 Lessons from community policing

Community environmental policing, through programs such as the bucket brigades, is similar to community policing in that it seeks to place external community pressure on government officials to change agency practices, consider local issues more seriously, and collaboratively address problems (Bass, 2000). Community environmental policing follows the example of community policing in advancing a new philosophy of enforcement which privileges: shared responsibility for policing (as community members play a role in identifying problems and agencies respond to these community-reported issues); prevention (where the ultimate goal is identifying and eliminating the source of a problem); and increased discretion and flexibility within agency and community stakeholder groups (Rohe, Adams, and Arcury, 2001).

As Skogan and Hartnett (1997:5) suggest, the goal of community oriented policing lies in reforming decision-making processes and creating new cultures commitment to broadly focused, problem-oriented policing responsive to citizens demands. Similarly, community environmental policing tries to advance both civilian oversight accountability for government agencies and community participation in policing (Bass, 2000:90) Two decades worth of experience with

community policing provide empirical evidence on the potential and limitations of community participation in policing, and the concomitant roles and responsibilities of state regulators. Community policing carries with it implicit and explicit critiques of traditional policing many of which can be applied as effectively to state environmental regulation such as reliance on random preventive patrol, rapid response to emergencies, and retrospective investigation (Crank, 1994:90; Sparrow, Moore, and Kennedy, 1990:90).

Environmental regulation has been similarly critiqued for its dependence on random inspections, self-reporting from industry, ambient monitoring, and slow responses to incidents and emergencies. The community policing literature also offers important benchmarks for evaluating the potential roles of community participation in addressing criminal activity. Recent research argues that community participation can bring new values to policing priorities, shifting focus to broken windows and public order rather than just emergencies and illegal incidents (Kelling, 1987:89; Wilson and Kelling, 1982:4, 1989:90). This in turn helps shift police strategies from "incident-oriented to problem oriented policing (Goldstein, 1990:9; Skogan and Hartnett, 1997:9).

Community participation in neighborhood watch programs can provide new sources of information for identifying problems and their root causes (Crank, 1994; Friedman, 1995; Rosenbaum, 1987:8) and help to co-produce policing through the combined actions of community members and police agencies (Fung, 2001:9; Schneider, 1987:9). Finally, some versions of community policing focus explicitly on advancing increased accountability over the police (Fung, 2001:3; Sparrow, Moore, and Kennedy, 1990:90).

Community policing has of course taken many forms and achieved varying results (Greene and Mastrofski, 1988:9). Common characteristics of successful community policing initiatives have included: a move toward organizational decentralization, better communication between the police and the public, new

kinds of information exchange, increased responsiveness to citizen concerns, increased trust and coordinated actions, efforts to understand the causes of problems, analyzing patterns of problems, and responding creatively to these problems through multiple means and coordination with other agencies (Lavrakas, 1995:9; Rosenbaum, 1987:90; Skogan and Hartnett, 1997:90; Wilson and Kelling, 1989:89). Analysts have also pointed to the challenges and limitations of broader public participation in crime fighting. First, there continues to be extensive police resistance to changing strategies of policing (Sparrow, Moore & Kennedy, 1990:12). Some police do not believe that "lay" community members can provide valuable information.

...mainly the result of three decades of re-assessment of the role and function of the police.

Many versions of community policing have thus had a limited substantive role for the community. As Buerger (1994:416) notes, community policing, by and large, remains a unilateral action on the part of the police. Of the standard community partnership roles advanced by community policing citizen as eyes and ears of the police, cheerleader, provider of monetary resources, and maker of public statements to criminal elements only the last goes beyond mere legitimization of police actions. Yet, even community-based statements to criminal behavior tend to be directed toward respectable" actors (such as landlords and local political officials), which are prone to the effects of moral suasion. In cases where there is a role for the community, residents are often reluctant to spend their time and energy, and to risk retribution, for participating in crime fighting initiatives (Rosenbaum, 1987:90).

...community and its police in identifying and ameliorating local crime and disorder problems (Rosenbaum & Lurigio, 1994:9; Grinc,

Even organized community members can gradually become demobilized after successes or failures. Research shows that communities most burdened by the lack of a safe environment the poor and disadvantaged are often the hardest to keep mobilized (Buerger, 1994:8). Indeed, early experience with neighborhood watch programs suggests a number of barriers to effective participation in block watch meetings, relating to socioeconomic background and group dynamics (Rosenbaum, 1987:9). Analysts have thus pointed to an important role for the

state in fostering and facilitating community participation in policing activities and targeting disreputable criminals (Friedman, 1995:9; Rosenbaum, 1987:9; Schneider, 1987:90).

## 2.4 Community-Based Policing in Limpopo Province

Community-based policing also referred to as community policing or problem oriented policing, represents not so much a new policing alternative as a re-emergence of the original approach to urban public policing practised in 18th century England. This re-emergence has been mainly the result of three decades of re-assessment of the role and function of the police.

While the Metropolitan London police provided the first model for modern urban community policing, Canadian municipal police were influenced by later developments that took place in the United States. These developments included the reaction to the close police-community ties which facilitated systemic corruption of the police by local political party organizations. From the 1930s onwards, the distancing of urban police from the community became the driving force in North American policing toward what became known as professional policing (Solicitor General of Canada, 1990:56).

The central principle underlying community-based policing is that it involves a full partnership between the community and its police in identifying and ameliorating local crime and disorder problems (Rosenbaum & Lurigio, 1994:9; Grinc, 1994:9). Community policing maintains that crime and disorder are the joint property of both the community and the police, and that this joint effort is carried out within an interactive, cooperative and reciprocal relationship. This relationship of partnership and participation contrasts with the professional model of policing in which crime is the exclusive property of the police who operate according to the crime control model (Sacco & Kennedy, 1994:32; Grinc, 1994:56). Under this model, the two main criteria for police force performance are the proportion of

charges laid to offences reported to the police and the response time to calls from the public for police service. The marginal effectiveness of the professional model in the prevention and containment of crime, coupled with the loss of positive police-community relations, resulted in police executives over the past 20 years beginning to look for a new approach to policing (Griffiths & Verdun-Jones, 1994:9; Grinc, 1994; Sacco & Kennedy, 1994:78).

## 2.5. Development of police accountability to local communities

The implementation of police accountability to local communities in South Africa gained momentum after the adoption of the National Peace Accord in 1991. The National Peace Accord provided, amongst other things, that the police shall be guided by a belief that they are accountable to society in rendering their policing services and shall therefore conduct themselves so as to secure and retain the respect and approval of the public. Through such accountability and friendly, effective and prompt service, the police shall endeavour to obtain the co-operation of the public whose partnership in the task of crime control and prevention is essential (Van Vuuren, 1996:103).

The Interim Constitution of the RSA 1993 introduced the establishment of Community Police Forums at police stations with the following functions:

- The promotion of accountability of the services to local communities and cooperation of communities with the police.
- The monitoring of the effectiveness and efficiency of the police.
- Advising the police regarding local police priorities.

The evaluation of the provision of visible police services, including the following:

- The provision, location and staffing of police stations.

- The receipt and processing of complaints and charges.
- The provision of protective services at gatherings.
- The prosecution of offenders.
- Requesting enquiries into police matters within the locality concerned.

The Interim Constitution directed that a legislation of parliament should carry the establishment and the functions of the CPF. In 1995, the South African Police Service Act 68 of 1995 adhered to the Constitutional directive. The SAPS Act directed the police to liaise and consult with the community through the Community Police Forum with a view to the following:

- Establishing and maintaining a partnership between the community and the Police.
- Promoting communication between the police and the community.
- Promoting cooperation between the police and the community in fulfilling the needs of the community regarding policing.
- Improving the rendering of police services to the community at national-, provincial-, area- and local levels.
- Improving transparency in the police and accountability of the police to the community.
- Promoting joint problem identification and problem solving by the police and the community.

This was done primarily to build the trust and legitimacy of the police, particularly in those areas in which the relationship between the police and the community had been characterised by mistrust and conflict (White Paper on Safety and Security, 1998: 35). The aims of the CPF were, and are still are, the following:

- To democratise the South African Police Service by ensuring that they police with the consent of the community, according to the will and the needs of the community.

- To bridge the gap between the police and the community.
- To make the police accountable (answerable) to the community in respect of addressing their reasonable needs and their reasonable concerns.
- To serve in the interest of effective crime control (active involvement of the community in preventing and combating crime and disorder).
- To check the transparency (openness of the police to public scrutiny) of the police.
- To create a joint partnership between the police and the community in preventing and combating crime and disorder.

For this to be realised, all personnel in the police should embrace Community Policing (Department of Safety and Security, 1997: 17).

The police cannot solely solve all the problems faced by the community. The police should do the following:

- Assist the community to solve their own problems in partnership with the police.
- Acquire the assistance of other appropriate agencies to address specific problems.
- Where necessary, make police resources available to assist the community in problem solving (Department of Safety and Security, 1997: 16).

The CPF created a joint responsibility, joint accountability and joint capacity between the community and the police to address crime and disorder problems (Department of Safety and Security, 1997: 2). The police's openness to public scrutiny (transparency) means that the community should have access to all information held by the police. Privileged information, sensitive police operations, the timing of crime prevention operations, the identity of police informants and cases that are subjudice cannot be shared with the community (Department of Safety and Security, 1997: 72). The CPF members sometimes demand

information in possession of the police that will not contribute to the safety of the community. The researcher is of the opinion that any information in possession of the police that will in no way contribute to the safety of the community should also not be shared.

The Constitution of the RSA 1996 (Section 195) demands that the Public Administration be accountable. It also demands the establishment of a national Police Service that will be representative, efficient, impartial, transparent and accountable, which will uphold and protect the fundamental rights of all people and which will fulfill its vision and mission in consultation and co-operation with the South African community.

In 1997, the Department of Safety and Security published the "Community Policing Policy Framework and Guidelines" for South Africa. The 'mandate and the functions' of the CPF as set out in this policy are exactly the same as in the Interim Constitution of the RSA (Act 200 of 1993) as cited in paragraph 3 supra. The policy directs the CPF's to use these functional powers in executing their responsibilities mandated to them by the SAPS Act (Act 68 of 1995) as cited in paragraph 3 supra. The policy also directs that the CPF may add to the functional powers mentioned in the Interim Constitution, and these powers may not be reduced (Department of Safety and Security, 1997: 57).

The establishment of Community Police Forums was a cooperative effort to facilitate a process of problem solving. The main objective of this partnership is to determine, through consultation, community needs and policing priorities, and to promote police accountability, transparency and effectiveness. Community needs may also be determined by other means than the Community Police Forums (Department of Safety and Security, 1997: 2). Community Police Forums are not necessarily the only means by which to address Community problems. Other structures may be used to address certain community problems (Department of

Safety and Security, 1997: 2). The other means in place to address problems are as follows:

The Independent Complaints Directorate which is mandated by the Constitution of the Republic of South Africa 1996 to accept and investigate complaints against the police.

- The Offices of the Members of the Executive Council (MEC's) who are mandated by the Constitution of the RSA to oversee the effectiveness and efficiency of the police service and to promote good working relationships between the police and the community (Reynecke & Fourie, 2001: 50).

- The Provincial Secretariats for Safety and Security which are mandated by the SAPS Act (Act 68 of 1995) to promote accountability and transparency of the Police Service, to monitor the implementation of policy and to evaluate the functions of the Police Service.

- The Judicial System.

- The internal SAPS policies, such as Standing Order General 101, which outlines the procedures to be followed when dealing with complaints against the police by the public.

The SAPS Standing Order General 101, which governs the handling of complaints against police by the public, provides that a person lodging a complaint at the police station against the police or a specific member, must be treated politely. A full statement, including the particulars of the place where, the date on which and the time at which the incident occurred, must be handed to the Station Commissioner or another senior member for the necessary investigation. An entry in the Occurrence Book must be also be made immediately and the entry number be handed to the complainant.

## 2.6 Independence and accountability of CPF

The word 'operations' is associated with production. Production is the creation of goods and services which is accomplished by transforming inputs to outputs (Buckinghamshire Chiltrens University College, 1999: 6). For the purpose of this study, operations shall refer to the day- to- day execution of policing functions. The word 'independent' means "free from control or judgement; not dependent on anything else for function; capable of acting for oneself or on one's own" (Collins Concise Dictionary Plus, 1989). For the purpose of this study, 'operational independence' shall refer to "free judgement of the police in the execution of their day-to-day activities".

The public conferred upon the police powers that are not conferred upon ordinary citizens (Chan, 1999: 2). They patrol streets, detect crime, enforce regulations, arrest and interrogate suspects, control demonstrations and use force (sometimes deadly force) in the course of these duties (Stone & Ward, 2000: 3). In any democratic society based on the rule of law and responsible government, it is fundamental that police independence be balanced with accountability (Chan, 1999: 2). The process of accountability ensures that the police act responsibly and that they act on behalf of their community.

The concept of independence and accountability are related, since an adequate structure of accountability is necessary if the operational independence of the police is to be preserved. It is in this area that the police are most vulnerable to attack and criticism, since any political inspired measures to undermine the independence of the police inevitably concentrate on a lack of accountability. Any suggestion that the accountability of the police is inadequate is naturally accompanied by a clamour for reform, which threatens the independent status of the police (Pike, 1985: 155). Lord Scarman pointed out that the exercise of police judgement has to be as independent as the exercise of professional judgement

by a doctor or a lawyer, and if it is not, the way is open to manipulation and abuse of the law, whether for political- or for private ends (Pike, 1985: 155 - 156).

The local and democratic oversight of policing activities is expected to be exercised with regard to the distribution of resources, operational policy and accountability to the community, but not control of operations (Van Vuuren, 2000: 47). Neither politicians nor pressure groups nor anyone else may tell the police what decisions to take or what methods to employ, whether to enforce the law or not in a particular case or how to investigate a particular offence. The exercise of police judgement has to be as independent as the exercise of professional judgement by a doctor or a lawyer. If it is not, the way is open to manipulation and abuse of the law, whether for political- or for private ends (Pike, 1985: 155).

Regulation 6 of the SAPS Interim Regulations for CPF and Boards 2001 provides that a community police forum, sub-forum or board has no command and control over the police or any part or member thereof. The management of the police is the responsibility of police management. The Constitution of the RSA 1996 provides that the National Commissioner of the SAPS shall exercise control over and manage the police service in accordance with the national Policing Policy. The National Commissioner is accountable to the National Minister for Safety and Security. The National Commissioner in turn, delegated his powers to the various levels of management within the SAPS.

## **2.7. The roles and functions of the police and the community in local accountability**

Both the Constitution of the Republic of South Africa 1996 and the South African Police Service Act (Act 68 of 1995) state explicitly that the SAPS is liable for the prevention, combating and investigation of crime, to maintain public order, to protect and secure the inhabitants of the Republic and their property and to uphold and enforce the law.

According to the Interim Constitution of the RSA (Act 200 of 1993) and the policy on community policing by the Department of Safety and Security, the functions of the Community Police Forums are as follows:

- The promotion of accountability of the services to local communities and cooperation of communities with the police.
- The monitoring of the effectiveness and efficiency of the police.
- Advising the police regarding local police priorities.
- The evaluation of the provision of visible police services, including the following:
  - The provision, location and staffing of police stations.
  - The receipt and processing of complaints and charges.
  - The provision of protective services at gatherings.
  - The prosecution of offenders.
  - Requesting enquiries into policing matters within the locality concerned.

The SAPS Act (1995) introduced the objectives of the CPF as follows:

- Establishing and maintaining a partnership between the community and the Police.
- Promoting communication between the police and the community.
- Promoting cooperation between the police and the community in fulfilling the needs of the community regarding policing.
- Improving the rendering of police services to the community at national-, provincial-, area and local levels.
- Improving transparency in the police and accountability of the police to the community.

• Promoting joint problem identification and problem solving by the police and the community.

According to Van Heerden (in Van Vuuren, 1998: 22) the police and the public are the police. Arguments in favour of directed (supported) policing are based on the following presumptions:

- The police are an integral part of their community.
- The community desires a specific standard of policing.
- The community ought to be involved with the police/policing.
- The community owns its police and hence the police are accountable to the community.

The police and the community are inseparable. The police and the community are accountable to each other for safeguarding individual rights and liberty and for wholehearted cooperation, support and mutual assistance. The police, as the active partner, are expected to create an environment within which the passive partner (the public) can become involved in combating the crime problem. During the process of maintaining order, the active partner must create an environment in which the public's passiveness can be transformed into active participation e.g. to get actively involved in fighting crime (Van Vuuren, 1998: 46). Van Vuuren (1998: 46) is of the view that the following measures can be applied to encourage the public to cooperate:

The police must communicate /consult with the public about crime in order to identify problems and jointly seek solutions via the Community Police Forums; The police must be professional in their attendance of complaints; The police and the community must appreciate their respective roles in the partnership; Understanding and communication must be accompanied by sympathetic actions and Impartial and fair treatment of all members of society.

The police have a duty to consult with the community regarding the crime problem and the identification of priorities. This consultation must not simply be a superficial consultation process that is followed because it is prescribed by law; it must reflect total participation by the community. It is also necessary to consult with the members in the South African Police Service to inform them of what the community expects from them. According to Van Vuuren (1998: 45) the public is the passive partner in policing. Their primary and basic obligations are as follows: Unconditional assistance of the active partner (police), the individual's civil obedience and law abiding behaviour; The individual's assumption of responsibility for their own safety and Assuming responsibility for other's interests.

Both the community, as a passive partner, and the police, as the active partner, are accountable to each other for the following: Safeguarding individual rights and liberty and Wholehearted cooperation, support and mutual assistance. It needs to be mentioned that it is the Station Commissioner, and few other senior officers, who serve on the Community Police Forum. If the expectations and the needs of the community reached at the Community Police Forum are not conveyed to the rest of the station members, they will not be realised. It is therefore, crucial for information to filter from the Community Police Forum right down to all station members and vice versa.

The police activities need to be adapted according to the changing and different needs of the communities that they serve. The South African Police Service needs to be accountable to the community for their actions and the execution of their duties.

## 2.8 Conclusion

Communities need more personal attention from the police and control over police activities in their neighbourhood, while the effectiveness of the police depends on public cooperation and support. The effective partnership between the police and the community can play an important role in reducing crime and in promoting the safety and security of the community. This will be strengthened by the accountability and transparency of the police towards the local community, as all relevant information will be readily available to the community. In the following chapter (Chapter 3) the research design and methodology will be discussed.

described in the rest part of the chapter.

### 3.2 Study area

The study was in the form of an exploratory, descriptive, cross-sectional survey, which was conducted on Community Police Forums in Limpopo Province where there is high crime rate. This study was conducted at 11 randomly selected 1-ward of Limpopo Province.

### 3.3 Research Methods

The descriptive survey method was used in this research study because it was appropriate for investigating an existing situation or current condition. The study used descriptive survey method to collect data by means of questionnaires. Despite the main disadvantage of being somewhat artificial and superficial, the survey research method had advantages in terms of the data that could be collected, and the data could be standardised (Salovey, 1999:254-255). The hallmarks of the descriptive survey methods were its strength as a tool for inquiring the survey status quo of the phenomenon.

## CHAPTER 3: RESEARCH DESIGN AND METHODOLOGY

### 3.1. Introduction

This chapter deals with the method that was used to conduct the study, as well as the preparation involved. It begins with brief descriptions of the study design, followed by descriptions of the population, study setting, sampling method employed and measuring too. Next, the pilot study is described, followed by the data collection, data management and analysis. The ethical considerations are described in the last part of the chapter.

### 3.2 Study area

The study was in the form of an exploratory, descriptive cross-sectional survey, which was conducted on Community Police Forum in Makhado Ward where there is high crime rate. This study was conducted at Makhado Ward 1 under of Limpopo Province.

### 3.3 Research Methods

The descriptive survey method was used in the present study because it was appropriate for investigating an existing situation or current condition. The study used descriptive survey method to collect data by means of questionnaires. Despite the main disadvantage of being some what artificial and superficial, the survey research method had advantages in terms of the data that could be collected, and the data could be standardised (Babbie, 1990:254-255). The hallmarks of the descriptive survey methods were its strength as a tool for inquiring the survey status quo of the phenomenon.

This research is a quantitative and qualitative survey. This approach was the most appropriate to obtain information on the perception of personnel concerning challenges and roles of the Community Police Forum with regard to the crime prevention in Makhado Ward 1.

Quantitative survey approach is probably the best method available to those in social sciences which are interested in collecting original data for purposes of describing a population. Surveys are also excellent vehicles for the measurement of attitudes and orientations prevalent in a large population (Babbie 1979:316).

The researcher was motivated to use quantitative survey because of its usage of scientific tools such as questionnaires and qualitative (interviews) which allowed the researcher to have access to information that was not directly observable. The quantitative research survey method was chosen for the following reasons (noted in Simon-Uguru 1991:32; Ghosh 1992:205): It attempts to understand the whole in the totality of the environment being investigated; It provides an opportunity for a researcher to develop insight into the basic aspects of human perception, behaviour and attitude. Because information is often given anonymously, respondents are more likely to be truthful in their responses to the issues raised in the questionnaire; The researcher can use scientific research tools such as a questionnaire to collect data and analyze it by means of computer statistical programmes; and It gives some measure of objectivity, because the statistical and mathematical methods of analysis are free from subjective bias.

The qualitative researcher is therefore concerned with understanding rather than explanation; naturalistic observation rather than controlled measurement; and the subjective exploration of reality from the perspective of an insider. As such, a qualitative study is concerned with non-statistical methods and small samples often purposely selected (De Vos *et al.* 2005:74).

De Vos *et al.* (2005:74) further point out that qualitative approaches are useful when the researcher intends to understand human phenomena and investigate the meaning given to events that people experience. This is a naturalistic inquiry which aims at understanding phenomena as they naturally occur. According to Stecher and Borko (2002:547) both qualitative and quantitative methods can be used in the same study. This is variously called multi-method, mixed methods or multiple methods research although there is a move to standardise terminology and use the label mixed methods research for studies combining qualitative and quantitative methods.

stakeholders.

The following were reasons that justified the use of mixed method in this research; Qualitative and quantitative approaches were used on the basis of the type of data used (textual or numeric; structured or unstructured), the logic employed (inductive or deductive), the type of investigation (exploratory or confirmatory), the method of analysis (interpretive or statistical); The focus was on the use of component (parallel or sequential) designs in which the different elements were kept apart or separate, thus allowing each element to be true to its own paradigmatic and design requirements; It was conceived using different methods to achieve the same purpose, with a view to providing corroborating evidence for the conclusions drawn such as a technique of validation; The two methods allowed expression of different facts of knowledge and experience (Mathison, 1988:14).

(1993:13) also share similar views regarding mixed methods research as a

For example, personnel responding to interview or open ended questions raised quite different issues to those provided for in a structured questionnaire asking essentially the same question; and Mixed methods in this study combined nomothetic and idiographic approaches in an attempt to serve the dual purposes of generalisation and in-depth understanding to gain an overview of social regularities from a larger sample while understanding the other through detailed study of a smaller sample.

### 3.4 Population of the study

Donald and Pamela (2003:78), defined population as the group upon which the researcher is interested in making inferences. Population is defined as a set of entities in which all the measurements of interests to the practitioner or researcher are presented. (Powers, Meenaghan and Toomey 1985:235) The target group was selected in order to represent the entire population of Makhado municipality. The population consisted of South African Police Service officials, community police forum, Ward Committees, traditional leaders and other stakeholders.

### 3.5 Sampling methods and size

Mouton further mentions that the aim of sampling is to produce representative's selection of population elements. With regard to presentation, Wimmer and Dominick (1983:58) mentioned that a sample that is not representative of population, regardless of its size, is inadequate for testing purposes. The results cannot be generalised for the population.

Cohen and Manion (1989:10) view a sample as a smaller group or subset of the population from which the researcher attempts to collect information so that the knowledge gained typifies the total population under study. Best and Kahn (1993:13) also share similar views regarding sampling by defining a sample as a small proportion of a population selected for observation and analysis.

In conclusion, sampling makes it possible to estimate characteristics of a large group by examining the characteristics of smaller groups. The larger group is referred to as a population. The smaller group drawn from the population is called sample.

**Table 3.5.1 Sampling methods**

TARGET	STUDY POPULATION	STUDY SAMPLE
<p>According to Saunders, Lewis and Thornhill (2000:150), sampling method provide a wide range of methods that enable the researcher to reduce the amount of data needed to collect by considering only the data from sub-group rather than all possible cases. . A simple random and purposive sample was used for selection of a sample population. Simple random and purposive samplings are used in different contexts for the selection of a population sample. In this study purposeful method of sampling was used so that individuals could be selected because they have experienced the central phenomenon. A purposive sampling technique was employed in selection study participants. All participants in this study already met the requirements and characteristics that the researcher needs as they are serving in different structures. In simple random sampling, every member of the population has an equal chance of being selected. The selection of the ward and study sampling was done randomly for questionnaire distribution in both villages in Makhado area.</p>		

### 3.5.1. Questionnaires Survey

### 3.5.2 Sampling size

For many good reasons, the questionnaire is the most widely used technique for data collection. When choosing a sampling size, practical consideration like time and cost should be taken into account. Maree (2009:179) indicated that there are things that may be looked at by the researcher as possible ways to reduce the cost that is sample size, method of data collection, population, accuracy and statistical analysis. Luck and Rubin (1987:56) warn that, when using this method, the researcher must be confident that the chosen sample is truly representative of the entire population. In this study the sample size consisted of SAPS (120), CPF's (24) and traditional leaders (6) .

ended item as the mainstay of survey methodology. The questionnaire technique was chosen because it had several advantages. Closed ended items are amenable to statistical data analysis with minimal manipulation of raw data. MacNamara (1997:105) states that questionnaires can access a large sample

**Table 3.1: Sampling size of the study**

TARGET	STUDY POPULATION	STUDY SAMPLE
SAPS	120	21
CPF	24	24
Traditional Leaders	6	5
<b>Total</b>	<b>150</b>	<b>50</b>

### 3.6 Data collection methods

The researcher using qualitative research considered method of collecting data such as observation, interviewing, questionnaires, and others (de Vos 2002:440). The choice of data collection method for the researcher consisted of the questionnaires that are useful in the process of controlling or checking whether the researcher has identified all the constituent element of a concept.

#### 3.6.1. Questionnaires Survey

For many good reasons, the questionnaire is the most widely used technique for obtaining information from subjects (McMillan and Schumacher 2001: 257). Furthermore, McMillan and Schumacher (2001: 257) note that a questionnaire is relatively economical, has the same questions for all subjects and can ensure anonymity.

A self-administered and self-contained structured questionnaire was designed by the researcher and was used to collect relevant standardised data from all subjects in the sample. McNamara (1997:105) describes the structured or close ended item as the mainstay of survey researches. The questionnaire technique was chosen because it had several advantages. Close ended items are amenable to statistical data analysis with minimal manipulation of raw data. MacNamara (1997:105), states that questionnaires can access a large sample

which place minimal demands on personnel, and can be totally anonymous. The reasons for using questionnaires in this study was that as a data gathering instrument it was cost effective, easy to complete and timeliness of responses.

The instrument's items, format and procedures was taken from Noveno (2003); however, some modifications were made by the researcher to fit to the current study. The questionnaire consisted 20 items. The first part of the instrument contained a statement of purpose and directions, and was designed to collect biographical or personal data that include gender, age, and civil status, educational attainment and years of work experience at policing in Makhado area.

The second part of the questionnaire consisted directions and 20 five point Likert-scale items for rating personnel's perceptions of challenges and the roles of community police forum. The items asked participants to rate the extent to which they agreed or disagreed with certain aspects of their stay at the policing. The rating scale had the following designations: 5=strongly agree; 4=agree; 3=Uncertain; 2=disagree; 1=strongly disagree. The Likert type scale was employed because it provided greater flexibility since the scale descriptions varied to fit into the nature of the question (McMillan and Schumacher, 1993:245).

### 3.7 Data analysis

Mouton (1996:161) points out that the term analysis basically means the resolution of a complex whole into the parts. It involves reducing to manageable proportions the wealth of data that one has collected or has available. According to Fraenkel and Wallen (1990:47:98), data analysis is the process of simplifying data in order to make it comprehensible. Earlandson, Harris, Skipper and Allen (1993:111) define data analysis as the process of bringing order, structure and meaning to a mass of collected data.

Miles & Huberman (1994:90) state that data analysis is the process of systematically searching and arranging the interview transcription, field note, and other materials that are accumulated to increase the researcher's own understanding of them and to enable one to present what one has discovered.

The data analysis was grouped into categories. An analysis was done using Statistical Package Social Sciences (SPSS) immediately after the data has been collected. The results were interpreted in order to generate research report. The results will be presented in the form of tables and percentages. A brief discussion representing tables was given to summarize the whole data.

### 3.8 Ethical consideration

In a study of this nature, the potential for conflicts of interest, invasion of privacy, inconvenience to respondents and loss of confidentiality are important issues. The ethical aspect was carefully considered prior to the study. Letters informing and requesting permission to conduct the study were sent to the Tshimbupfe Traditional leaders and SAPS. Permission from these two organisations was obtained prior to the study. Participants were **briefed-fully** on the purpose of the study. Since assurance of **confidentiality** and **anonymity** is particularly important, the participants were informed that their participation was entirely voluntary, and they had a right to remain anonymous, and to refuse to participate or to withdraw at any time without penalty.

In the context of the research, ethics refers to the appropriateness of a behavior in relation to the rights of those who become the subject of the researcher's work or affected by it. Wells (1994:294) defines ethics in terms of code of behavior appropriate to academics and code of research. Permission was applied from the relevant authorities to conduct a research with the Makhado officials, South

African Police Forum, Traditional Authorities, Community Police Forum and the traditional leaders to ensure legitimacy of the study.

#### 4.1 Introduction

All information collected was treated **confidentially**. No names were used or required when answering the questionnaires. Participant's privacy was considered and respected. Participant's consent to participate in the research was voluntary and free of any coercion. The potential participants were informed as fully as possible of the nature and purpose of the research, the procedures to be used, and the expected benefits to the community.

That even though there is clear legislation that demands the establishment of the Community Policing Forum, there is still no clear understanding of the functions and processes of the

The participants were competent to give **consent**. If the participant was not competent due to mental status, disease or emergency, a designated surrogate might provide consent if it is in the participant's best interest to participate. The participants were having full knowledge and information about the structures and division they serve. The participant had to understand what has been explained and was given an opportunity to ask questions and have them answered by the researcher.

members of the SAPS and members of the Community Policing Forum in the Makhado Ward 1 area regarding their work where there is

The participant's personal dignity and autonomy was recognized. (Human dignity is also emphasized in our Constitution of the Republic of South Africa of 1996.

### 3.9 Conclusion

This chapter has covered all issues concerning overall research methodology adopted, population identification, sampling procedures and units of analysis, the means of access to study sites and methods for data collection and analysis. The issue of how data were collected and analysed were dealt with in this chapter. The next chapter deals with the interpretation and analysis of the collected data.

## CHAPTER 4: DATA PRESENTATION, INTERPRETATION AND ANALYSIS

### 4.1 Introduction

The community's participation and the willingness to assist the police in keeping order depends, to a large extent, on the community's attitude towards the police and the police's attitude towards the community. In cementing this relationship, the South African government formalised the establishment of the Community Policing Forum through legislation. The main problem is that even though there is clear legislation that demands the establishment of the Community Policing Forum, there is still no clear understanding of the functions and processes of the Community Policing Forum by either members of the South Africa Police Service or members of the Community Police Forum in the Makhado Ward 1 area.

of the respondents in the village

The understanding that exists may differ between the members of the SAPS and members of the Community Policing Forum. It is on this premise that the primary objective of the research was based namely, to identify the actual perception and attitude of members of the SAPS and members of the Community Policing Forum in the **Makhado Ward 1** area regarding those points where there is operational agreement or disagreement on the functions and processes of the Community Policing Forum.

Total	50	100
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Most participants in the study sample fell within 15-25 year age range. They make 40% of the sample. Only 27 percent of the sample was between 26-35 years of age. Respondents of various ages were well distributed in the final study sample.

## 4.2 Biographical characteristics

**Table 4.1: Indicate Participants response from a social demographic profile**

Gender	Married		Single		Divorced		Widowed	
	N=50	%	N=50	%	N=50	%	N=50	%
Male	12	23.3	0	0	0	0	0	0
Female	27	53.3	7	37	73	6.6	2	3.3

From 110 participants that were randomly selected 77% of the respondents were females of which 53.3% were married and only 13.3% of those women were single mothers, and about 6.6% were divorced only 3.3% are widowed (Table 4.1). The male respondents from the sampled participants account for only 23% of the respondents in the village.

**Table 4.2 Frequency distribution of subjects by age groups**

Age Group	Frequency	percentage
15-25	20	40
26-35	14	27
26-45	10	20
46 and above	6	13
<b>Total</b>	<b>50</b>	<b>100</b>

Most participants in the study sample fell within 15-25 years age range. They make 40% of the sample. Only 27 percent of the sample was between 26-35 years of age. Respondents of various ages were well distributed in the final study sample.

**Table 4.3: Level of education**

	Frequency	Percentage
None	10	20
Primary	20	40
Secondary	14	27
Tertiary	6	13
<b>Total</b>	<b>50</b>	<b>100</b>

Table 4.3 shows that the education level of the respondents is very low; more than 60% of the participants did not go beyond matric level (grade 12). Only 13 percent have Diplomas and Degrees. Finally 60% of the interviewed population has primary level of education and 27% received secondary education.

**Table 4.4: Respondents income generation**

	frequency	Percentage distribution (%)
R100-R1000	25	50
R1000-R2000	16	33
R2000-R5000	4	7
R5000-R10 000	4	7
R10 000 Plus	1	3
<b>Total</b>	<b>50</b>	<b>100</b>

Table 4.4 shows that the participant's income varies with income source. A significant part of participants with the lowest income (50%) depended on social grants whilst 7% of this income category depended on remittances and 33% depends on piece jobs. Most of the high income participants depended on monthly salaries. The studies found out that the majority of participants had an income in the range of R100-R2000 (Table 4.4). This shows a high degree of income inequity where very few people have high incomes while many are poor.

Of those who are formally employed, the highest incomes are for those who work in the public sectors representing only 17% of the total population.

**Table 4.5: Language used by the respondents**

	Frequency	Percentage
English	0	0
Tshivenda	50	100
Tsonga	0	0
<b>Total</b>	<b>50</b>	<b>100%</b>

The 100% of the respondents spoke Tshivenda as their mother tongue and used the same language as medium of communication in meetings, and 2% of the respondents did not indicate their home language (See table 4.5).

### 4.3 Challenges faced by Community Policing Forum with regard to Crime Prevention in Makhado Area, Ward 1

**Table 4.6: People are interested in becoming member of Community Police Forum**

	Frequency	Percentages
Strongly Disagree	15	30
Disagree	18	36
uncertain	5	10
Strongly Agree	7	14
Agree	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

Table 4.6 reveals that 33 respondents constituting 66% of the total sample disagreed that people are interested in becoming members of Community Police Forum and this could be based on the fact that those who join the CPF are not employed permanently and sometimes they become targets to the community in

their attempt to prevent crime. The CPF members were properly trained in crime prevention 12 respondents constituting 24% of the total sample agreed that people were trained could be based on the fact that not all the people are abreast of the CPF programmes in the community. The 5 respondents constituting 10% of the total sample were uncertain of the interest of community members in the CPF programmes and this could be a manifestation of ignorance of a smaller section of the community members

Total	50	100
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**Table 4.7: CPFs do not have the necessary skills in crime prevention**

	Frequency	Percentages
Strongly Disagree	6	13
Disagree	5	10
uncertain	5	10
Strongly Agree	19	38
Agree	15	29
<b>Total</b>	<b>50</b>	<b>100</b>

Table 4.7 reveals that 34 respondents constituting 67% of the total sample agreed that CPFs do not have the necessary skills in crime prevention, and this fact is based on action of the CFP during crime. Very often the CPF take the law into their own hands and victims are sometimes injured or killed. 12 respondents constituting 23% of the total sample disagreed that CPFs do not have the necessary crime prevention skills. Something based on the lack of information of certain members in the community. On the one hand ignorance can not be ruled out as 5 respondents constituting 10% of the total sample were uncertain of whether the CPFs have necessary skills for crime prevention.

Training is very important to acquire the necessary skills and this is well demonstrated but table 4.9 which reveals that 37 respondents constituting 71% of the total sample agreed that the CPFs need the necessary training on crime prevention and this could be based on the fact that the CPFs lack the necessary

**Table 4.8: The CPFs assist the police in crime prevention**

	Frequency	Percentages
Strongly Disagree	7	15
Disagree	5	10
uncertain	2	4
Strongly Agree	17	33
Agree	19	38
<b>Total</b>	<b>50</b>	<b>100</b>

It is very clear from table 4.8 that indeed the CPFs assist the police in crime prevention. This is well supported by 36 respondents constituting 71% of the total sample who agreed that the CPFs assist the police in crime prevention. The fact that 13 respondents constituting 25% of the total sample disagreed could be based on the mis-conception of certain members is the community, while 2 respondents constituting 4% of the total sample clearly demonstrated lack of information of the respondents concerned.

**Table 4.9: The CPFs need the necessary training on crime prevention**

	Frequency	Percentages
Strongly Disagree	5	10
Disagree	7	14
uncertain	1	1
Strongly Agree	19	38
Agree	18	37
<b>Total</b>	<b>50</b>	<b>100</b>

Training is very important to acquire the necessary skills and this is well demonstrated but table 4.9 which reveals that 37 respondents constituting 71% of the total sample agreed that the CPFs need the necessary training on crime prevention and this could be based on the fact that the CPFs lack the necessary

skills on crime prevention. 12 respondents constituting 24% of the total sample disagreed that the CPFs need the necessary training on crime prevention the notion which could have its strongest basis on misconception, while 1 respondent constituting 1% of the total sample were uncertain of the training directed to the CPFs and this could have its bases on mis-concepts.

**Table 4.10: The CPFs receive the necessary, support from the community**

Total	Frequency	Percentages
Strongly Disagree	11	22
Disagree	7	15
uncertain	5	10
Strongly Agree	18	35
Agree	9	18
<b>Total</b>	<b>50</b>	<b>100</b>

In view of table 4.10, 27 respondents constituting 53% of the total sample agreed that the CPFs receive the necessary support from the community, the notion which could be based on the valuable duty it is doing for crime prevention. The fact that 19 respondents constituting 37% of the total sample disagreed reveals lack of knowledge of certain respondents. 5 respondents constituting 10% of the total sample were uncertain of the necessary training given to CPFs, something which could be based on misconception of respondents.

**Table 4.11: the CPF member's receive support from all police officers**

	Frequency	Percentages
Strongly Disagree	7	15
Disagree	5	10
uncertain	5	10
Strongly Agree	19	37
Agree	14	28
<b>Total</b>	<b>50</b>	<b>100</b>

In a view of table 4.11, 33 respondents constituting 65% of the total sample agreed that the CPF members receive support from all police officials and this could be the fact that the CPF are launched by police officials. Lack of information can not be ruled out of certain respondent and this is revealed by 13 respondent constituting 25% of the total sample, and once more it is not surprising to note that 5 respondent constituting 10% of the total samples agreed were uncertain and this could have been necessitated by ignorance affecting certain respondent in the community.

**Table 4.12: the CPF members turn to bring outside policies into the SAPS**

	Frequency	Percentages
Strongly Disagree	7	15
Disagree	5	10
uncertain	3	5
Strongly Agree	20	40
Agree	15	30
<b>Total</b>	<b>50</b>	<b>100</b>

In essence the CPF members are not fully trained to can grasp the policy governing the SAPS. This is revealed by table 4.12 where 35 respondent constituting 70% of the total sample agreed that CPF members turn to bring

outside policies into the SAPS and those policies probably ignore the fundamental basis human rights. There was instance where the CPF members beat criminals as a way of punishing them, something which is against the CPF policies. 13 respondent constituting 25% of the total sample disagreed that the CPF members turn to bring outside policies into the SAPS and this could be influenced by lack of problem knowledge by certain respondent and the fact that 3 respondent constituting 5% of the total sample agreed were uncertain clearly demonstrate ignorance affecting certain members of the community.

**Table 4.13: the CPF has the duty to control what the police do**

	Frequency	Percentages
Strongly Disagree	17	34
Disagree	13	26
uncertain	5	10
Strongly Agree	10	20
Agree	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

In view of table 4.12, 30 respondent constituting 60% of the total sample disagreed that the CPFs has the duty to control what the police do and this could be caused by lack of necessary training affecting certain CPF members. Lack of information may not be ruled out completely as 15 respondent constituting 30% of the total sample agreed that any crime. It must be voted.

	Frequency	Percentages
Strongly Disagree	5	10
Disagree	10	20
uncertain	3	6
Strongly Agree	17	34
Agree	15	30
<b>Total</b>	<b>50</b>	<b>100</b>

**Table 4.14: The police do not consult with the CPF on matter so that they can maintain secrecy**

	Frequency	Percentages
Strongly Disagree	4	7
Disagree	5	10
uncertain	5	10
Strongly Agree	18	37
Agree	18	36
<b>Total</b>	<b>50</b>	<b>100</b>

Table 4.14 reveals that 36 respondent constituting 73% of the total sample agreed that the police do not consult with the CPF on matters so that they can maintain secrecy and this could have its basis on the factor that the police always want to maintain confidentiality particularly during the investigation of any crime. It must be noted that confidentiality protects the victims so it is not surprising to see the police always maintaining confidentiality. The fact that 9 respondents constituting 17% of the total sample disagreed that the police do not consult with the CPF matter so that they can maintain secrecy clearly demonstrate lack of information to other respondent. It seems certain respondents are ignorant as 5 respondents constituting 10% of the total sample were uncertain of what is materializing.

**Table 4.15: The CPF is the watchdog ensuring that the SAPS do not misuse their power.**

	Frequency	Percentages
Strongly Disagree	5	10
Disagree	6	12
uncertain	3	5
Strongly Agree	17	34
Agree	19	39
<b>Total</b>	<b>50</b>	<b>100</b>

In view of table 4.15 it is clear that the CPF is the watchdog ensuring that the SAPS do not misuse their power. This is clearly revealed by 36 respondents constituting 73% of the total sample who agreed that the CPF is the watchdog ensuring that the SAPS do not misuse their power. Credibility of SAPS is very important in order to build confidence within the society and the CPF would always like the SAPS maintaining that 11 respondents constituting 22% of the total sample disagreed that the CPF is the watchdog ensuring that the SAPS do not misuse their power something which could be based on misinformation of certain respondents in the community 3 respondents constituting 5% of the total sample were uncertain and this could have its basis on ignorance of certain respondents in the community.

**Table 4.16 it is the duty of the CPF to promote the accountability of SAPS**

	Frequency	Percentages
Strongly Disagree	17	34
Disagree	18	36
uncertain	5	10
Strongly Agree	5	10
Agree	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

It must be noted that the SAPS do not account to the CPF but to the MEC for safety and security so it is not surprising to note that 35 respondents constituting 70% of the total sample disagreed that it is the duty of the CPF to promote the accountability of SAPS only answer to the MEC or minister of safety and security. The fact that 10 respondents constituting 20% of the total sample agreed demonstrates misconception on the other section of the community, while 5 respondents constituting 10% of the total sample were uncertain and this could be based on ignorance of respondents in the society.

**Table 4.17: The CPF is a group of people deciding on important policing matters.**

	Frequency	Percentages
Strongly Disagree	6	12
Disagree	5	10
uncertain	5	10
Strongly Agree	18	35
Agree	16	33
<b>Total</b>	<b>50</b>	<b>100</b>

The view is that a group of people meet primarily to decide on important policing matters and this group is composed by community members. Table 4.17 above reflects mixed feelings among respondents. 34 respondents constitution 68% of the total sample agreed that the CPF is a group of people deciding on important policing matters and this could be based on the fact that the bone of contention when these people meet, they discuss matter of fighting crime. The fact that 11 respondents constitution 22% of the total disagreed demonstrate how people have different view, concerning policing matter. The 5 respondent's constitution 10% of the total sample was uncertain due to misconception of certain respondents in the community.

**Table 4.18: The role of the CPF is to be in charge of the SAPS**

	Frequency	Percentages
Strongly Disagree	18	36
Disagree	17	34
uncertain	1	2
Strongly Agree	9	19
Agree	5	9
<b>Total</b>	<b>50</b>	<b>100</b>

There is a vast difference between the respondents agreeing and disagreeing that the role of the CPF is to be in charge of the SAPS those disagreeing were 35 respondents constitution 70% of the total sample and those agreeing were 14 respondents which constituted 28% of the total sample while 1 respondents constitution 2% of the total sample were uncertain.

**Table 4.19: The CPF should have access to all information regarding the policing in the area of their responsibilities.**

Total	Frequency	Percentages
Strongly Disagree	16	33
Disagree	19	37
uncertain	4	8
Strongly Agree	6	12
Agree	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

Although there were mixed response on how the CPF should have access to all information regarding the policing in the area of their responsibilities, the majority of the respondents (70%) disagreed that the CPF should have access to all information regarding the policing in the area of their responsibilities in table 4.19 14 respondents constitution 28% of the total sample agreed and this could be based on the lack of information in the community 4 respondents constitution 8% of the total sample were uncertain and this could be due to misconception.

The perceptions of the SAPS members and the CPF members were observed (CPF is a group of people deciding on important policing matters and the SAPS members are expected to account to the CPF in respect of the results that they have obtained in combating crime) which focused on the functions of the CPF. High significance differences between the perceptions of the SAPS members and the CPF members were also observed (the CPF members receive support from all police officials at their police stations and the CPF should have access to

**Table 4.20: The CPF is the only body which should receive complaints from the police.**

	Frequency	Percentages
Strongly Disagree	8	16
Disagree	5	10
uncertain	5	10
Strongly Agree	15	30
Agree	17	34
<b>Total</b>	<b>50</b>	<b>100</b>

According to table 4.20, 32 respondents constituting 64% of the total sample disagreed that the CPF is the only body which should receive complaints from the police and this could be the fact that there are many stakeholders like the royal councils, in the communities which are entitled receive complaints affecting people. The fact that 13 respondents which, thus constitutes 26% of the total sample agreed that the CPF is the only body which should receive complaints from the police brings a completely different scenario, which could be necessitate by lack of information about the complaints affecting the communities. Ignorance always affect people as it is revealed by 5 respondents constituting 10% of the total sample who were uncertain

#### 4.4 Conclusion

The perceptions of the SAPS members and the CPF members were observed (CPF is a group of people deciding on important policing matters and the SAPS members are expected to account to the CPF in respect of the results that they have obtained in combating crime) which focused on the functions of the CPF. High significance differences between the perceptions of the SAPS members and the CPF members were also observed (the CPF members receive support from all police officials at their police stations and the CPF should have access to

all information regarding policing in their area of responsibility) which focused on the processes of the CPF.

Moderate significance differences between the perceptions of the SAPS members and the CPF members were observed (it is the duty of the CPF to promote the accountability of the SAPS) which focused on the functions of the CPF; (legally, no executive powers have been given to the CPF, and the CPF is a watchdog ensuring that the SAPS do not abuse their power) which focused on the processes of the CPF.

The perception of the groups differed significantly on seven items, did not differ on seven items and differed between moderate- and non-significant on one item. It was also observed that the SAPS members are more concerned about their operational independence and organisational control, while the CPF members are more concerned about community control.

This deduction was derived from the observation made that the SAPS members disagree with statements that gave power or authority to the CPF, while the CPF members agreed with such statements. The SAPS members agreed with statements that gave power or authority to them, while the CPF members disagreed with such statements. In Chapter 5, the findings and recommendations of the research will be discussed.

This traditional style of policing became ineffective in providing long term answers to crime and problems of communities. The active involvement of all communities in addressing the situation, the Society Consultation of the Republic of South Africa (Act 200 of 1995) demands the establishment of Community Police Forums at police stations to build trust and legitimacy of the police, particularly in those areas in which the relationship between the police and the community had been characterized by mistrust and conflict (White Paper on Safety and Security, 1998: 35). Community Police Forums are a means to facilitate the partnership between the police and the community and to engage in

## CHAPTER 5: FINDINGS, CONCLUSION AND RECOMMENDATION

Safety and Security, 1997: 4). The communities have established their own community consultative forums designed to address community concerns and police concerns known to the police and to address community concerns.

### 5.1 Introduction

democratise the police by making the police more accountable to the public and

Prior to the advent of democracy in South Africa in 1994, the police were being used as an instrument of the apartheid government in applying discriminatory laws and regulations. The minority of South Africans (Whites) regarded the police as the guardians of their interests and the majority of South Africans (Africans, Indians and Coloureds) experienced the police as an instrument of their oppression ( Nel & Bezuidenhout, 1995: 25 ). This resulted in the mistrust of the police by the majority. This led the police to be regarded as illegitimate by the majority. The policing style used by the police was focused on law enforcement instead of law execution.

them. The communities delegated the responsibility of law enforcement to the

The law enforcement focused on reactive- or repressive policing; no cooperation from the community; policing as an exclusive police function and the sole task of the police. The execution of the law focused on proactive- or preventive policing, while the cooperation of the community and the maintenance of law and order was the sole responsibility of the police (Van Vuuren, 1998: 30).

order in accordance with the needs and expectations of the communities. South

This traditional style of policing became ineffective in providing long term answers to crime and problems of disorder without the active involvement of all communities. In addressing this situation, the Interim Constitution of the Republic of South Africa (Act 200 of 1993) demanded the establishment of Community Police Forums at police stations to build trust and legitimacy of the police, particularly in those areas in which the relationship between the police and the community had been characterised by mistrust and conflict (White Paper on Safety and Security, 1998: 35). Community Police Forums are a means to facilitate the partnership between the police and the community and to engage in

joint problem identification and consultative problem solving (Department of Safety and Security, 1997: 4). The Community Police Forums are also police-community consultative forums designed to permit communities to make their policing concerns known to the police and to provide a vehicle for holding the police accountable to them ( Pelser et al., 2002: 13). The main aim is to democratise the police by making the police more responsive to the needs and expectations of the communities.

The multiple purpose of the CPF's are to gauge consumer (community) demands; to make the police service more 'consumer responsive'; to enhance community relations; to educate communities about limitations on policing and to promote crime prevention strategies as a joint process (Nel & Bezuidenhout, 1995: 29).

The politicians in government have a contract with the communities who elected them. The communities delegated the maintenance of order in society to the government. The government in turn, established a police service and delegated the execution of these delegated responsibilities to maintain social order to the police. This means that there is a contract between the police and the community to maintain social order. This places an obligation on the police, as an instrument of the State, to conduct its business with the community in the maintenance of order in accordance with the needs and expectations of the communities. South African Community Police Forums followed a British model of police-community consultation forums. One can expect that similar teething problems encountered by liaison committees in Britain may also affect police-community consultation forums in South Africa.

## 5.2 Major Findings of the Study

- The Community Police Forum members receive support from all the police officials at their Police Stations.

- The SAPS is expected to account to the CPF in respect of the result
- The Community Police Forum members tend to bring outside politics into the South African Police Service.
- It is the duty of the CPF to promote accountability of the SAPS.
- The police do not consult with the Community Police Forum on matters so that they can maintain secrecy.
- Legally, no executive powers have been given to the Community Policy Forum.
- The South African Police Service should have freedom to exercise professional judgment independently.
- The process of accountability ensures that the police act responsibly.
- The Community Police Forum members should have access to all information regarding policing in the area of their responsibility.
- Community Police Forum is a group of people deciding on important policing matters.
- The role of the CPF is to be in charge of the police.

5.3 The CPF has a duty to control what the police do.

- The CPF is the only body which should receive complaints about the police.
- The CPF is a watchdog ensuring that the SAPS members do not abuse their power.

• The SAPS is expected to account to the CPF in respect of the result achieved in combating crime.

(Nel & Bezuidenhout, 1995: 29)

- It is the duty of the CPF to promote accountability of the SAPS.

The problem of a lack of consensus amongst police and communities as to the

• The CPF should be the body of stakeholders discussing problems emanating from the communities.

1 policing area. This deduction is based on the disagreements observed within

the two

• The significant difference between SAPS and members of the CPF were observed by statements that give power or authority to the CPF members.

The CPF members tend to agree with these statements as they give them

The p more power or authority, while the SAPS members tend to disagree with

of liai these statements. This trend reveals that the SAPS members are

and C protective of their operational independence and organisational control, as

function power or authority to the CPF members is perceived as threatening their

operational independence and organisational control.

It is therefore, difficult to arrive at a conclusion without this crucial information.

For th

• It is on this basis that they disagree with statements that give power or authority to the CPF members. The CPF members are more concerned

realise about community control, oversight of the police and accountability of the

the fu police to them, and it is on this basis that they agree with statements that

Chapt with re give power or authority to them.

with re

5.3 Conclusions

South African Community Police Forums followed a British model of community-

police consultative forums, and one can expect similar teething problems like

those encountered by liaison committees in Britain to affect community liaison

forums in South Africa. Some of the most important problems that can be

anticipated, and as encountered by Britain, are the lack of consensus amongst

police and communities as to the real purpose and focus of such forums;

resistance emanating from the ranks of police to the whole idea of liaison and the lack of power of liaison forums to challenge the operational policy of the police (Nel & Bezuidenhout, 1995: 29).

The problem of a lack of consensus amongst police and communities as to the real purpose and focus of such forums and the lack of power of liaison forums to challenge the operational policy of the police, are prevalent in the Makhado Ward 1 policing area. This deduction is based on the disagreements observed within the two groups (SAPS and CPF members) with regards to the functions and processes of the CPF as observed by the results of the data.

The problem of resistance emanating from the ranks of police to the whole idea of liaison was not tested in this study, as the study did not test whether the SAPS and CPF members received any form of training on the policies governing the functions and processes of the CPF.

It is therefore, difficult to arrive at a conclusion without this crucial information. For the democratisation of the police and the effective crime control to be realised, there needs to be agreement between the SAPS and CPF members on the functions and processes of the CPF. The result of the study, as stated in Chapter 4, revealed some disagreements between the SAPS and CPF members with regards to the functions and processes of the CPF.

The results of the data indicated that community policing has not been the business of every SAPS member. This was detected from the agreement by both SAPS- and CPF members that CPF members do not receive support from all police officials from their respective police stations.

The SAPS members do recognise that (under the current CPF policies) the CPF members do have executive powers. This shows that the SAPS members are not completely resistant to police community relations. But, given the SAPS

members' concern regarding operational independence, there needs to be clarification on the functions and processes of the CPF's, as indicated by the results of the data.

Even though there is clear legislation demanding the establishment of CPF's, there does still no clear understand of the functions and processes of the CPF by either members of the SAPS or members of the CPF in the Makhado Ward 1 policing area. The primary objective of this research was to identify the actual perception of members of the SAPS and members of the CPF in the Makhado Ward 1 policing area regarding those points where there is operational agreement or disagreement on the functions and processes of the CPF.

#### 5.5 Further Recommendations of the Study

The research identified that the understanding of the functions and processes of the CPF differ between the members of the SAPS and members of the CPF. If these levels of disagreement between the SAPS and CPF members in the Makhado ward 1 policing area are not addressed, the chances are good that the democratisation of the police and the realisation of effective crime control will not be realised.

#### 5.4 Recommendations of the Study

The legislative mandate of the Community Police Forum, amongst other things, should be to promote accountability of the police to local communities and cooperation of the community with the police, as stated in chapter 2.

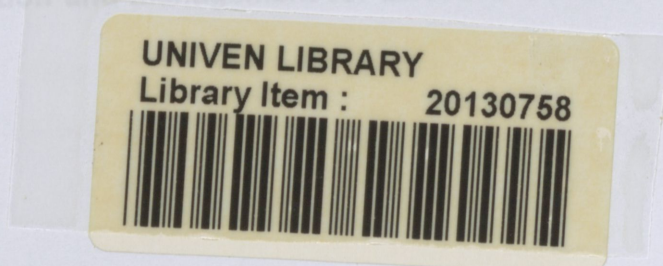
The legislation should give power to the community to monitor, evaluate, advise the police and to enquire into policing matters. The police are expected to account to the community in respect of addressing their problems and concerns regarding the combating and prevention of crime, disorder and fear.

Accountability should rest on the transparency (openness to public scrutiny) of the police and on the responsibility of the community to assist the police in combating- and preventing crime, disorder and fear. All police personnel should embrace community policing (Department of Safety and Security, 1997: 9, 16, 17, 57 and 62).

Transparency should not necessarily mean that the community should have access to all information held by the police. Privileged information, sensitive police operations, the timing of prevention operations, the identity of police informants and cases that are subjudiced cannot be shared with the community.

### 5.5 Further Recommendations of the Study

- The policy governing the CPF should be simplified to enable the realisation of its misunderstanding, which in turn may influence its positive implementation.
- Both SAPS and CPF members should be trained in the functions and processes of the CPF.
- Community policing principles should be made part of SAPS members' job descriptions and performance assessment.



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**APPENDIX A** Income generation

**SECTION A: BIOGRAPHICAL INFORMATION**

Indicate Participants response from a social demographic profile

Gender	Married		Single		Divorced		Widowed	
Male								
Female								

**Frequency distribution of subjects by age groups**

15-25	
26-35	
26-45	
46 and above	

**Level of education**

None	
Primary	
Secondary	
Tertiary	

### Respondent's income generation

R100-R1000	
R1000-R2000	
R2000-R5000	
R5000-R10 000	
R10 000 Plus	

Statement	Strongly agree	agree	uncertain	disagree	Strongly disagree
Table 4.6. People are interested in becoming member of Community Police Forum					
Table 4.7. CPFs do not have the necessary skills in crime prevention					
Table 4.8. The CPFs assist the police in crime prevention					
Table 4.9. The CPFs need the necessary training on crime prevention					
Table 4.10. The CPFs receive the necessary support from the community					

**SECTION B**

**Challenges faced by Community Policing Forum with regard to Crime Prevention in Makhado Area, Ward 1**

*Please complete all questions Mark with an "x" Mark from Strongly Agree to Strongly Disagree*

Statement	Strongly agree	agree	uncertain	disagree	Strongly disagree
<b>Table 4.6</b> . People are interested in becoming member of Community Police Forum					
<b>Table 4.7.</b> CPFs do not have the necessary skills in crime prevention					
<b>Table 4.8.</b> The CPFs assist the police in crime prevention					
<b>Table 4.9.</b> The CPFs need the necessary training on crime prevention					
<b>Table 4.10.</b> The CPFs receive the necessary, support from the community					

<b>Table 4.11.</b> The CPF member's receive support from all police officers					
<b>Table 4.12.</b> The CPF members turn to bring outside policies into the SAPS					
<b>Table 4.13 .</b> The CPF has the duty to control what the police do					
<b>Table 4.14.</b> The police do not consult with the CPF on matter so that they can maintain secrecy					
<b>Table 4.15.</b> The CPF is the watchdog ensuring that the SAPS do not misuse their power.					
<b>Table 4.16.</b> It's the duty of the CPF to promote the accountability of SAPS					
<b>Table 4.17:</b> The CPF is a group of people deciding on important policing matters.					
<b>Table 4.18.</b> The role of the CPF is to be in charge of the SAPS					

<b>Table 4.19.</b> The CPF should have access to all information regarding the policing in the area of their responsibilities.					
<b>Table 4.20.</b> The CPF is the only body which should receive complaints from the police.					

**Thank you for your Participation**