



**AN EXPLORATORY STUDY ON THE PARTNERSHIP BETWEEN PRIVATE
SECURITY INDUSTRY AND THE SOUTH AFRICAN POLICE SERVICES TO
COMBAT CRIME IN SOUTH AFRICA, DURBAN**

By

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DECLARATION

I, Sinethemba Phakathi declare that this dissertation is an original report of my research and has not been submitted for any professional qualification at this university or any other institution. The experimental work is almost entirely my work, with joint contributions identified and acknowledged. Appropriate references are provided on all supporting literature and resources.

Signature: S.Phakathi

Date: 2022-11-20

DEDICATION

I dedicate my dissertation work to my family and many friends. A special feeling of gratitude to my loving grand-parents, Mrs. Angel Mthembu and my late grandfather Mr. M.Q. Mthembu whose words of encouragement and push for tenacity ring in my ears. My uncle Sanele Mthembu have never left my side.

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ABSTRACT

In South Africa, crime prevalence is high and rapidly increasing with new emerging crimes each year. Combating crime requires the effort of different stakeholders to reduce the crime rate in the country. The objectives of stakeholders are different, and these stakeholders operate differently. The Constitution of the Republic of South Africa (Act 108 of 1996) lays down that the South African Police Service (SAPS) has a responsibility to prevent, combat, and investigate crime; maintain public order; protect and secure the inhabitants of the Republic and their property; uphold and enforce the law; create a safe and secure environment for all people in South Africa; prevent anything that may threaten the safety or security of any community; investigate any crimes that may threaten the safety or security of any community; ensure criminals are brought to justice; and participate in efforts to address the causes of crime. Therefore, it is important for the SAPS to perform their duties based on their responsibilities to ensure crime prevention. The Private Security Industry (PSI) focuses on looking after the interests of its clients who require extra protection and who can afford to pay for such services. These services include on-site guard, concierge security, mobile patrols, stewarding, and alarm activations. Hence, the PSI is a very important stakeholder in combating crime in South Africa. This study aimed at investigating the partnership between SAPS and PSI in combating crime in South Africa. Based on the aim of the study, objectives were developed: To investigate the services that the PSI provides to support the SAPS in the fight against crime in South Africa, to investigate the effectiveness of the partnership between SAPS and the PSI in combating crime in South Africa and to identify the challenges that may hamper effective partnership between SAPS and PSI. The study adopted a qualitative approach where one-on-one interviews were conducted. The findings revealed that there is an existing partnership between the SAPS and PSI aimed at combating crime. However, there is room for improvement as there are also barriers that hamper the effective partnership between the two entities. One of the recommendations made states that there should be a system created for the communication between the SAPS and PSI so that they will be able to share important information and the various challenges that each entity faces in the process of combating crime.

KEYWORDS: *Crime, Police, Private Security Industry, South African Police Service, security officers.*

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CHAPTER 1

INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 Introduction

For many years, South Africa has been experiencing an elevated level of crime and the levels continue to increase daily, which indicates that for South Africa to combat crime, a meaningful partnership between South African Police Service (SAPS) and other stakeholders such as government departments, community members, businesses, and crime prevention specialists is essential. SAPS do not have enough power or resources to combat crime on its own or deal with diverse types of crimes that are committed in South Africa, including emerging crimes (Geldenhuys, 2020). Forming partnership is one of the effective ways to prevent crime constructively.

It is the government's constitutional responsibility to render some basic level of protection to the citizens and if citizens want more, they should pay for such services themselves (Kole, 2015). Examples of these services may include installation of closed – circuit television (CCTV) cameras in private property and the hiring of security guards to guard properties (Leggett, 2003). The South African Police Service Act 68 of 1995 and the Constitution of the Republic of South Africa Act 108 of 1996 require the public police (SAPS) to protect the country and its people. The Constitution of the Republic of South Africa (Act 108 of 1996) lays down that the South African Police Service has a responsibility to prevent, combat, and investigate crime; maintain public order; protect and secure the inhabitants of the Republic and their property; and uphold and enforce the law; create a safe and secure environment for all people in South Africa; prevent anything that may threaten the safety or security of any community; investigate any crimes that may threaten the safety or security of any community; ensure criminals are brought to justice; and; participate in efforts to address the causes of crime (ÁFRICA, 2020).

The police do not provide services that are provided by the PSI such as the installation of CCTV surveillance and maintenance as well as access control systems for buildings and vehicles (Minnaar and Ngoveni, 2004). Therefore, SAPS require extra assistance to fully provide the required services in all the different fields or sectors in society, that is, to share the burdens of provision of services to communities and other stakeholders such as PSI. Such partnerships

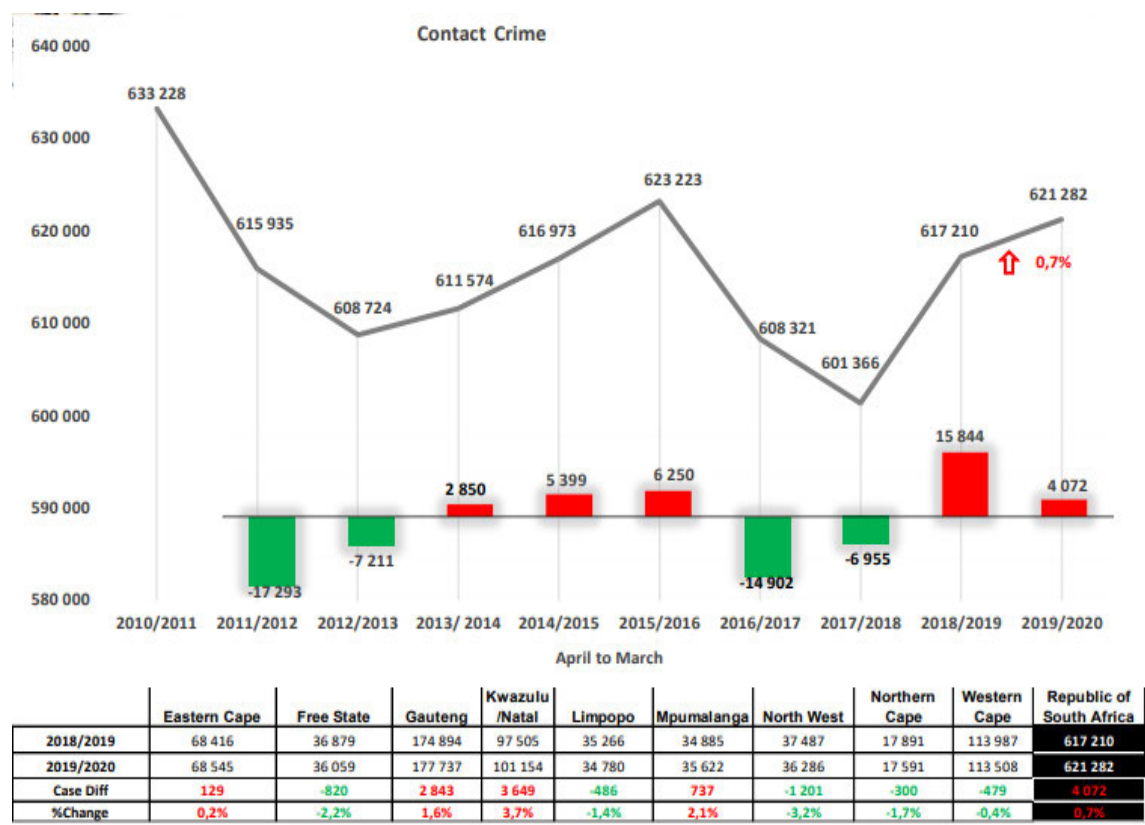
have also become necessary in the previously exclusive (state police and law enforcement agencies) area of law enforcement and crime reduction. For example, the private security service providers being active to combat crime in South Africa (Krahmann, 2012). Both the PSI and SAPS aim to prevent crime. Therefore, it is important for both agencies to be in partnership to combat crime using different approaches.

According to Button (2016), private security services function primarily to protect property, assets, information, and people (personnel and customers) of their clients. Such protection services can be provided by a contract security company or an in-house security department. The services vary in type, for example, guarding services, private investigations, close protection, and retail (in-house) detectives. Govender (2019) further argues that private security has limited powers compared to that of the police. For private security organisations to operate, they must register their operations as private security service providers and obtain a license to operate. Security employees will also need to be registered as security service providers with the body that regulates the security industry, namely Private Security Industry Regulatory Authority (PSIRA) Act 56 of 2001.

On the other hand, the Constitution of the Republic of South Africa (Act 108 of 1996, Section 198) highlights that the national security of citizens is the responsibility of the government. Section 199 (1) states that security services that are protecting the country are: The South African Defense Force (SANDF), the police service (SAPS), and any intelligence services formed in line with the Constitution of the Republic of South Africa. This indicates that there are security services put in place to protect citizens and prevent crime. However, these security services are not successfully effective in combating crime in South Africa, evidence of this is the increase in crime (SAPS Crime Statistics 2019/2020).

In terms of contact crimes comparing 2018/2019 and 2019/2020 in KwaZulu-Natal, there was an increase of 3.7%. Contact crime includes crimes such as rape, assault, or robbery in which the victim is the target and often involving physical contact between two or more people (Scheerlinck, Buts, Cools and Reniers, 2020). The following are statistics of contact crime for the period of 10 years from 2010 to 2020. The line graph and table below indicate the fluctuation of crime within the indicated period. However, crime in most years increases, which shows that the strength and resources of the SAPS are not enough to combat crime alone, reiterating the need extra assistance to combat crime. The researcher chose to focus on 'contact crime' because it is one of the crimes that contributes a lot the crime statistics in South Africa.

Figure 1.1: The line graph and a table illustrating the statistics on contact crime in South Africa for a period of 10 years from 2010 to 2020



Source: SAPS, 2020

This study focused on the SAPS and the PSI as potential partners in combating crime in South Africa. The study setting is KwaZulu-Natal (KZN). This study included different parts of KwaZulu-Natal namely Umbilo, Durban Central, Point, Durban North, and Montclair. KZN is one of the provinces with high crime rates. In 2020, Durban Central was identified as one of the most dangerous places to live in the country after the station was ranked sixth, with the most reported serious crimes (Goba, 2020), which is why the researcher chose to focus her study KZN. Umbilo is more likely to engage in crimes such as carjacking and kidnapping when referring to crime statistics for 2019/2020. The other areas such as Montclair, Durban North, Durban Central, and Point were included as they fall under Durban and contribute to the higher rate of crime.

The SAPS is not able to combat crime alone in a country with a population of about 60.6 million (Govender, 2017). The National Crime Prevention Strategy (NCPS) (1996) is clear about involving partners in combating crime in South Africa, although it is not clear on the role of partners in helping to fight crime (Kole, 2015).

1.2 Definition of key terms

Crime: Offense or wrongful act conducted by someone or a group of people towards others or property (Britton, Jacobsen and Howard, 2017).

Crime Prevention: An act of stopping a crime from occurring, measures adopted to ensure no wrongful act occurs towards one (Kruger and Landman, 2008).

Crime Control: Refers to measures that are taken to lower crime in a society. For example, police work is standardised by crime control. In some nations, government police and, frequently, private policing techniques like private security and home defense are also regularly used to deter crime (Ibrahim, Okuonghae and Ikhile, 2022).

Police officer: Is defined as a person whose job is to enforce laws, investigate crimes, and make arrests: a member of the police department (Millie, 2013).

Security Officers/officials: A Security Officer is a professional who watches over surveillance cameras, guards the inside and outside of buildings, and ensures people and valuables on the property are safe and out of harm's way (Button, 2016).

Private Security Industry: Self-employed individuals and privately funded businesses entitled organisations providing security related services to specific clientele for a fee, for individuals or entities that retains or employs them, or for themselves, to protect their persons, private security, or interest from various hazards (Dempsey, 2010).

Stakeholder: A person who has interest or concern in something. A party that has an interest in a company or organisation and can either affect or be affected by the business or organisation (Benn, Abratt, and O'Leary, 2016).

1.3 Background and problem statement











SAPS are the public police whose functions are to prevent, combat, and investigate crime, maintain public order, protect, and secure the inhabitants of the Republic and their property, uphold, and enforce the law (Scheerlinck et al., 2020). The SAPS is headed by a National Commissioner, Mr. Khehla John Sithole appointed by the President (President Cyril Ramaphosa) to fulfill the terms of a performance agreement outlining specific performance indicators approved by the Minister of Safety and Security (Mr. Charles Nqakula), for a specified period. While in the public consciousness, the PSI is well defined as the bouncers outside a nightclub, the security guards patrolling a local warehouse or the in-store security

guards at the supermarket. These elements of the industry can perhaps be described as the ‘public space’ private security roles (George and Kimber, 2014). Taljaard (2008:01) defines “*private security as security services provided to clients by non-state agencies*”.

Security industries believe that obtaining a security service is no longer an effort limited to government and large enterprises, as the PSI has made it upon themselves to provide protection services to individuals, communities, and small businesses (Pillay, 2002). The security officers might be required to secure office premises, patrol communities or secure essential transport. Security companies are required to meet certain objectives in different aspects of their business to survive in an increasingly competitive industry (Diphoorn, 2017). In South Africa, the private security industry (PSI) is subject to an extensive system of sectoral regulation with an independent regulatory body (PSIRA) that was set up in accordance with the Private Security Industry Regulation Act 2001 (Act 56 of 2001) and the Private Security Industry Levies Act 2002 (Act 23 of 2002), which are Acts that ensure that the PSI business is guided and follow the necessary regulations of the business.

The crime statistics between the years 2020 and 2022 have shown that some crimes are decreasing while some are increasing, as indicated below (figure 1.3.2). However, crime is increasing more than it is decreasing, this can be referenced by the table below which indicates that crimes such as burglary at non-residential premises and burglary at residential premises are decreasing while crimes such as murder, rape, attempted murder, sexual assault, carjacking, truck hijacking, and stock theft are rapidly increasing (SAPS Crime Statistic 2021/2022). This illustrates that crime in South Africa is high and the SAPS is unable to combat crime successfully on its own, hence, they need assistance from other stakeholders such as PSI to prevent crime.

Figure 1.2: Table indicating the increase and decrease in certain crimes within the period 2020/2021 to 2021/2022 financial year

Crime statistics for KwaZulu-Natal				
	CRIME CATEGORIES	2020-'21*	2021-'22*	CHANGE
	Murder	856	1 404	▲ 64%
	Attempted murder	792	1 361	▲ 71.8%
	Assault with the intent to inflict grievous bodily harm	3 934	6 258	▲ 59.1%
	Rape	1 160	1 959	▲ 68.9%
	Sexual assault	206	319	▲ 54.9%
	Carjacking	391	820	▲ 109.7%
	Truck hijacking	13	19	▲ 46.2%
	Burglary at nonresidential premises	3 306	2 376	▼ -28.1%
	Burglary at residential premises	7 141	6 975	▼ -2.3%
	Stock theft	1 679	1 694	▲ 0.9%

Source: SAPS Annual Report for 2021/ 2022 financial

The above table (figure 1.3.1) shows that, new or modernised strategies are in demand to prevent crime and to ensure the safety of the South African citizens, considering that the government is responsible for ensuring both the ‘freedom and security’ of the citizen as stated in Section 12 of the Constitution. In doing so, the government must take cognisance of a variety of factors and ensure the existence of relevant stakeholders is being used accordingly to combat crime.

According to Govender (2017), there is an existing partnership between the SAPS and PSI in combating crime. For example, the Ear and eye initiative, which is the projects that the SAPS and PSI are working together on to prevent crime. However, with the existing partnership, there is no formal national cooperation agreement between SAPS and PSI that illustrates the duties or the expected roles of each agency (Diphoorn and Berg, 2014). Kole (2015) asserts that there is no mandate from SAPS that supports or gives any guidelines regarding the expected standards of service delivery into outsourcing by SAPS to the PSI. There are also no clear guidelines regarding the role of the PSI and the Police or clear instructions outlining the exact relationship between these two entities (Minnaar and Ngoveni, 2004). These aspects then raise the question of whether there is any partnership with SAPS, when does the partnership end and when does it begin.

1.4 Research objectives

This study aimed to investigate the role of PSI in South Africa and its partnership with SAPS in combating crime. To do that, the following objectives were developed:

1. To investigate the services that the private security industry provides to support SAPS in the fight against crime in KwaZulu-Natal.
2. To investigate the effectiveness of the partnership between SAPS and the PSI in combating crime in KwaZulu-Natal.
3. To identify the challenges that hamper effective partnership between SAPS and PSI.

1.5 Research questions

The questions which were asked in this study are as follows:

1. What services does the private security industry provide to support SAPS in the fight against crime in KwaZulu-Natal?
2. How effective is the partnership of the SAPS and the PSI in combating crime in KwaZulu-Natal?
3. What are the challenges that hamper effective partnerships between SAPS and PSI?

1.6 Significance of the study

This study was important to conduct as it was based on the issues that were blindsided by many people, including the researchers. South Africa is faced with a major issue of crime and each year the crime rate increases as per crime statistics (2021/2022). The increase in crime rates is an indication that SAPS needs assistance to combat crime. The Police department is facing different challenges, which contributes to the increase of crime in South Africa (Leggett, 2003). These challenges include the shortage of personnel strength within SAPS, corruption, shortage of ammunition and training, and limited resources which hamper the effectiveness of police officers executing their duties. These challenges are further discussed in the literature review in more detail. These challenges are a huge contribution to the increase of crime in South Africa. Therefore, the findings of this study may benefit the Security department as it is a developing field of study in South Africa and in other countries. At the level of the practitioners, the findings of this study make members of the South African Police Service and private security officials aware of the challenges to efficient partnership, and the recommendations demonstrate how these challenges can be overcome.

1.7 Outline of the dissertation

Chapter 1: Introduction and background of the study – This chapter provides an introduction to the study by presenting the background, the problem statement, the objectives and the research questions, which formed the basis of the study and further provide the significance of the study which indicates the importance of conducting the study and the purpose of the study. The chapter concludes with an overview of the study, a summary of how the chapters are arranged within this dissertation.

Chapter 2: Literature Review – This chapter centres on the origin of Private Security and South African Police Service in South Africa by presenting the reviewed and analysed information that has been gathered already by other researchers on the topic, with the aim to finding relevant information that can be used to explain and support the current research study.

Chapter 3: Theoretical Framework – This chapter discusses three theories, namely, Routine Activity Theory, Situational Crime Prevention theory and Systems Theory, to explain and understand the topic under investigation. These theories are also used to back up the literature obtained.

Chapter 4: Research Methodology- This chapter indicates the research methodologies that were used in this study including the sampling that was applied. This study used a qualitative research approach. Purposive sampling technique was adopted, and one-on-one interviews were used as a data collection method. Thematic analysis was used, and this is argued to be the most appropriate method for analysing data in this study. Ethical considerations are dealt with to render the study's credibility.

Chapter 5: Findings and analysis of data- This chapter presents empirical findings of the study. The discourse includes references to the literature findings and is supported by the theories that were discussed in Chapter Three in order to make the findings relevant and valid.

Chapter 6: Recommendations and Conclusion - This chapter aimed at presenting how the research objectives were achieved and providing recommendations for future research on similar subjects. Furthermore, the conclusion of the study was presented.

1.8 Summary

This was an introductory chapter that provided the background to the study, with particular attention to the partnership between the SAPS and PSI in combating crime and the services that both agencies provide in combating crime. The aim of the study was clarified, and the objectives and research questioned were clearly stipulated. The chapter thus provided an overview of what the study entailed and highlighted key elements in the literature that are discussed in depth in subsequent chapters.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

Before addressing a problem pertaining to a research study that one desires to do, it is important to learn what has previously been discovered about the problem and comprehend what other scholars have investigated. The researcher chose to study the literature before conducting this study to ensure an understanding of what has been done before, what the strengths and weaknesses of other existing studies were, and what these strengths and weaknesses might mean in order to be able to proceed conducting the research and writing the report. During the literature review stage of this study secondary sources were explored. As a result, the researcher considered studies that other researchers had undertaken. The aim of this study was to explore the partnership between the South African Police Service (SAPS) and Private Security Industry (PSI). To provide a context for this investigation, the historical perspective of the SAPS and PSI is provided. Further to that, the partnership that is currently taking place and its benefits is outlined. Finally, an overview of the measures taken for the misconduct done by the SAPS and PSI is presented.

2.2 Conceptualising Private Security Industry in South Africa

The PSI is an industry that is made up of private businesses and organisations that offer security services to customers. These services may include Physical security, monitoring, access control, alarm monitoring, event security, executive protection, and other services. The primary goals of the private security sector are asset, property, and person protection; it functions independently of public law enforcement organizations (George and Kimber, 2014).

2.2.1 The history and background of private security in South Africa

According to Kole (2015), diamonds were discovered in the Vaal River in Griqualand West, Cape Province, in 1868. There was then a tremendous need for men who could safeguard these diamond fields at the time. Most of these security services were provided by African men and the shopping malls required security services as well. In this way, security guards were formed and were known as “oMatshingelane”. Diphoorn (2015) further states that these security guards were lacking skills as there were not trained and not educated as well, however, they needed to be well-built and capable of using the knobkerrie as security equipment to deter criminals.

According to Irish (1999), the current PSI in South Africa can be traced back to the late 1970s and early 1980s. The development of the PSI was promoted by the governing political party, which was in power at that time, the National Party, as a way of addressing the political climate. Gumedze (2007) asserts that the police were required by the government to perform political tasks and deal with political unrests, even if this required them to relinquish their regular policing responsibilities. As a result, there was a security void left for the PSI to fill, such as the protection of private property as well as other governmental assets such as cash in transit (Irish, 1999). This divide persisted even after apartheid ended and the transition to a new South African democracy started. The security sector was undergoing reform, but due to the overlap of several political processes during this transition, the police service was caught in the middle (Argueta, 2012). Cock (2005) highlights that one of the challenges that was faced by the SAPS was that most of the police equipment was outdated, there was no progress made in wages and benefits and there were poor levels of police recruiting. Therefore, one of the main changes that was experienced by the SAPS was the reduction of the police force. On the other hand, the private security institutions continued to expand while state security institutions decreased. Cock (2005) further mentions that the compromises were made throughout these post-apartheid security sector reforms, many former apartheid-era SAPS personnel were kept by the new SAPS, including individuals who had connections to and sympathies with the government at the time.

According to Pillay (2007), in the 1970s, the PSI in South Africa was supplemented by trained former police and former military officers who had returned from Zimbabwe following the end of the Rhodesian war. In most cases, these officers were used to serve as guards at strategic national key points of government. Pillay (2007) further highlights that there was an increase in the number of South African Defence Force and South African Police officers managing the PSI at the time. Kole (2015) explains that security capacity should not be a territory where any individual who has not excelled in their profession should be thrown at by the organization. De Waard (1999) asserts that a new security arrangement has brought young and educated people from various backgrounds into the security markets.

Howe (1998) highlights that at this point, the basis for the security environment is not physical appearance, but the ability to do the right job at the right time. Howe (1998) further explains that individuals entering these business sectors should be well-trained and prepared to adapt to changing security technology. Cock (2005) opined that during the 1980s, the South African government became concerned about the level of violent crime in the country because of

political instability. It was during this time that South Africa witnessed the rapid development of the PSI. Cock (2005) further states that the White minority in South Africa was helpless against the brutality of Africans who were abused at the time. As a result of this explanation, the Whites required the services of private security firms to protect them.

2.2.2 The functions of private security services in South Africa

Minnaar and Ngoveni (2004) highlight that PSI is primarily concerned with protecting their clients and property and their clients are diverse; they include private citizens, private institutions or businesses, government, and parastatals. Diphoorn (2016) explains that the PSI provides a variety of security services such as guarding services; armed response; cash management services; electronic installers such as CCTV systems; electronic manufacturers and distributors; electronic fence and component manufacturers; close protection; event security; locksmith; security systems; private investigations; consumer goods protection; and in-house security. Berg (2017) highlights that the private security is more concerned with deterrence, securing premises, or an individual's safety, as well as crime prevention and is categorized into three broad conceptual areas or basic components, namely physical, information and personnel security.

2.2.2.1 Physical security

Dempsey (2010) describes physical security as the protection which focuses on using security forces, security systems, and security processes to protect people, property, and facilities. Vacca (2012) explains that physical security personnel control in-house or contracted uniformed security activities; they also determine the needs for security systems; they identify internal and external threats to assets such as, flood, natural disasters, burglary, theft, vandalism and terrorism; and they create policies, plans, processes, and physical measures to protect against such threats. Vacca (2012) further explains that the barriers, alarms, locks, access control systems, protective lighting, closed-circuit televisions, and other cutting-edge security equipment can also be included in physical security. Fennelly (2016) highlights that while most of these are covered by insurance, physical security prioritizes damage prevention to reduce loss of time, money and resources as a result of these occurrences.

2.2.2.2 Information security (or InfoSec)

Andress (2014) defines information security as methods and techniques that businesses employ to safeguard information. This includes setting up security measures to prohibit unauthorized users from accessing confidential information. Network and infrastructure security, testing and auditing are a few of the many aspects covered by the expanding and changing field of information security (Samonas and Coss, 2014). According to Li, Hess and Valacish (2008), information security entails protecting private information, such as intellectual property, proprietary information, confidential information, and classified information belonging to the South African government. Li, et al (2008) also mention that information security also addresses concerns including who should have access to the data and how it should be stored, managed, disseminated, and disposed of. Huang, Rau and Salvendy (2010) highlights that, there are consequences of security incidents that can be experienced by the business or an individual if the information security is not properly enhanced, which includes theft of private information, data tampering, and data deletion. Huang, et al (2010) further point out that attacks can disrupt work processes and damage a company's reputation and have a tangible cost.

2.2.2.3 Personnel security

Personnel security is defined as the discipline of assessing the conduct, integrity, judgement, loyalty, reliability, and stability of individuals for duties and responsibilities requiring trustworthiness (Kovalenko, 2020). According to Schmidt, Nemeth and Botsford (2011), personnel security focuses on protecting people and assuring the dependability and integrity of an organisation's personnel. In addition to issuing security clearances and other information access privileges, personnel security also includes background checks, drug tests, and other pre-employment screening procedures.

2.2.3 Growth of the private security industry in South Africa

The massive rise in crime rates over the past few years and the escalating culture of violence in modern society have prompted efforts to implement personal protection measures, which are now widespread in most of the world (Diphoorn, 2016). According to Minnaar (2007), the demand for the private security service within South Africa has expanded which has results in the PSI overshadowing the South African Police by great quantity. With the increase of the private security in a global occurrence, South Africa has the largest PSI, with about 11540 active private security companies in the country and 2 186 in KwaZulu-Natal (PSIRA Annual Report 2021/2022).

According to Govender (2017), the growth of the PSI in South Africa came because of the inability of the state (through ineffective policing and a poorly resourced criminal justice system) to fight crime alone. Grant (1989, cited in Berg, 2004:107–108) asserts that, the private industry's growth is due to:

“...the withdrawing of the South African Police from its normal duties... to focus on maintaining state security and political control; and the passing of the National Key Points Act in 1980. The National Key Points Act permitted the granting of police powers, such as powers of arrest and search and seizure, to those security personnel responsible for guarding strategic facilities as defined by the Act.”

Badenhorst (2007 cited in Minnaar, 2007:129) additionally stated that the private security sector is one of the fastest growing industries in South Africa and highlighted that:

“In 1990, the private security industry in South Africa was valued at R1.2 billion; by 1997 this figure was put at R6 billion (Reynolds, 2003), and by 1999, including vehicle security and tracking and in-house security (e.g., at large mining houses, banks and insurance companies), the value of the private security industry was estimated to be R9 billion. In January 2004, this value was estimated to be more than R14 billion”.

The growth of the PSI indicates that private security services are in demand in South Africa and citizens are willing to pay more to ensure the safety of their assets and themselves as the crime rate is increasing according to SAPS statistics of 2021/2022 financial year. The statistics published by the PSIRA, and the SAPS shows that the country's private security sector now dominates the official police force by a significant margin. PSIRA, which acts as the regulator for the private sector in South Africa, indicates that there are 11 540 private security companies during the year 2022 which is an increase of 7% compared to the previous year, 2021, where the PSI were 10 830 in South Africa (PSIRA annual report, 2020/2021 and 2021/2022). The below diagrams illustrate the growth of the private security industry in the past years from 2014 until 2022.

Figure 2.1: The growth of the private security industry from 2014 until 2022



Source: PSIRA, 2022

The above graph shows that there has been a continuous growth of security companies in the PSI from 2014 to 2022. All these security companies are registered in the database of PSIRA. However, given the magnitude of the PSI and PSIRA employees, it is challenging for PSIRA to differentiate between legal and illegal security companies (Mironov, 2013).

According to the PSIRA annual report (2021/2022), there are 586 042 security officers within the PSI and 176 180 police officers within the SAPS department. These statistics compared to the previous financial year (2021), PSI had 557 277 security officers (PSIRA Annual Report, 2020/2021), which indicates a rapid increase of the security officers in South Africa. On the other hand, SAPS had a total number of 182 126 employees in 2021 and had a total of 176 180 personnel in 2022. Comparing the statistics, the SAPS is facing a major challenge with the number of personnel, the number of personnel has decrease in 2022 compared to the year of 2021 while the number of PSI personnel are increasing. This therefore indicates that the country's private security sector now dominates the official police force by a significant margin.

2.2.4 Inspections by PSIRA

Inspections of the security service providers (security personnel or employers) are one of the important functions of the authority. During the period of 1 April 2021 to 31 March 2022, a total of 37 595 compliance inspections of security service providers were conducted by the Enforcement Department compared to 47 363 inspections for the same period the previous year

(PSIRA Annual Report, 2021/2022). This means that the number of inspections decreased by 9 768 over a period of one year. Like any other organisation, PSIRA is also facing challenges such as lack of resources and/or capacity (Berg and Gabi, 2011). These challenges might contribute to the decrease of inspections that were conducted in the period of 2021/2022. Berg and Gabi (2011) further state that during the inspections, ‘fly-by-night’ security service providers are also discovered and fined accordingly. Since there is a large number of security service providers, not all security service providers are inspected every year. It is also not clear on what criteria PSIRA used to visit these selected security service companies.

At the same time, it should be emphasized that the PSIRA Act 56 of 2001’s Sections 2 and 3 both states that a security company must be registered and then inspected by authority inspectors before it is allowed to operate. However, it is not clear whether the inspections that were highlighted included such inspections or if there are inspections that were conducted per annum at operating security businesses.

2.2.5. Cases opened by PSIRA with the South African Police Service

PSIRA is responsible for opening a case against any security service provider who performs security services in violation of PSIRA rules. This is due to the commission of other criminal offenses (such as fraud or operating without being registered with the Authority). During the period 1 April 2021 to 31 March 2022, a total of 1250 criminal cases were opened by inspectors of PSIRA compared to 1377 cases opened previous financial years (PSIRA Annual Report, 2021/2022). These statistics shows an increase in the criminal cases opened with the SAPS. This therefore indicates that, more illegal activities are occurring within the private industry which includes private companies and security officers operating without essential registration and permission to be operating. In such cases, PSIRA is required to act on such illegal activities as there are rules that these private companies must follow to operate.

2.2.6 Firearms enquiries

Firearms are very important in PSI. In most cases, where crime is committed in South Africa a firearm is used. In some cases, criminals obtain these firearms from PSI (Schonteich and Louw, 2001). It is because of this reason that PSIRA is also exercising great care in handling firearm issues PSI. The owners of security companies are concerned about how PSIRA is handling this issue because in their views, it seems that PSIRA is taking a long time to attend to the demands from the security industry regarding firearms (Minnaar, 2008). Based on the PSIRA Annual Report (2021/2022) financial year, a total of 2 358 firearms application enquiries were received

from the office of the Central Firearms Register (CFR) and finalised in 2022 compared to 1 399 applications that were received from 2021. The statistics specifies that, there was an increase of 959 firearms inquiries over a period of one year. This, therefore, indicates that the demand of firearms in security companies increases rapidly and these demands are due to the diverse needs of security service clients.

According to Banda (2018), some clients request to be protected by armed guards which therefore becomes a challenge for the security company when the PSIRA delay the process of issuing firearm. Such challenge leads to the security company losing clients which negatively impact the business as the client will chose to hire another security company that already have firearm licence.

2.2.7 The involvement of the minister of police in the security industry

The Minister of Police is responsible for the PSI and his involvement is of critical importance. According to PSIRA Act 56 of 2001, sections 28 -30, the Minister of Police has a role to play in ensuring that the PSI is running accurately. If PSI is not run properly, it makes it difficult for the police to fight crime effectively because some of the security officers are involved in commission of crime.

According to Berg and Gabi (2011), some of the Minister's roles are:

- To consult with the Council of PSIRA to prescribe the Code of Conduct that the security service providers (employers and employees) should always adhere to.
- The codes of conduct should have rules which are binding to all security service providers.
- Compliance with all the standards forming trustworthiness and professionalism of the security service providers.
- Obligations of the security service providers towards the State, authority, and consumers of PSI.
- To ensure that the payment of the minimum wage is complied with in the security industry to prevent exploitation of the security officers.
- And to publish the 40 Code of Conduct in the Government Gazette and then allow time for comments from the members of public in a period not less than four weeks.

2.2.8 Security associations

Shikfa, Onen and Molva (2010) points out that in 2007 there were about 22 security associations in South Africa. These security associations were representing the interests of the

security industry. These associations represented the security equipment manufacturers, some security employers, while other represents the training side of private security. According to Suomalainen, Valkonen and Asokan (2007:43) the following are some of the security associations: “South African Institute of Security (SAIS), South African Security Association (SASA); Electronic Security Distributors Associations (ESDA); Fire Detection Installer Association (FDIA); Security Services Employers’ Organisation (SSEO); Security Industry Alliance (SIA); Security Industry Association of South Africa (SIASA); African National Security Employers Association (SANSEA); VIP Protection Association of South Africa (VIPPASA); and Electric Fencing and Components Manufacturers Association (EFCMA)”.

These security associations help to support smooth running of the security businesses of their members. In this case, the level of service rendered by member security business should always be in line with the association’s requirements since they are obliged to abide by its rules and regulations to continue to be members in the organisation.

2.2.9 Professional bodies in the security industry

According to Stewart, Tittel, and Chapple (2011), the objectives of the security industry are to promote professional practice in the industry by the security practitioners and to ensure that ethics are upheld in the security industry. Gorge (2007) highlights that, to date, South Africa has no professional security body that is recognised and that helps to regulate the security industry. Fischer, Halibozek, Halibozek and Walters, (2012) additionally state that where there are professional security bodies in the world, organizations or individuals apply to become members and these bodies are normally not connected to any political organisation. Thumala, Goold and Loader (2011) highlights that the reasons for existence of the professional bodies in the security industry is still relevant today to ensure that the security officials follow the principles of the industry accordingly and PSIRA is only there for regulating the security industry. Therefore, there is a high need for a security professional body in South Africa.

2.2.10 Private security industry legislative mandate

PSIRA’S main goals are to regulate the private security sector and to exert effective control on the occupation of security service provider in the interest of the public, the country, and the private security sector. According to PSIRA Act 56 of 2001, the PSIRA’s legislative mandate is to:

- (a) promote a legitimate private security industry which acts in terms of the principles contained in the Constitution and other applicable law.
- (b) ensure that all security service providers act in the public and national interest in the rendering of security services.
- (c) promote a private security industry which is characterised by professionalism, transparency, accountability, equity and accessibility.
- (d) promote stability of the private security industry.
- (e) promote and encourage trustworthiness of security service providers.
- (f) determine and enforce minimum standards of occupational conduct in respect of security service providers.
- (g) encourage and promote efficiency, and responsibility with regard to the rendering of security services.
- (h) promote, maintain and protect the status and interests of the occupation of security service provider.
- (i) ensure that the process of registration of security service providers is transparent, fair, objective and concluded timeously.
- (j) promote high standards in the training of security service providers and prospective security service providers.
- (k) encourage ownership and control of security businesses by persons historically disadvantaged through unfair discrimination.
- (l) encourage equal opportunity employment practices in the private security industry;
- (m) promote the protection and enforcement of the rights of security officers and other employees in the private security industry.
- (n) ensure that compliance with existing legislation by security service providers is being promoted and controlled through a process of active monitoring and investigation of the affairs of security service providers.
- (o) protect the interests of the users of security services.
- (p) promote the development of security services which are responsive to the needs of users of such services and of the community; and
- (q) promote the empowerment and advancement of persons who were historically disadvantaged through unfair discrimination in the private security industry.

2.2.11 Policy Framework for Private Security Industry

There are different policies that the private security companies must follow to ensure effective performance of the company. These included ensuring that the security company is registered

with the PSIRA and all the employees are registered as well, and that the company's security officers hold training certificates from recognised training facilities (Gumedze, 2007). The PSI sector developed a proposal for a working partnership with the SAPS in February 2007. Meetings were held with the deputy police commissioner, Andre Pruis, and Susan Shabangu, the Deputy Minister for Safety and Security (Button, 2016). With that said, there are currently pilot projects that the SAPS and PSI are working on, for example the Eyes and Ears initiative (E2). This pilot project is explained further under the subheading 'Crime Prevention in Practice'.

2.2.12 Regulating the private security industry in South Africa

There are legislations that are currently employed within the private security industry such as Private Security Industry Regulation Act 56 of 2001, Private Security Industry Levies Act 23 of 2002, Private Security Industry Regulations 2002, Firearms Control Act 60 of 2000, Improper Conduct Enquiries Regulations 2003, Code of Conduct for Security Service Providers 2003, Security Officers' Board Training Regulations 1992, Appeal Regulations 2002, The constitution of the Republic of South Africa, Act 108 of 1996 and The Criminal Procedure Act 51 of 1977. These legislations will further be discussed below and will not be discussed in sequential order; however, they will be discussed in order of their relevance to each other.

2.2.12.1 Security Officers Act 92 of 1987

Gumedze (2007) outlined that the new legislation known as the Private Security Industry Regulatory Act (PSIRA) went into effect in 2001. The Security Officers Act of 1987 is repealed by the Private Security Industry Regulation Act of 2001, yet some of its provisions remain in effect (Berg and Nouveau, 2011). The new 2001 Act significantly broadens the definition of Security service providers is to encompass both officers and companies. Reference is made to previously excluded security service providers, including locksmiths, private investigators, security training or instruction providers, manufacturers, importers, and distributors of monitoring devices, installers of security equipment, labour brokers, and those who supervise the use of electronic security equipment, i.e., managers of businesses (PSIRA Act, 2001).

The Security Industry Regulatory Authority is a new body that must be created according to the Act. The Council oversees managing this Authority in accordance with the 2001 Act. Since the security industry is not represented in this regulatory structure, the Council's composition

differs from that of earlier legislation. According to the PSIRA Act (2001) section 6 of the Act states that the Council will be made up of a chairperson, vice-chairperson, and three council members who will all be chosen by the Minister of Safety and Security and who will not have any "direct or indirect financial or personal interest in the private security industry" or serve to represent the interests of those working in the sector. Percy (2013) highlights that the Council may appoint one or more committees to represent the PSI only in an advisory role. In other words, the Council is not required by legislation to comply by any recommendations made by a committee. The Act outlines a wide range of objectives and functions for the Security Industry Regulatory Authority.

The Security Industry Regulatory Authority's overarching goal is to effectively regulate the industry to protect the interests of the public, the national interest, and the private security sector (PSIRA Act, 2001). Other objectives involve promoting the sector's stability and dependability, promoting effectiveness, accountability, and high standards of service delivery. The encouragement of security company ownership and control as well as the general empowerment and advancement of historically underprivileged groups in society are included as well. The emphasis of advancing the rights of security officers and other industry workers is also noteworthy (Dickinson, 2013). The PSIRA Act (2001) specifies, among other things, the receiving, consideration, suspension, or withdrawal of applications for registration and renewal of the security service providers as part of the operation of the Security Industry Regulatory Authority. Berg and Howell (2020) assert that the Security Industry Regulatory Authority must also gather information regarding registration and safeguard security officers and employees who might be taken advantage of within the industry. The Security Industry Regulatory Authority must ensure that a specific quality is upheld within the sector, hence training is important to the organisation's functioning.

According to Diphorn (2016), for the Security Industry Regulatory Authority to successfully implement its requirements, the main enforcement instruments at its disposal are inspections carried out by inspectors who have been granted peace officer status. As a result, instructions may be given to non-compliant security service providers; if these instructions are not followed, the application of the security service provider will be declined, and the provider will no longer be able to conduct business because they are not registered with the Security Industry Regulatory Authority. Gumedze (2007) outline that, the Security Industry Regulatory Authority also deals with improper behaviour by imposing fines or other penalties and by suspending or withdrawing a company's registration if it has already been granted. Richards

and Smith (2007) opined that the Security Industry Regulatory Authority must be contacted to ensure that requirements, such as renewal of registration, change of company name, and other requirements, are followed. This makes managers of private security companies criminally liable for failing to comply with the Act. Theletsane (2015) emphasize that to ensure that the offending company's operations are stopped, an injunction may also be granted. Information about a defaulting company may also be made available to the public to enforce the Act's Section 38(3)(g) requirement that consumers refrain from using non-compliant security service providers and thereby further prevent continuing operations.

According to Berg (2003) consumers are required by law to check that the businesses they use are registered with the Security Industry Regulatory Authority, that all the employees are registered as well, that the company's security officers have training certificates from recognized training facilities, and that they are paid the minimum statutory wage in accordance with Sectoral Determination 6. In this regard, consumers may ask for copies of pay slips. Additionally, consumers should inquire as to whether the security guards they hire will abide by the industry's code of ethics and have the necessary training for the task at hand. The obligations of the private security organizations are therefore made obvious when considering the enforcement measures at the disposal of the Security Industry Regulatory Authority. Trinca (2015) opines that for the private security companies to be qualified for initial registration and for staying eligible as active security service providers, they must register, renew their registration, and train their workers. The PSI is also expected to meet specific financial requirements, abide by all applicable regulations and sections of the code of conduct, and permit inspections of their facilities (including the inspection of all related documentation). The industry is expected to disclose information and all papers to the inspectors since interference with an inspector with peace officer status is obstruction of the Act (Dickinson, 2013). To ensure that no human rights are violated, peace officers must uphold the Constitution as well as the industry's own rights. Additionally, Gumedze (2015) asserts that the security service providers have a right to fair administrative action by the Security Industry Regulatory Authority as well as access to information about those actions. They also have a right to submit comments regarding the Acts they must abide by.

Since the Act's enactment, several significant issues have emerged. The new legislation's demand that security managers complete Grade B security officer training—the second-highest level of security officer training. There are other grades, grade E and A that are part of the training process within the security service industry. Grade E—is the lowest. Grade A

represents the greatest level of training possible for a security officer (Nalla and Wakefield, 2014). Manzo (2009) argues that it was possible to avoid the security training by submitting a curriculum vitae, however this option was later suspended. As a result, managers who already work in the field and hold academic degrees, may not be directly involved in the guarding aspect of the business unless they go through this training. This is regardless of the involvement the manager had on the industry. The fact that many black owners of private security companies in South Africa lack a secondary education is another major issue that the sector has identified. This is because of historical circumstances in South Africa. It would not be possible to demand them to obtain a Grade B in the time frame given, which might force them to shut down their business since they would not be able to meet the requirements for registration or re-register with the Security Industry Regulatory Authority. This may inadvertently undermine the legislation's goal of promoting black empowerment.

According to Berg and Howell (2020), the legislation's primary objective was to purge the security industry of unauthorized operations and promote a universally educated, high-quality security business. However, in doing so, it has only targeted out people who are under-educated and joined the industry before the legislation was fully implemented, not necessarily those who are conducting themselves dishonestly and illegally. Manzo (2009) further states that the industry at large continues to argue that most of these owners, who are currently ineligible to serve as managers, have accumulated the essential knowledge to justify their continued operation.

Dickinson (2013) opined that the Private Security Industry Regulatory Authority, the 'new' board, is often viewed with some scepticism by the private security industry. Given that the previous board relied on private businesses to report the non-compliance of other companies, thus encouraging more intense competition, it is only reasonable that there would be some doubts about the effectiveness and legitimacy of the Security Industry Regulatory Authority. Berg (2007) asserts that the security service providers believed that the Security Industry Regulatory Authority will regulate the industry with greater professionalism. Berg (2007) further argues that many security service providers are disillusioned, since they have been paying the Security Officers' Board fees without receiving anything in return, including the identification cards the board was meant to issue. However, the Security Industry Regulatory Authority began operating in February 2002, it is still unclear if the old board's troubling practices will be adopted by the new organization (Gumedze, 2007).

2.2.12.2 Private Security Industry Levies Act 23 of 2002

According to Visser (2004), the Levies Act provides a framework for the management of levies, their payment, and the repercussions of non-payment. It also makes provision for levies to be assessed by the Security Industry Regulatory Authority (Visser, 2004). Percy (2013) asserts that the Security Industry Regulatory Authority's decision-making performance may also be evaluated under the terms of the Levies Act. The levies Act's objective is to increase levies made to the Security Industry Regulatory Authority. Since fees are imposed for the support of the Security Industry Regulatory Authority, it is expected that this Authority's effectiveness will be improved because of the more severe application of fees. In addition, Minnaar and Ngoveni (2004) stated that because stricter levies are required (as well as stricter registration requirements), anyone looking to start a security company to make a quick profit (so-called fly-by-night companies) may be discouraged by the strict regulations and levies or may not even be eligible to register at all due to the financial and regulatory. In other words, the goal of the new legislation outlined above is to discourage unpleasant and dishonest security service providers who might damage the reputation of the entire security services industry. Whether they require regulation or not, legitimate security service providers are inescapably subject to this tightening of regulations.

2.2.12.3 Private Security Industry Regulations 2002

Berg (2003) emphasize that the PSI is also subject to regulations made by the Minister for Safety and Security regarding registration applications, training requirements, clearance certificates (allowing former members of formal policing, military, or security forces to become security service providers), the infrastructure needed to provide a security service, changing of name and status or any other relevant information about changes of security service providers, and keeping information safe. Noted are sections 13(5) and (6), which prohibit security officers from using their personal firearms while working for the security firm because it is the firm's duty to supply the weapon (Previously, security personnel could use their own firearms while performing their duties (Firearms Control Act, 2000). According to Minnaar (2006), the requirement that security guards be provided with firearms by the company could lead to a problem with this new legislation as it would mean that there would be at least twice as many firearms on the streets. The security guards would continue to carry their personal firearms and then receive a second weapon from the private security company where they work. Minnaar (2006) further argues that it will also not be easy to request a security guard to sign in their personal firearm because legal provisions would need to be made and there would also

need to be considerations for practical matters like where to store the weapon, among other things.

Below is a review of the Firearms Control Act 60 of 2000, which has an impact on the rules outlined in the previously mentioned 2002 regulations.

2.2.12.4 The Firearms Control Act 60 of 2000

As far as implementation is concerned, at the time of writing, only sections 113 and 140 of the Firearms Act had taken effect. According to Dye (2008) the Act mandates that, with regards to the security industry, a competency certificate is required before a firearm is issued, requiring anyone working in the industry who need a firearm to undergo training at an accredited training institution. Minnaar (2007) asserts that a restriction has been put in place that prevents anyone under the age of 21 from receiving a firearm. This has an impact on the security industry, given that there are obviously security guards under the age of 21. Minnaar (2007) further states that the Firearms Control Act has also imposed restrictions on the types of weapons that must be prohibited in all circumstances, such as fully automatic firearms and any military-type firearms. King, Proudlock, and Michelson (2006) opined that a security company may also lose its license if a weapon were supplied to an incompetent individual (for example, a person who is intoxicated, mentally ill, known for inciting domestic violence, and so on). King, et al (2006) emphasize that the security company becomes the owner of the license for the weapons issued to its guards. The carrying of a firearm must be totally concealed in a holder or anything similar, which is another important requirement of the Act. Any conviction immediately prohibits the possession of a firearm. The Act further specifies that guns are not allowed in "firearm-free zones" (Firearms Control Acts 2000). However, this prohibition might not apply to SAPS employees or to security personnel who are on duty.

2.2.12.5 Improper Conduct Enquiries Regulations 2003

These regulations, which were put into effect (1 March 2003), outline the procedures that must be taken while looking into the conduct of a security service provider. The 2003 Code of Conduct for Security Service Providers outlines what constitutes improper behaviour. The term "respondent" refers to the "security service provider in connection with whom an enquiry is held" under the regulations (Visser, 2004:23). According to the Improper conduct enquiries regulations 2003, a security officer of any standing who works for a private security company and/or their representative, such as a director of a company, a trustee, a partner, a member of a close corporation, and so on, may be charged with a crime.

The regulations also stipulate that a charge against a security official must also be presented to the director in the form of an affidavit (Improper conduct enquiries regulations 2003). The term director in this context refers to a staff member of the Authority (i.e., the Security Industry Regulatory Authority) who has been appointed by the Council as acting director or to whom any of the director's powers or responsibilities have been transferred or assigned. The director, with the Council's approval, appoints presiding officers and prosecutors.

2.2.12.6 Code of Conduct for Security Service Providers 2003

The Private Security Industry Regulation Act of 2001 stipulates that security service providers must abide by a code of conduct. The code of conduct, which went into effect on March 1, 2003, includes obligations to the Security Industry Regulatory Authority, such as cooperating and being understanding of the Authority's requirements. The code of conduct establishes requirements in relation to the government, including government security services, the public, and the PSI. In essence, the code of conduct aims to prevent crime, advance public and customer interest, and enhance the stability, status, and effectiveness of this industry (Code of Conduct for Security Service Providers, 2003). De Waard (1999) opined that certain category of security service providers, including locksmiths, private investigators, those who offer training, and others, are also specifically addressed in the code of conduct. Employers are expected to follow specific rules in the code of conduct, and sanctions for inappropriate conduct are stipulated in that regard.

2.2.12.7 Security Officers' Board Training Regulations 1992

The Security Officers Act of 1976 provided extensive training rules, which are still in effect today. The Regulations essentially indicate for the Security Officers' Board to grant accreditation certificates (to sanction training institutions that adhere to certain standards) and for training certificates to be given to security personnel who have successfully completed training at an accredited training facility (Berg and Nouveau, 2011). In addition, the restrictions, fines, and offenses related to the supply of security services by untrained or improperly trained individuals, procedure for the expiration and withdrawal of accreditation certificates is initiated by PSIRA.

2.2.12.8 Appeal Regulations 2002

The Appeal Regulations, the Constitution, and the Criminal Procedure Act are three pieces of legislation that are relevant to the private security industry even if they do not technically regulate it but rather provide it power by granting certain rights. With the help of the Appeal Regulations, the process for filing an appeal against the Security Industry Regulatory Authority has been standardized. Section 30(1) of the Private Security Industry Regulation Act 56 of 2001 states that if the Security Industry Regulatory Authority denies, suspends, or revokes the applicant's application for registration as a security service provider, the applicant may file an appeal (Private Security Industry Regulation Act, 2001). Furthermore, any finding of misconduct by that security service provider may be appealed within a specific time frame. The appeals would be submitted to an appeals committee with members who were not employed by the Security Industry Regulatory Authority or the PSI, and which was chaired by an appeals secretary (Berg and Howell, 2017).

2.2.12.9 The Constitution of the Republic of South Africa, Act 108 of 1996

The private security industry is specifically covered by Sections 22 and 23 of the Constitution, as well as the entire document. According to Section 22, every citizen has the right to freely choose their trade, occupation, or profession. A trade, occupation, or profession's practice may be regulated by law (The Constitution of the Republic of South Africa, 1996).

Section 23 on Labour Relations would also be particularly relevant in this situation as it emphasizes the rights of employees and employers regarding unionisation and ethical labour practices.

2.2.12.10 The Criminal Procedure Act 51 of 1977

This Act is especially relevant to the private security industry because it gives employees the power, they need to conduct their jobs without having to rely on the specific arrest, search, and seizure privileges granted to public police officers. This Act also allows the PSI to operate within the bounds of the law rather than being strictly regulated. According to Criminal Procedure Act 51 of 1977, Section 42(3), the owner, lawful occupier, or person in charge of land can arrest a suspect who has allegedly committed or is allegedly committing a crime. For the private security company to be able to arrest a criminal on someone's property, the client will need to give permission for the private company to legally take responsibility of the

property, at which point security officers are allowed to arrest anyone committing crime on that particular property.

2.2.13 The Curriculum for security officers

Like any industry, the South African PSI has its own curriculum that security officers must adhere to register with PSIRA as security service providers. The security officers' curriculum, like all curriculum, is updated occasionally to raise the level of training. Initially, PSIRA oversaw quality assurance for security training, but SASSETA took control after a memorandum of understanding between PSIRA and SASSETA was formed in 2006 (PSIRA, 2008). To distinguish between their various levels of training, PSIRA used security grades as follows:

Grade E (SASSETA Skills Programme 1): This is the lowest level that has 39 credits that must be completed by the security officer to earn this certification. This level is made up of Unit Standards, which are implemented for a limited time before being evaluated (PSIRA, 2008).

The previous PSIRA training guidelines, which were still in use in 2014 in many security training providers, stipulate that the training for this Grade, like each Security Grade, lasts five days. When the SASSETA Skills Programs are completely operational, this Grade will gradually be eliminated because it is thought to be of a very low standard for the PSI. Only certified security assessors who are listed in the SASSETA database should be allowed to teach this grade and others (Manzo, 2009). The qualified moderator who is listed in the SASSETA database is responsible for moderating this qualification as well as all other qualifications. In this grade, training officers are introduced professionally in PSI, and also know what is expected from them with regard to upholding the Law as Security Officers (Gumedze, 2007).

Grade D (SASSETA Skills Programme 2) is the next lower level, and it should only be completed after Grade E. For the security officer to qualify for this Grade, they must complete 35 credits (PSIRA, 2008). The purpose of this grade is to train security officer's on how to conduct Access Control at the egress point, also to ensure that they know and understand how the 3 "D" principles of physical security works in conjunction with security officers. The 3 "D" includes (Pillay, 2007:61):

Deter: Discourage the attack or threat from ever happening.

Detect: Identify and verify the threats as they are happening.

Delay: Postpone a threat from reaching your assets allowing for response to happen.

Countermeasures frequently complete one, several, or all of these objectives. For instance, a security guard can act in all three capacities, but a bollard can stop a car attack from crashing into a building. By using access control, threats to a site's restricted regions may be deterred, detected, and delayed.

Grade C (SASSETA Skills Programme 3) consists of 39 credits and should only be taken after passing Grades E – D (Diphoorn, 2009). This grade aims to ensure that security officers with grade C can protect classified information to civilians, and they also must know how to conduct emergency situations in their presence and to save lives in their designated areas and be able to access the risk and deal with it professionally (Minnaar, 2008).

Grade B (SASSETA Skills Programme 4) carries 42 credits and can only be completed after passing Grades E - C. This grade deals with supervision, it improves officers to advance level of supervision (Nalla and Wakefield, 2014). Security officers are equipped with the knowledge of supervision, how to conduct on job training, handling of parade and the hosting and lowering of flags.

Grade A (SASSETA SKILLS Programme 5) carries 45 credits. Only after successfully finishing Grades E - B may it be accomplished. Security directors typically carry it out (Hodges, 2014). This grade focus on management, this programme helps the security officers on how to manage the site, also how to gather evidence during accidents and incidents on site under his/her management. It also encourages the importance of interaction on site and the benefit of it when it is implemented professionally (Minnaar, 2008).

The security guard is not required to receive training for all security levels. Since these grades help security officers to find employment in the security sector, many of them do train for the first three grades (Grade E–Grade C). However, other security organisations disregard the two Grades (E and D), to the point where they no longer hire individuals who only hold them since they view their level of training as subpar (Irish, 1999). In general, Grade C is required to be marketable in the security sector. Other security companies, on the other hand, have a propensity to hire applicants with better security ratings and offer them positions with lower levels of responsibility and lower pay. These businesses gain from the security officer's extensive understanding throughout the process. Most security officers believe it is appropriate

for them to take extra security training while still working for a security company. They will have a better chance of being promoted inside the company if they do this. Grades B through A, firearm training, cash-in-transit, retail, national key point, closed circuit television monitoring, and dog handler courses are a few of these extra courses, according to Minnaar (2007). A security officer's pay is increased if they complete an additional course.

The Safety and Security Sector Education and Training Authority (SASSETA) and PSIRA signed a Memorandum of Understanding (MOU) on July 4, 2005. The MOU made it clear that PSIRA will no longer handle the training part of the security business, simply the registration of security service providers (Minnaar, 2007a). The responsibility for security training quality assurance would thus fall under SASSETA. According to the agreement, SASSETA would fully take over the training component of the security business in three to five years (Minnaar, 2007).

Through the use of training providers who are registered with SASSETA as assessors, the organization SASSETA created a framework for providing training. Training assessments ought to be conducted by certified assessors and regulated by experienced moderators. In the form of a unit standard, the study material is provided to the student. According to Kinsey, (2009) the Unit Standard itself should be highlighted under security curriculum and registered with SASSETA. For both the PSI and the security associations in South Africa, training is important.

This information regarding the curriculum was presented to provide a view of the training courses offered to the security officers and what each course focuses on. The duration of these course takes for a period of 5 days for each course.

2.2.14 The right to strike by Private Security Personnel.

There is no law in South Africa that prohibits private security employees to go on strike (Abrahamsen and Williams, 2010). The Constitution of the Republic of South Africa, section 23 (2) (c) states that every worker has the right to strike. However, the services of private security personnel are important in terms of protecting private property and/or private people, therefore, it is not desirable for them to go on strike. The public members who use their services are not protected and crime escalates during that period because employees want to prove that they are needed and must be paid as they request. According to White (2012) a massive strike in 2006 by the South African Transport and Allied Workers Union (SATAWU), affiliated with

the Congress of South African Trade Union (COSATU) took place and was based on wage increase.

2.2.15 The advantages and disadvantages of the Private Security Industry

2.2.15.1 Advantages of the Private Security Industry

According to Button (2016), PSI provides additional and crucial resources to assist in combating crime by playing a role in guarding the gated communities and fenced-in residential areas that have rapidly increased in number over the past few years. Irish (1999) elaborate that these resources (guarding the gated communities and fenced-in residential areas) are established largely because residents feel unsafe in their homes, which result in these communities setting up their own systems of policing, with services provided by private security companies. PSI is possibly more efficient than the SAPS in responding to crime. For example, SAPS do not respond to a crime scene or complaint immediately, while PSI responds promptly and swiftly to a complaint as they have enough resources and are always patrolling in the streets of the area they are deployed (Kinsey, 2009).

PSI is an employer to about 505 603 people in KwaZulu-Natal (PSIRA, 2021/2022). PSI does not require certain qualifications for an individual to obtain the PSIRA certificate and their courses are not too expensive. The demand for PSI is growing in South Africa as stated by the Minister of Police, General Bheki Cele (PSIRA Annual Report, 2021/2022) which means that more security officers are needed and that creates more job opportunity for South African citizens. Therefore, the PSI indirectly alleviates poverty which is one of the contributing factors to crime as individuals commit crime so that they can afford the basic needs of survival such as food (Minnaar, 2004).

2.2.15.2 Disadvantages of the Private Security Industry

According to Thumala, et al (2011), the PSI contributes to the indiscriminate use of force and availability of firearms in society, consequently leading to an increase in the rate of crimes committed using firearms such as murder and robberies. Button (2016) also asserts that one of the drawbacks of the PSI is that criminal networks can be easily accessed within the PSI since they do not practice the intelligent vetting procedures before employing an individual. Essentially, private security companies do not conduct thorough background checks of their employees to find out if they have any criminal records or not.

2.3 Overview of the South African Police Service

According to the SAPS annual report (2021/2022), SAPS had a total of 172 180 employees nation-wide in 2022 and a total of 182 126 employees in 2021. These statistics indicate that there was a decrease in the personnel strength of the Police department during 2021 comparing with 2022. Pillay (2006:61) opined that the increase of the PSI in South Africa, opposed to the SAPS, is possibly another factor for the growing preference of the citizens. Furthermore, the latter author asserts that “an army of armed and unarmed security guards seems to be filling in the gaps left by the overstretched police force, which includes not being able patrol the community area 24/7 as they have other responsibilities such as investigating other cases of crime, which then leads to this gap being filled by the PSI”. Acknowledging the annual decrease of the public police service, Pienaar and Rothmann (2003) emphasise that as the number of SAPS personnel decreased during 2021/2022, that does not mean an increase in the SAPS membership will not necessary increase the “specialized skills” they hold, this is evidence because during 2020/2021, there were more SAPS personnel than 2021/2022, however there was no change in crime prevention outlined in the KZN crime statistics (figure 2), the crime was still high.

2.3.1 The functions of South African Police Services

According to Act 108 of the Constitution of Republic of South Africa (1996), the South African Police Service is responsible for preventing, combating, and investigating crime, maintaining public order, protecting, and securing the inhabitants of the Republic and their property, and upholding and enforcing the law. The Saps is also responsible for creating a safe and secure environment for all South Africans, to prevent anything that may endanger the safety or security of any community, to investigate crimes that endanger the safety or security of any community, to ensure criminals are brought to justice, and to participate in efforts to address the causes of crime. PSI is also contracted to assist the SAPS at major events. Some PSI protects government buildings (Button 2016).

According to Goodenough (2007) the PSI are contracted to be responsible for protecting some of the government’s building and infrastructure. These buildings include schools, hospitals, public parks, post offices and other properties. It also assists the SAPS in major events such as music concerts, corporate events, trade shows, sports events, community events and many more. Minnaar (2004) further asserts that, the private security companies assist the SAPS on an ad hoc basis which deals largely with co-ordinating responses to alarms, sharing information, SAPS accessing private security companies control rooms when necessary,

operating CCTVs in Central Business Districts (CBDs) and in some cases providing transport for the shared visible police patrolling residential neighbourhoods. Sklansky (2006) states that this assistance came as a result of the lack of resources and insufficient personnel to address all the governments physical security needs. These challenges are discussed more in details under the subheading 'Challenges faced by the South African Police Service'.

2.3.2 The South African Police Service Divisions

According to Adeaga (2022) SAPS has a rank structure that is divided into the senior management who are also commissioned officers and non-commissioned officers. Mostert and Joubert (2005) further elaborate that Senior management are officers with the ranks of General, Lieutenant-General, Major-General and Brigadier. Commissioned officers are Colonels, Lieutenant-Colonel, Captain. Non-commissioned officers are Warrant Officers, Sergeants, and Constables. According to the SAPS rank structure, each province has a commissioner that is appointed to take care of the affairs in each province (Berning and Masiloane, 2011). Each of these commissioners is expected to report every activity that takes place within his/her province to the national commissioner, who is the highest police officer in the country.

According to Berning and Masiloane (2011) the department of police has been organised into six divisions: the Crime Combating and Investigation Division, the Visible Policing Division, the Internal Stability Division, the Community Relations Divisions, the Supporting Services Division and the Human Resources Management Division. These divisions assist the police to perform their duties the way they are supposed to and gives a better understanding what each division is responsible for.

The *Crime Combating and Investigation Division* is responsible for coordinating crime and investigative procedures (Schneider, 2006). According to Kinnes and Newham (2012) crime combating and investigation division manages the Criminal Record Centre, Commercial Crime Unit, Diamond and Gold Branch, Narcotics Bureau, Stock Theft Unit, the Inspectorate for explosives, murder and robbery units allocated in each major city and vehicle theft units throughout the country. In addition, the division manages the National Bureau of Missing Persons. The main objectives of this division are to combat crime through the effective management of information; investigation of crimes or alleged crimes and rendering of forensic science services (Government communication and information system, 2016/2017).

The *Visible Policing Division* oversees highly public police operations, such as protecting dignitaries and essential government officials (Mabasa and Olutola, 2021). The members of the division's Special Guard Unit are responsible for guarding over most government buildings and the Special Task Force of the division manages hostage situations and other high-risk operations.

The *Internal Stability Division* is responsible for preventing and putting an end to internal unrest as well as supporting other divisions in their efforts to combat crime. At present, members of this division wear camouflage uniforms (Makoni, 2017). Emphasis is placed on preventive action such as patrols in areas of unrest. Members receive training in negotiating and conflict management techniques.

The *Community Relations Division* is responsible for consulting with all police divisions concerning accountability and respect for human rights. Additionally, the division is responsible for liaison services between the news media, police activities and the public (Faull, 2012). The division is responsible for building a positive image of the SAPS and consists of amongst others, the Community Liaison, the Museum, the Video Unit and the various bands.

The *Supporting Services Division* is responsible for managing the financial, legal and administrative matters (Minnaar and Mistry, 2004). Some of the services the division renders to the police service are logistical and language services, financial services, information services, administration services and legal services.

2.3.3 Training Offered to the South African Police Service Officers

According to Rauch (1999) the police recruits undergo a Basic Police Development Learning Programme (BPDLP) when they enlist in the SAPS. Upon recruitment, a Memorandum of Agreement is entered into between the SAPS and the police recruit for a contract period of 24 months. The below table indicates the training the police officers receive while at the academy.

Figure 2.2: The basic training learning program for SAPS officers

CROSS FIELD		DRILL	SHOOTING	FITNESS	
<ul style="list-style-type: none">▪ Professional Conduct▪ Performance enhancement▪ Use of Firearms▪ Use of Force▪ Human rights▪ Bill of Rights▪ Batho Pele Principles▪ National Instructions▪ Investigative Interviewing▪ Statement Taking▪ Criminal Procedure Act▪ Computer literacy▪ Tactical Combat▪ Street Survival Techniques▪ (CCFO's integrated)	BLOCK 1: (Months 2 to 5) At the Academy	<ul style="list-style-type: none">▪ Professional Conduct▪ Performance Enhancement Process▪ Criminal Justice System▪ Criminal Law:<ul style="list-style-type: none">– Sources of Law– Elements of Crime– Common Law– Statutory law	<ul style="list-style-type: none">▪ General Duties In Community Service Centre (CSC)▪ Registers In CSC▪ Receive & Attend to Complaints▪ Open Case Docket	<ul style="list-style-type: none">▪ Criminal Procedure▪ Search And Seizure▪ Custody Management▪ Investigative Interviewing▪ Statement Taking	<ul style="list-style-type: none">▪ Fitness▪ Use of Force▪ Tactical Combat (CQC)▪ Use Of Firearm (Z88 - Theory & Formative Assessment)▪ Drill (Saluting & Compliments)
	BLOCK 2: (Months 6 to 9) At the Academy	<ul style="list-style-type: none">▪ Crime Scene Management▪ Criminal Procedure▪ Conducting an arrest▪ Crime Detection▪ Law of Evidence▪ Giving Evidence in Court▪ Crime Prevention	<ul style="list-style-type: none">▪ Fitness▪ Use of Force▪ Tactical Combat (CQC)▪ Tactical Procedure▪ Use of Firearm (Z88 - Summative Assessments)▪ First Responder to Crowd Management	<ul style="list-style-type: none">▪ 7 Survival Principles▪ Use Of Firearms (Shotgun/R 5 –Theory, Formative & Summative Assessments)▪ Tactical & Street Survival Techniques▪ Drill (Squad & Funeral)	
		<ul style="list-style-type: none">▪ Crowd Management Learning Programme (3 weeks) <p>Note: Workplace learning (practical) will be conducted over weekends for the duration of the programme.</p>			

Source: (SAPS, 2016:12)

During this period of 24 months, the recruit will be a police trainee and will undergo the Basic Police Development Learning Programme. Weber (2014) highlights that the purpose of this Learning Programme is to enable newly appointed police officials to -

- use a series of legal and policing skills to protect and serve members of communities in accordance with the Constitution of South Africa
- provide a more effective service that will improve community satisfaction and position them to fulfil their mission of creating a safe and secure environment for all who live in South Africa.

Modise, Taylor and Raga (2022) assert that the duration of the Learning Programme will be 24 months, of which 12 months will be at the Academy as stipulated in the table above and 12 months in the workplace. It will consist of two phases at the academy and one phase in the workplace (Modise, et al, 2022).

- **Phase One:** Academy (10 months)
 - Foundational phase – will mainly focus on acquiring necessary knowledge and skills.
 - Practical application of knowledge and skills
- **Phase Two:** Workplace experience (12 months)
 - Workplace exposure at a station
- **Phase Three:** Academy (2 months)
 - Integrated assessments

When police trainees complete the training and are found competent, they are permanently enlisted in the SAPS as constables. This information was outlined to better understand the

training that is offered to the SAPS officers and to be able to differentiate between the training received by the SAPS and the PSI.

2.3.4 Challenges faced by the South African Police Service

There are different challenges that are faced by the SAPS that contributes to the lack of performance and service delivery from the department. For example, SAPS is under-staffed, has limited resources and is facing widespread corruption.

2.3.4.1 Shortage of personnel

According to Cronje (2021) the SAPS is understaffed. The police citizen ratio is one of the challenges that the SAPS are facing, and currently the ratio is 1 policeman to 327 people. The SAPS lost 32 662 policemen through natural attrition from 2016/2017 to 2020/2021 and employed 20 959, representing an overall loss of 11 703 members. Over the past five years, 2 825 employees exited the SAPS through early retirement. The common reason why the members exit the SAPS are age (60 years), ill health, death (natural, on and off duty), better remuneration and personal reasons.

2.3.4.2 Shortage of ammunition and training

According to Payne (2019) when important firearms training for SAPS members was postponed in both the Eastern Cape and the East Rand in 2017, the issue of shortage of ammunition for police was raised. Police officers cannot carry loaded weapons or complete the required firearms competence training without ammunition. This is a national dilemma rather than just a provincial problem. This is currently the policing situation in South Africa, a country with one of the highest violent crime rates in the world.

2.3.4.3 Corruption

Corruption is one of the key challenges that is facing the policing department in South Africa. Jansen (2021) stated that a survey by Global Corruption Barometer Africa in 2019 suggested that the SAPS is generally seen as the most corrupt institution in the country, and this unfortunately smears honest and hardworking police official with the same brush.

2.3.4.4 Limited Resources

SAPS is facing a challenge of limited resources which hamper the effectiveness of police officers executing their duties, more especially at the police station level (Lever and Van der

Spuy, 2012). For example, vehicles are not enough to accommodate the personnel stationed within the police station causing police officers to share vehicles. This contributes to police officers attending late to complaints and arriving late at scenes of crime. On the contrary private security has always been appreciated (by paying clients) because of their pro-activeness and speedy response to alarms and crime (Omar, 2009).

2.3.5 Crime prevention in practice

Crime prevention by its nature should be continually practiced by the members of the community. This can be practiced by following the basic precautions of safety and security such as ensuring that doors are locked, windows are fastened and fitted with iron mesh, and avoiding walking alone at night, particularly in hot spot areas (Crowford, 2017). These actions begin with an individual and spread through the institutions to which they belong.

Rauch (2001) states that the government is currently implementing the National Crime Prevention Strategy (NCPS) primarily as a long-term initiative with the goal of improving the ability of the criminal justice system to deal with crime while also reducing possibilities and motivation for criminal activity. Naudé (2000) asserts that the NCPS is built on a continuing plan of action that is being carried out by several departments, which includes the SAPS, SANDF, National Intelligence Coordination Committee, and the Departments of Justice, Correctional Services, and Welfare. Each of these organizations has a running program to deal with crime. Some of the actions that are underway to deal with crime include:

- i. Firearms-related crimes are addressed by working across agencies to improve regulations on state-owned weapons, track smuggling routes and organizations, collaborate with neighbouring states, and restrict the illegal importation of firearms (Bopape and Snyman, 2015). Additionally, initiatives have been initiated to reduce the possession of illegal firearms and increase deterrence when dealing with people accused of crimes related to firearms (Rauch, 2001).
- ii. Organised crime is the target of concentrated intelligence collecting operations involving organized crime syndicates. Such syndicates engage in a variety of criminal activities, and departmental entities focusing on various parts of organized crime have prioritized close departmental cooperation (Newham, 2005). Activities relating to specific organized crime challenges include the implementation of a new approach that relies on community cooperation such as community members serving as informants

of the police, as they are more aware of what is happening within their communities and who are responsible people for committing organized crime more than the police know (Naude, 2000). In this way the crime can be easily prevented in communities.

iii. White collar crime is being addressed through a multidimensional strategy that includes legislation to prevent money laundering, specific police-business cooperation initiatives, as well as a business-led initiative to create codes of behaviour for the private sector (Gabbay, 2006).

iv. Gender violence and crimes against children are given special attention through the formation of victim aid centers where interdisciplinary services are provided to victims of these crimes, as well as the creation of specialized police units to investigate crimes against children (Naude, 2000). Additionally, specific court facilities that safeguard young witnesses have been constructed across the nation, and in some locations, prosecutors who specialize in these cases provide help. Van Aswegen (2000) asserts that there are numerous educational and awareness campaigns, both official and non-governmental that are available to educate children about ways to deal with abuse and to spread awareness of gender-based crimes and crimes against children. For example, 16 Days of Activism Against Gender-Based Violence is one of the ongoing campaigns that seek to assist and prevent gender violence and crime against children.

v. Violence associated with inter-group conflict is being addressed through a presidential task team to address violence in KwaZulu Natal. This task team is coordinating all intelligence gathering operations and coming up with solutions in places where violence is particularly prevalent (Newham, 2005). Sector-based operational tactics seek to maximise police presence in impacted areas. Burger (2015) asserts that the Cabinet Committee on Taxi Violence is supported by an intelligence task force, and this issue is being addressed by specialized police units.

vi. Vehicle theft and hijacking are addressed by implementing short term solutions activities that assist the law enforcement, which includes the implementation of tracking systems to identify automobiles and partnerships with the SAPS to mobilise the community to aid in the recovery of stolen vehicles (Burgers, Wright, and Nel, 2007). In addition, Naude (2000) highlights that the South African National Defence

Force (SANDF) resources have been deployed in support of roadblocks, cordon and search operations, and a Border Control Unit has been established to address the transit of cars out of the country.

vii. Corruption within the criminal justice system is being addressed by the creation of police anti-corruption units at the national and provincial levels. Public complaints will be accepted and handled by an independent complaints directorate that is established (Graycar and Prenzeler, 2013). In the justice sector, control measures are being put in place to prevent police docket theft, while corruption investigations are in progress at the Department of Welfare. These efforts are supplemented by intelligence initiatives meant to enlighten widespread government corruption.

2.3.6 Reflection of policing in South Africa

According to Lamb (2021), prior to 1994 the SAPS (previously called the South African Police Force) was largely preoccupied with the enforcement of the laws of the apartheid government of the day. During that period the police were only there to protect the minority and oppress the majority. Martin (2010) further states that this kind of operation by the police created a bad image for most South Africans which would take time to be amended. According to Brewer (2016) in 1994, the African National Congress (ANC) was democratically voted into power and had to change the way police operated by introducing the phenomenon called Community Policing Forum (CPF). Hattingh (2015) defined community policing as a platform where community members, organisations (community-based organisations, non-governmental organizations, businesses, faith-based organisations, youth organisations, women organisations), other relevant stakeholders (provincial government, local government, traditional authority, and parastatals) and the police meet to discuss local crime prevention initiatives.

Pelser (1999) states that the role of CPF is to inform the police about community needs and assist them in addressing them. According to Hattingh (2015) the main goals of CPF are to establish and maintain a partnership between the SAPS and the community within which they are located; promote communication between the SAPS and the community; promote cooperation between the SAPS and the community towards fulfilling the needs of the community regarding policing; improve the rendering of policing services to the community at national, provincial and local government spheres; improve the transparency of SAPS, and its

accountability to the community; and promote joined problem-identification and problem solving by SAPS and the community.

According to Rauch (2000) the core functions of CPFs are:

- Accountability – the creation of a culture for addressing the concerns of the community.
- Service orientation – the provision of a policing service responsive to community needs and accountable for addressing them.
- Problem-solving – joint identification of the causes of crime, and the development of innovative measures to address them.
- Partnership – the facilitation of a cooperative, consultative process of problem solving; and
- Empowerment – the creation of joint responsibility for addressing crime.

The CPF encounters challenges in their operations. As provided in section 214 of the Interim Constitution of the Republic of South Africa, Act 200 of 1993 CPF have proved to be faced with some challenges in many parts of the country. The first challenge the community policing is facing, is the availability of basic resources required by the police and the community they serve in a particular locality. For the police, this challenge refers to the lack of resources needed to undertake basic policing duties. This results in a lack of resources such as basic education (literacy and numeracy in some cases), the availability and functionality of vehicles, equipment, and infrastructure that are appropriate for the topography, as well as lack of intelligence gathering and analysis capabilities. (Geoghegan and Van der Walt, 2019)

People who live in the areas such as kwaMashu and Inanda experience lack of basic resources which contributes to their inability to make meaningful CPF contributions. Gordon (2001) further asserts that the inability of meaningful CPF is also due to lack of basic education, difficulty in travelling to and from the police station, and a lack of communication means. The lack of basic infrastructure, such as roads, telephones, and electricity, is also another challenge. There is very little policing of any kind in the localities as they are more especially in rural areas such as Mid-Illovo. Since historical underdevelopment has been a major contributing factor, it may be expected that many of the police precincts situated in the former homelands (Transkei, Bophuthatswana, Ciskei, Venda, Gazankulu, KaNgwane, KwaNdebele, KwaZulu, Lebowa, and QwaQwa) are also affected which therefore, results to the CPF failing to be effective in such areas (Newburn, 2012).

According to Cossyleon (2019), community policing through its implementation of CPF is a failed endeavour by the Department of Police. Brewer (2016:5) further asserts that it only succeeded in making police “legitimate” in carrying out their functions. On the other hand, the PSI, as one of the stakeholders in crime reduction, is with the opinion that more focus by the Department of Police goes to the public police and less focus to private security (Davis, Ortiz, Dadush, Irish, Alvarado and Davis, 2003; Maroga, 2004; Fourchard, 2012). In this way, their role in crime prevention appears to be overlooked. This point is evident when one looks at the criminal statistics in the Republic of South Africa. The criminal statistics only outline the police efforts such as the crime incidents detected by the police and no data is shared about the criminal incidents reported because of the efforts of the PSI (Newburn, 2012).

Geldenhuys (2020) argues that most universities from which critics of the police come are not run better than police institutions and they are even run worse than police organizations. Filstad and Karp (2021:767) further emphasise that “policing is a blame profession” because citizens are not participating in combating crime, however they blame their victimisation on the police. Hoyle and Sanders (2000) further highlight that it is also important for the police to recognise their strengths and weaknesses and involve other partners to prevent crime where they require assistance.

2.3.7 Factors that are contributing to the lack of trust in SAPS

Due to complexity and interconnection in a dynamic environment, it will be very difficult to list all the factors that are undermining the public's trust in the police. One factor that has gradually eroded public trust is corruption among the SAPS. According to Bello (2021) the level of police corruption in South Africa cannot be disputed. However, it would be inappropriate to say that corruption is restricted to the SAPS because it affects national police forces worldwide.

Sayed and Bruce (1998:3) describes corruption as "any illegal conduct or misconduct involving the use of occupational power for personal, group, or organizational gain." Faull (2007:20) also defines corruption as "the unlawful and intentional giving of an agent or making an offer to or concluding a deal with such agent, giving the agent an advantage in return for certain conduct on the part of the agent, either in the future or for something in the past, in view of his/her official capacity".

Police corruption has been defined in different ways, although most of these definitions include one or more of the three factors Basdeo (2010) suggested reflecting in the attitudes of corrupt officials. These factors include the following: (1) they are against certain laws, rules, regulations, or ethical standards; (2) they entail the abuse of the officer's position; and (3) they contain some type of actual or anticipated financial gain or reward. This view is supported by Olutola and Bello (2016) and Boateng's (2015) who state that any action that puts an officer's personal advantage ahead of duty is illegal and/or in violation of the law and constitutes police corruption. Kinnes and Newham (2012:33) provide a more exact definition in relation to the study by stating that when a police officer "works for himself rather than his country" that is regarded as police corruption.

According to Faull (2007) the SAPS has been a primary concern for South Africa. With a specific responsibility to use both proactive and reactive measures to combat corruption inside the SAPS in each of the country's nine provinces, the SAPS formed the Anti-Corruption Unit (ACU) in 1996. The NCPS, which similarly highlighted corruption inside the criminal justice system as the main threat to the nation's safety and security sector, was in place at the same time as ACU's establishment (Naude, 2000). Unfortunately, despite the ACU's relative successes, the National Commissioner rejected the unit in 2002.

2.4 Partnership policing

Diphoorn and Berg (2014) believe that as the transformation of the SAPS took place during 1995-1996, the PSI also became under pressure to become more accountable and relevant to crime prevention functions. Diphoorn and Berg (2014) further state that it was proposed that these changes were also within the context of state to increase regulation of the PSI. Minnaar and Ngoveni (2004) also state that during 1995 and 1996 the SAPS were approached by various individual security firms with requests for the formation of partnerships with them on an ad-hoc basis, however there was no success.

Govender (2017) outlines that the involvement of private security in crime prevention has a longer history than the official public police service. Govender (2017) further outline that during feudal times, there was no public police service that could be contacted when people needed help or assistance and therefore some community members volunteered to ensure the safety of their community. It was only in previous years that law enforcement agencies, charged with protecting property and safety of citizens in a country, have become the norm.

Furthermore, the White Paper of the Department for Safety and Security (1998) emphasized the role and involvement of other stakeholders outside of the SAPS. It spelt out the areas of intervention to ensure effective crime prevention. These interventions involve communities taking responsibility for crime prevention in their own neighbourhoods. According to Marais (2001) such interventions included localized programs, which mobilizes a range of interest groups to address crime prevention on a town or city basis. Projects included improving surveillance through schemes, such as car guards or community marshals. Rawlings (2012) believes that this created some opportunity for the private security industry to engage in crime prevention exercises at community level.

According to Geldenhuys (2020), the partnership between the SAPS and PSI takes many forms such as crime prevention, sharing of resources, operational partnership and information sharing. Geldenhuys (2020) further emphasize that it is however important to understand that the PSI is not a replacement of the SAPS as the private security powers are not the same as those of the SAPS. Bezuidenhout (2008) also highlights that at most, the PSI can collaborate with or support the police, when necessary, but only after the personnel of the PSI have received appropriate training which includes respecting human rights. Diphroorn (2017) further emphasise that the PSI is an important policing partner that fills in the gaps left by the police when they take on bigger responsibilities for community safety and crime prevention. By sharing information and the resources the police and the PSI can enhance service delivery to the citizens of South Africa.

Brown (2013) further highlights that however, the nature of this proposed partnership is never detailed in terms of resources, policing powers, competition, and the profit motive. Additionally, there is lack of details regarding community interest, forms of policing and how these should be regulated and held accountable, and in broad terms the role of the State versus the role of private initiatives whether for profit or not for profit.

One of the pilot projects that are currently in place is the Eyes and Ears Initiative (E2). According to Geldenhuys (2020), the E2 is an official joint crime-fighting initiative between the SAPS and Business Against Crime South Africa (BACSA) and the PSI. In this case the PSI formally cooperates with the SAPS by relaying information directly to the Provincial Operational Command Centre (POCC) and in some instances, receiving such relevant information directly from POCC.

Business Leadership SA (2023) highlights that the PSI has a large geographic deployment footprint that it can fill with its security officers, patrol and escort vehicles, tactical vehicles, and air support. Frequently, PSI guards arrive at crime sites before SAPS. Brown (2013) further states that through BACSA, the PSI always has at least one representative working in the POCC to oversee information sharing with SAPS and unite SAPS with the PSI. In May 2018, a pilot operation was successfully launched in Gauteng. More than 50 security businesses, representing more than +15 000 security guards, joined the pilot even though the project only started to get momentum in November 2018 after the National Commissioner signed an agreement with BACSA.

Lomofsky and Lazarus (2001) highlight that during this period, the E2 office handled 2662 incidents, with some achievements which include the evaluation and actioning of more than 1500 LPR (licence plate recognition) alerts, 950 PSI alerts of crimes in progress, and 100 SAPS alerts and requests for assistance. This directly resulted in 697 arrests; the seizure of 28 assault rifles; the confiscation of 93 additional firearms; the recovery of 146 stolen and hijacked vehicles, with an approximate value of R29 million; impounded 80 vehicles for other serious crimes; and consequently, numerous crimes were stopped.

E2 has demonstrated that one of the most efficient ways to combat crime is through active cooperation between the SAPS, businesses, and the public. Crawford and Evans (2017) highlight that for the SAPS to respond quickly and effectively to situations, law enforcement needs pertinent situational information about the incident which is the fundamental components of efficient policing. Geldenhuys (2020) also highlights that, for the police to respond correctly and promptly, law enforcement must be aware of criminal incidences and their severity. Geldenhuys (2020) further states that the E2 was started to help the SAPS to improve its situational awareness. Kole (2015) explains that through BACSA, the PSI has at least one representative on a 24/7 basis in the POCC. To communicate with the PSI personnel in the E2 POCC, all PSI participants use the pre-agreed Integrated Communications Platform (ICP), which employs the Push-To-Talk (HALO PTT) technology over Cellular communication network.

The E2 initiative has several objectives (Business Leadership SA, 2023). these include to improve the situational awareness of the SAPS by sharing information using the geographical deployment footprint of the PSI which includes guards, patrol and escort vehicles, and air support that is in constant contact with its control centers. The initiative also seeks to improve

operational response to crime hotspots, violent crimes (gang violence, taxi violence, vigilantism and robberies), and TRIO crimes (carjackings, house robberies and business robberies). The initiative has a focus on crimes that strongly rely on situational intelligence and that the SAPS and the PSI have a concern about and to make it possible for the PSI to cooperate with one another and the SAPS, when necessary, in a non-commercial and non-competitive manner. According to the Business Leadership SA (2021) there have been some successes of the E2 initiative that were identified. This collaboration has yielded encouraging results through several successes (crime preventions). The E2, which is an official joint crime-prevention initiative between the SAPS, Business Against Crime South Africa (BACSA), and the Private Security Industry (PSI), has made it possible to respond to crimes more quickly (Geldenhuys, 2020). Additionally, it has contributed to the expansion of the police force nationwide.

The success of E2 has been witnessed through Memeza crime-fight project, which can be considered a shining story against crime currently ravaging South Africa and adversely having an economic impact on the already struggling community. Studios (2021) describes Memeza as a non-profit organisation that was established in 2012 and works in partnership with the South African Police Service and the National Civilian Secretariat for Police to develop technology that can help speed up response times and lower crime, with a special focus on vulnerable, non-paying schools that are particularly hard hit by information and communication technology theft. Studios (2021) further states that Memeza ensures that the assets at schools are protected, potentially saving millions of rands that would have been lost to theft, burglaries, and vandalism. Lomofsky and Lazarus (2001) further state that the right to quality education includes having a school where learners are safe and have access to the necessary resources and facilities.

Mazerolle (2014) further highlights that the E2 network becomes active as soon as Memeza becomes aware of any attempted robberies. This assist with quick responses from the SAPS and the private security business and highlights the importance of the partnership to stop criminals in their tracks, as stated by Fouché Burgers, the national project manager at Business Leadership SA.

Shearing and Stenning's cited by Berg (2008: 1) state that "Peel's dream of a truly preventative police force" is being "substantially accomplished" through private security rather than through the state police holds true in the 21st Century. Johnston (2017) believes this is evident that

private security while still retaining ‘traditional’ private security tasks, are engaging more and more in law enforcement (policing) duties and activities. Johnston (2017) also outlines that this involvement includes becoming increasingly involved in physical coercion, demonstrating greater symbolic and real powers (since private security remains largely unchallenged). In addition, it is uncertain in several quarters on what kind of support /cooperation or service should be provided by private security to the police. According to Brown (2013), the wide range of diversity of services provided by the general PSI in South Africa further complicates the matter. Kole (2015) asserts that although several joint or cooperative partnerships initiatives have already been launched between certain companies or individuals and police stations at local level, these have proceeded without the formal recognition or approval of SAPS management.

According to Geldenhuys (2020), the SAPS has established collaborative partnerships between themselves and other government departments and agencies such as: Provincial nature conservation agencies and the Environment Management Inspectorate (EMI) of the Department of Environmental Affairs which focus on illegal poaching and other environmental crimes; South African Revenue Service (SARS) and the Financial Intelligence Centre; non-profit and community groups; and private business groups which focus on crime prevention. Mazerolle (2014) states that there are several levels of communication, coordination, and collaboration between law enforcement authorities and the different stakeholders. Mazerolle (2014) further states that to establish a successful national strategy to combat crime, participation is essential. The Eyes and Ears Initiative (E2), where Business Against Crime South Africa (BACSA) and the Private Security Industry (PSI) collaborate with the police to prevent crime, is an illustration of how businesses collaborate with the SAPS (Geldenhuys, 2018).

2.4.1 The benefit of partnership policing

Morabito and Greenberg (2005) state that the partnership between the SAPS and PSI can create a platform for both partners to learn from each other. Thus, O’Neill and McCarthy (2014) believe that SAPS can be important to private security because they can assist them in several ways. They can assist by training the private security to assist in emergency situations, assist the private security personnel in understanding how to protect the nation’s important infrastructure and providing free training to security practitioners. They can also allow private security to develop personal skills through teamwork, gather evidence while conducting

investigations, improve intelligence gathering, make better use of available technology, and decrease the high number of calls for services.

PSI, on the other hand, can be important to the SAPS because of several reasons. PSI can make plans with SAPS regarding emergency situations such as evacuations situations and transporting people, equipment or food. The police may benefit from how the private security conduct threat assessments and they can also be more aware of private organisations and their clients; and they can also make it possible for the police to gain confidence in the public by working with the private sector (Bearpark and Schulz, 2007). It should also be noted that private security officers and SAPS officers have different powers in combating crime.

Govender (2015) implies that the private security officers may have similar powers as that of a normal public member such as the power to arrests, however what makes the private security officers different is the fact that they are guided by section 42 (3) of Criminal Procedure Act 51 of 1977 which provides them with necessary theoretical and practical training on how to perform their duties. Additionally, the regulatory requires that the private security officers should be registered with it when they perform security services as outlined in chapter one.

Fay (2010) explains that PSI serve as police agencies in crime prevention and explains the conditions under which this happens. If a crime occurs on the private property, the private security will decide whether to investigate the incident themselves or to report it to the police, who will then investigate it. If the PSI decides to conduct its own investigations, it will also use its own justice system in that case; whenever the security officers apprehend a suspect committing crime in the retail store and they report the matter to the police, the security officer will be acting as an agent of the police. Often, the employment of private services in the public sector is due to cost-cutting measures taken by governmental organizations, and private security services are not immune from this privatization.

Irish (1999) highlights that the police and some big private security companies created an area that was left unoccupied because of several factors. Firstly, the law enforcement withdrew from some of the areas that were initially their responsibility, such as guarding the facilities (for example, national key points). Secondly, expensive services provided by some big and well-known private security companies caused other people to terminate their contracts. Thirdly, strategies applied by some big private security service providers made them focus on rendering services to rich people and to the government institutions.

Minnaar and Ngoveni (2004), further state that small businesses had the opportunity to fill the void left by the public police and certain big private security companies. Bearpark and Schulz (2007:73) also explain that small businesses have challenges, including, among others, not adhering to the applicable labor regulations that they should adhere to and, as a result, choosing the "fly-by-night" route. Users of fly-by-night organisations' security services also profit from the fact that these businesses offer less expensive services than legitimate security companies. Due to challenges like these, the SAPS and PSI must manage their partnership effectively to prevent fly-by-night security service providers from taking over the role of crime prevention in society.

2.4.2 Managing partnerships to combat crime

There are various reasons why the SAPS and PSI should collaborate to reduce crime. This mainly revolves around the duties that are performed by both these entities (police and private security). Potgieter, Ras and Naser (2008) states that both the police and the private security carry out the functions outlined below:

Maintenance of Law and Order: Generally, it is the duty of the police to maintain law and order amongst the members of society. However, in a case whereby private security is employed, it their responsibility to maintain order and law in those respective areas they are operating in.

Crime prevention activities: The state police are encouraged to develop plans to prevent crime within the communities. Private security providers also develop plans to prevent crime in the organizations they are protecting. The core issue is for all stakeholders to play a *pro-active* role in terms of crime prevention rather than being *re-active* to criminal incidents.

Personal Safety: It is the duty of the private security to ensure the personal safety of all clients, personnel, and the guests at the organization they are employed to guard. The main responsibility of the police is to ensure the safety and security of all the members of the public.

The above-mentioned functions outline clearly the role similarities between the police and private security in crime prevention. It makes it clearer and more understandable why the police and the private security should work together as partners in combating crime. Both these entities rely on each other, neither of these entities can claim that they do not need another

party. The partnership between the police and private security benefits the community that they are both serving. Rogers (2006) opined that serious challenges remain on the side of those individuals who are responsible for implementing plans to make this partnership successful in the communities. They may be given resources (such as money or people) they require, but they must be careful against creating very high expectations among the communities they need to protect. Kole and Masiloane (2017) further outline that these responsible individuals will need to explain to the community how they intend to protect it and find out what the expectations of the communities are. Since the community is an important part of crime prevention, it is important to consider its role in crime prevention.

Steven (2007) states that it is important to ensure that every party involved in the partnership to combat crime understands what is expected of them, the police and the private security need to have some guidelines and regulations that govern their partnership. Prenzler (2014) further states that programs need to be developed whereby the citizens can be issued with written pamphlets that indicate what the people can expect when reporting crime. In addition, Minnaar (2005) states that it is important for the citizens to know the kind of important information that will assist the police when people report crime to them. The police should also strive to show gratitude to the person who reports a crime telephonically, by letter, or even a personal visit.

In this manner, the community members will realize that their efforts are valued, leading them to work more and inspire others to do the same. Kole (2017) also states that the community members should not only be encouraged to report crime incidents occurring within their communities but should also be encouraged to report the misconduct by the police or private security in terms of poor response when community members report crime to them. Bhanu and Stone (2016) highlights that generally, when crime is committed the people report crime directly to the police. However, in places where there are private security officers' people will normally report crime to the private security personnel who then report that to the police for further investigation. Prenzler (2014) further points out that the management of crime prevention partnerships should also consider the municipal regulations of their respective jurisdictions, such as street trading, traffic, and fire brigade services.

2.4.3 Potential problem areas in partnership policing

The SAPS had noted a few potential issues that might develop if the SAPS formally engage into partnership with the private security companies. The first issue centres around legal liability and civil claims. If the private security personnel were to engage in partnership with

the SAPS, the fact that not all the security personnel are trained in a similar standard as the police could put the SAPS in a predicament if the security officials were to act in an unprofessional manner (Minnaar and Ngoveni, 2004). Fleming (2006) emphasises that due to the negligence of the security official, there is a very real possibility that the police might be held accountable for additional civil claims made against the SAPS because of the misconduct of the security official.

The second reason revolves around public liability: Theoretically, liability for the owner's restitution may potentially lay with the private organization, even in situations where no specific misconduct can be proven, for instance, if a security business is protecting assets and those assets are stolen or destroyed, that Security Company is responsible for the stolen or destroyed assets. Therefore, preventing the loss of property is one of the security company's main goals. Bell (2013) highlights that the main goal of loss prevention becomes essential, and the criminal's capture becomes secondary.

Additionally, there is no legal protection for good faith actions taken by private security officer. For instance, if a security guard detains a suspected burglar before the police arrive on the scene and the suspect suffers injuries in the process, the suspect may pursue a lawsuit against the arresting officer for injuries. This raises concerns about the specific assistance that private security can provide to the police. The current existing legislation does not provide any protection to the private security officers, and this is problematic because professional or public liability insurance is very expensive (Botha and Millard, 2012). However, most private security firms nowadays enter contracts with their clients that stipulate that the client cannot hold the security firm or any of its employees liable for any actions or failure to act on the client's property, even if this were to constitute gross negligence.

According to Botha and Millard (2012) such contractual provisions are now required for the private security company to purchase public liability insurance. This insurance will not pay out unless a client files a claim, and they do not protect employees who take activities that are not covered by the policy. When working on the property of clients, security companies are to some extent protected by this insurance. However, it is common practice to chase criminals or suspects beyond a client's property, into public areas. Just like any other member of the public, the police are subject to legal action for actions that result in a person's or property harm. Greenberg and Brotman (2014) assert that the SAPS's current budget does not permit the extension of civil liability to security company employees who might be required to assist or

perform tasks under the instruction of the SAPS. In other words, the SAPS budget cannot bear the risk of liability financially. In any case, the current legislation as it stands sets out the terms and guidelines for citizens to help the police (they are, in fact, required to comply if asked for assistance or instructed to help).

According to Fischer et al. (2012) the extent of the assistance in the request for additional legal powers for security personnel is at most troubling. For instance, the SAPS broadcast a lookout for a stolen vehicle. A security guard identifies the missing vehicle four hours later and pursues it. When the driver of the vehicle refuses to stop, the security officer fire shots, which result in the death of the driver. In these instances, the vehicle was already recovered, however it has not been reported as such, meaning that the driver was the lawful owner of the vehicle which then led to the dependents of the driver suing the security company (Fischer et al., 2012). Therefore, in such cases they should be limits as to what extend the private security officer can assist the police (possibly in this case, limited to merely observing and reporting the location of the stolen vehicle to the police for their further action). In any case, the restrictions placed by the legislation on what a member of the public can and cannot do should always serve as a guide. Abrahamsen and Williams (2010) state that the existing powers granted to the PSI would consequently serve as the only guidance for the private sector to assist the police beyond the mere provision of information or acting as the local police's eyes and ears.

Another constraint is limited powers available to security personnel. Abrahamsen and Williams (2010) highlight that security officers are only granted limited powers to search, detain individuals and seize property (Refer to Section 42 of Criminal Procedure Act 51 of 1977). Kole and Masiloane (2017) assert that one of the most contentious issues raised during the debates over stronger rules resulting from the Act's revision in 1997 was the potential extension of statutory powers to specific kinds of security guards. In essence, the security sector requested that some types of security guards be given Peace-Officer-Powers status which includes arresting without warrant, detain and use force on suspects and that some guards be given more extensive arrest, seizure, and search powers in the lead-up to this amendment and in the later 2002 Act. Although security officers already have limited power of arrest, this has several other ramifications for the police department that are both legal and practical (for civil claims and accountability, see above). These abnormalities need to be explained given the industry's high profile and rising position, if the sector wants to engage in crime control more fully, it must be ready to accept increased accountability for its actions. As a result, more transparent and accountable methods of industrial control are required.

Unequal/inadequate training for security company personnel is the fourth issue. Mbele (2017) specifies that the fact that private security companies are not all required to undergo the same training was one of the most significant issues or shortcomings identified. In addition, Botha (2015) emphasize that there are numerous unlicensed training facilities spread out across the nation that offer crash courses in security training under the guise of being accredited to the Security Officers' Board (at best, a two-week course on theory with little or no practical training occurring, followed by the issuing of a "certificate"). The SOB had estimated that, as of the end of 1996, 75% of the 164 276 security guards registered with the Board had only the lowest qualification, Grade E (Grading starts at E and concludes at A, with each grading being a week-long course costing roughly R300). Few businesses can afford or bother to send employees beyond Grade E courses (Minnaar and Ngoveni, 2004). Additionally, there is no prerequisite education for employment in the private security sector or registration as a security officer.

Looking at the above-mentioned challenges it is important to address these issues to ensure the effective partnership between the police and the private security. It is also normal that in any partnership there will always be challenges that will be experienced by those stakeholders in partnership, in which in this case are the police and the private security. There should be regulations that should be created that should ensure the effectiveness of the partnership as it is a need and very important in combating crime within communities.

2.4.4 The powers of the SAPS Versus of the PSI

Button (2013) states that it is commonly argued that when comparing the powers of private police with those of the public police, that private police personnel have 'no special powers or no powers beyond those of 'ordinary citizens. The implication intended by such arguments is usually the fact that while public police have substantial legal powers to adhere to and people to comply with their lawful demands, private security have few benefits of such powers. While such arguments certainly contain an element of truth, it is very misleading, as it demonstrates a misunderstanding of the bases of public and private police power, and in particular a significant understatement of the latter. Theletsane (2014) also add by stating that in most democratic countries, the coercive and intrusive powers of the state (and hence of the public police) are subject to clearly defined legal and constitutional limits which are designed to protect citizens from unwarranted intrusions on their privacy and curtailment of their liberty. In many, these protections are enshrined in constitutional provisions (e.g., in a Bill of Rights) premised on the idea that, the state represents an institution for the promotion of public welfare.

More especially, security institutions that constitute the greatest potential threat to individual privacy and liberty. Landman and Liebermann (2005) further states that limitations on the scope and exercise of coercive powers by the public police, both in public places and especially in relation to private property, are thus seen as essential to the preservation of freedom in democratic societies.

Hence, the exercise of such powers by the public police is usually required to be specifically justified as a necessary response to some reasonable and probable belief that a specified threat to the security of the state or its citizens (either has occurred or is about to occur) must be prevented. According to Govender (2012), the notion of ‘the rule of law’ is usually taken to require that coercive and intrusive public police powers (e.g., to arrest, search, seize property, conduct electronic surveillance) must be expressly granted through duly promulgated laws (e.g., statutes or judicial case law). Morgan and Homel (2011) further outline that in light of the fact that public police, unlike ordinary citizens, are under a legal obligation to do policing (preserve the peace, enforce the law, apprehend offenders), exceptional coercive and intrusive powers are enacted for police and available to them in more or less clearly defined circumstances, which are not available to citizens generally.

2.4.5 Problem-oriented policing

For police to be able to reduce crime in the community, all stakeholders should play their roles (Reisig, 2010). All incidents of crime will need to be always reported to the police so that they know how to plan better for their crime prevention strategies, since they will have been briefed of the incidents, times, victims, suspects, and places where crimes occur. Eck and Spelman (2019) provide some examples of problem-oriented policing. For example, observed problem entails that most different types of criminal incidents occur mainly at a specific location.

2.4.6 Knowledge - based crime prevention

According to Welsh (2010:115), “knowledge-based crime prevention has two main aspects, knowledge and evidence”. This means “the causes of crime are known; crimes committed are known; and there is evidence”. The stakeholders of crime prevention must share knowledge about the crimes occurring within their areas because if they do not, it will be a difficult task to deal with the issue of crime. Fourchard (2011) additionally state that an individual may conclude that the starting point of knowledge - based crime prevention would be to involve community members, this is because community members are the ones that are primarily the victims of crime and are more knowledgeable about who are the perpetrators of crime, where

they stay, and their routines. PSI is also important because they are situated in areas where the public police are not, these places position them in an ideal position to play a significant role in evidence-based crime prevention.

Welsh (2010) argues that ideal evidence base crime prevention is driven by scientific evidence that has the strength to persuade policy and practice in government. Weisburd Farrington and Gill (2017) argue that the problem with politicians is that they expect crime to be solved in a short space of time instead of working on techniques that could deal with it in the long term. It is impossible to deal with crime within a short period since it requires proper planning and a lot of effort to put together a strategy that could work to prevent it. Patrick and Gabbidon (2007) assert that, for crime prevention to be successful it has to be approached as follows: get information on crime; conduct data analysis and interpretation to make sense of it; devise practical steps to be followed to address specific crimes both locally and nationally; monitor progress; and assess if the approach is being successful. One way of assessing the success of the crime prevention strategies is to establish if the offenders are brought to book and are prosecuted positively by the criminal justice system.

2.4.7 Factors affecting the contribution of the private security industry in combating crime

Like any other company, the private security sector faces unique difficulties when it comes to effectively preventing crime. According to Kole and Msiloane (2017) some of the difficulties faced by private security companies, include when it is not necessary, private security occasionally uses the maximum amount of force; they occasionally break the law; some security employees are poorly trained; and the industry's operational standards are poor. According to Van Steden and De waard (2013), these are some of the difficulties that the PSI must overcome to work effectively with the police in crime prevention. The primary cause of these challenges is competition among private security companies. Van Steden and De waard (2013) further highlight that one could draw the conclusion that whether or not individuals choose to compete ethically or unethically is always up to them. This issue is attributed to the manner in which PSI is regulated, not only in South Africa but also in other parts of the world. Given that the private security sometimes operates in violation of the country's rules, some individuals refer to it as self-regulated. The way the PSI is operating, and the lack of training makes them vulnerable to lawsuits. Nemeth and Schmidt (2007) additionally state that PSI can avoid the liabilities from civil or criminal claims if they address training-related disputes property.

2.4.8 Partnership between the police and municipalities

According to Landman and Liebermann (2005), the public frequently holds the police accountable for failing to perform the duties that are expected of them. Landman and Liebermann (2005) further states that the public is where the police get the information they need to make effective arrests. Pheiffer (2013) additionally stated that municipalities had a role to play in combating crime by making sure that all lights are functioning at all times during the night. According to Crisp, Morris and Refstie. (2012) the partnership among municipalities, the police, and the general public is necessary for combating crime. There are also key areas that need to be looked at such as the neighbourhood's streets, including any physical security, the residents who may assist the police identify problems and potential solutions; and the use of the Integrated Development Plan (IDP) at the municipal level to include safety and security issues that need to be addressed in the area.

Morgan and Homel (2011) highlighted that different public and private sectors must work together to address programmes aimed at preventing crime. These programs are not meant to serve as merely formality for reporting purposes without having any real impact on the community they are meant to support. Minnaar (2010) emphasize that it is important for the community, police and security officers to share knowledge that improves crime prevention. In order to succeed in combating crime these stakeholders will require technicalities and necessary resources and ensure that different stakeholders (such as the individuals who create policies, different managers, and any official provided with the authority) truly understand their duties in the program and should be offered necessary training to ensure that they perform their duties to the excellence.

2.4.9 The role of community members in combating crime

Organisations conduct what is referred to as social responsibility by giving back to the communities in which they operate their companies. In this instance, community members take ownership of the organisation because they gain from it (Singh and Zondi, 2020). When local criminals who are well-known to the community plot to target an organization that funds community events, they can experience resistance from other community members. Crawford and Evans (2017) highlight how an effective crime prevention strategy can be achieved through widespread community involvement and crime awareness. Community members must devote their time and energy to combating crime in their neighbourhoods in this manner. Community members occasionally see crime occurring in the neighbourhood; as a result, they must call the police and report the crimes. Braga and Weisburd (2012) believe that the responsible police

station should educate local residents about their part in reducing crime. Since community members are frequently the first people the victims call at the crime scene, they may destroy important evidence that the police might require to investigate the case because they lack the necessary information. Singh and Zondi (2020) additionally highlight that the police are obligated to act quickly when a crime is reported so that witnesses have no time to tamper with the evidence.

2.4.9 Neighborhood watch

Van Graan (2016:136) defines a neighbourhood watch as “a scheme under which members of a community agree to work together to take responsibility for keeping an eye on each other’s property, as a way of preventing crime”. While Lub (2018:906) describes neighbourhood watch as “a group of people living in the same area who want to make their neighbourhood safer by working together and in connection with local law enforcement to reduce crime and improve their quality of life”.

According to Buthelezi and Mafokeng (2015), many communities have tried neighbourhood watch as a crime prevention strategy and this has been found to be successful in some cases and unsuccessful in others. Some of the reasons that makes neighbourhood watch ineffective is that some areas occasionally have a high crime rate and the residents have developed fear of crime and end up not participating in the program that is meant to help them deal with crime or their fear of crime. Federation of Canadian Municipalities (2000) opined that residents are expected to label their property for simple identification in times of need (such as when it is recovered from criminals) in order for this programme to be successful. The purpose of the neighborhood program will be defeated if residents do not work together in this effort. In areas with high crime rates, there are a number of social issues that make neighborhood watch programs ineffective, including poor housing, high unemployment, drug use and abuse, and high rates of poverty.

Fourchard (2011) asserts that when starting a neighbourhood watch program, people typically start by recruiting volunteers from the neighbourhood who can participate in it. The marketing strategy in the neighbourhood then happens via a variety of media such as televisions, radios, billboards, news announcements, posters posted in workplaces, schools, and playgrounds, as well as articles in community newsletters. Information such as the importance of engaging in the program should be highlighted in these posters, and contact information should be included. Barolsky and Borges (2019) stated that once the neighbourhood watch programme has

members and is operating and it is available to community members then it can be monitored and evaluated to see if it was meeting its objectives.

Barolsky and Borges (2019) further stated that it is through evaluations that the reasons for all successes and failures will be recognised. By taking this action, members will be able to better plan towards closing any possible gaps in the programme. Furthermore, Bullock and Tilley (2009:381) highlights several benefits of neighbourhood watch. Through a neighbourhood watch any criminal act can be reported to the police by the members of the community. The police will then conduct an awareness campaign addressing crime issues in the area or ongoing crime issue. Members of the neighbourhood watch place warning signs such as “beware that there is a neighbourhood watch in the area”. This sign serves as a deterrent to potential offenders. Therefore, criminals will be aware that if they commit crime in such areas there are high risks of being caught. Members also have an opportunity to receive guidance on how to increase safety and security in their residential area in order to protect their properties. Community members are encouraged to look after one another in places where they live. In this instance, members may be encouraged to form an informal way of social control.

This information shed light on the potential effectiveness of neighborhood watch in communities. Private security personnel make a very good example of a neighbourhood watch, for instance, if a security service provider is providing security in house B in a suburb but is not contracted to provide security in houses A and C, they will automatically extend their guarding duties to both houses, though to a limited extent, as their primary responsibility is to protect house B. According to Lub (2018) businesses occasionally contribute to the programme by providing funding for safety initiatives like neighborhood security guard patrols or CCTV camera donations.

2.5. Misconduct by the SAPS officials and private security personnel

Minnaar (2007) highlights that the Independent Complaints Directorate (ICD), which is now known as the Independent Police Investigative Directorate (IPID) deals with irregularities (such as misconduct) committed by SAPS officers. On the contrary private security personnel do not have a recognised entity that deals with misconducts of the private security personnel. This is one of the issues that PSI needs to address in order to be an effective partner in crime prevention.

Patrick and Gabbidon (2007) further state that the modern private security companies are expected to have employees who carry out duties that were formally handled by the police. Some of these responsibilities include managing security risks; profile and analyse risks; combat crime; conduct any necessary investigations in cases where security has been breached; and ensure the protection of the people, information and property of the companies that they guard.

2.6 Crime Displacement

Johnson, Guerette and Bowers (2014) state that if individuals prevent the opportunity for crime to occur by removing the conditions under which crime transpires, that person will only be turning the circumstances around. Once a crime is removed from one place, it increases in the other place (Johnson et al., 2014). According to Andresen and Malleson (2014) the reaction to crime by putting security measures in place in a specific area will automatically benefit the areas nearby. This is mainly because if criminals had targeted something and it was removed, they would simply focus on something else. Andresen and Malleson (2014) further state that the displacement of crime can take place in five different ways. The first displacement is in the type of crime whereby crime will change from one type to another. The second displacement is temporal and in this case the time of committing crime changes, for example, from during the day to night-time. Thirdly, displacement on the target refers to the actual change in the target of the crime. Geographical displacement refers to changing the area of crime, for example, from residential areas to businesses; and lastly, tactical displacement refers to the change in the modus operandi.

These factors are important when combating crime because they can help the partners in crime prevention to plan better and be ahead of the perpetrator since they will have all the necessary information they might need.

2.7 Summary

Many studies have been conducted regarding the PSI and SAPS, however limited studies have been conducted based on the partnership between the SAPS and PSI in South Africa. As there is a rapid growth of the PSI in South Africa there are regulations and legislations that are put in place which assist in ensuring the smooth operating of the PSI. With the different roles and functions of the PSI that have been discussed previously, the PSI have the same legal rights as that of the ordinary citizen. The PSI do not have any special powers; however, they are

acknowledged as playing a role in assisting the SAPS in combating crime and there have been arguments regarding PSI being given more legal powers to assist the SAPS in combating crime, that has not succeeded yet. However, what came out strongly in this chapter was the importance of strong connection between the police and private security in pursuing a common goal. Employers of security services contribute significantly to effective partnership policing by making their resources (such as security personnel) available. The next chapter is the Theoretical Framework.

CHAPTER 3

THEORETICAL FRAMEWORK

3.1 Introduction

This chapter presents a discussion of the theoretical framework that underpinned this research. The researcher used theory triangulation comprising three theories. The specific theories are employed as they are best suited for the application of this study by better explaining how crime occurs, why it occurs and where it occurs. Theories that are employed in the current study, are Systems Theory, Situational Crime Prevention Theory, and Routine Activity Theory. The Systems Theory is a theory that includes the part that both the Routine Activity and Situational Crime Prevention Theory do not include in relation to the content of the study. This theory explains the importance of partnership between systems or stakeholders for better results when executing the project, which in this case is combating crime. Situational Crime Prevention Theory covers the perception that the other theories mentioned do not include in its content, which is how crime is prevented from occurring. Furthermore, the Routine Activity Theory focuses more on explaining the concepts of why people become victims of crime and how crime occurs.

3.2 Systems Theory

Systems theory is the transdisciplinary study of the abstract organisation of phenomena, independent of the substance, type, or presence on spatial or temporal scale of existence (Von Bertalanffy, 1972). This theory was propounded by a biologist, Ludwig Von Bertalanffy in the 1930s. Several individuals such as Kenneth Boulding, Richard Johnson, Fremont Kast, and James Rosenzweig were early contributors to this theory. System theory began to have a huge impact on management thought in the 1960s. The theory was a way of thinking about management techniques that would enable managers to relate to different specialties and areas of the company as well as to the external environment (Kast and Rosenzweig, 1972). According to Bernard, Paoline and Pare (2005), the primary aspects of the systems theory are the organisation, its interactions with the environment, and its need to achieve equilibrium existence. The theory outlines that organisations are composed of various components and subsystems, like living organisms, and these components and subsystems must cooperate harmoniously for a larger system to succeed. The theory also states that collaboration, relationships, and interaction between various subsystems are essential for organisational success (Kast and Rosenzweig, 1972).

Whitchurch and Constantine (1993: 325) highlight that there are different definitions of Systems theory according to writers as well as different disciplines. However, with the different definitions or disciplines the systems theory is being applied to, the key concept of the theory is that “the whole is greater than the sum of its parts”. Which basically means that for the organization to achieve a certain goal it must work as a team or as a group rather than working individually. According to Luhmann, Baecker and Gilgen (2013:63), systems theory is

“An inter disciplinary theory about the nature of complex systems in nature, society, and science. It is a framework by which one can use to study, investigate and describe any group of objects that work in collaboration towards a common purpose or goal. Systems theory can be applied to both organic as well as inorganic (informational artifact for example) organizations”.

Backlund (2000:449) believes that “systems theory is a conceptual framework based on the principle that the component parts of a system can best be understood in the context of the relationships with each other and with other systems, rather than in isolation”.

3.2.1 Application of the Systems theory to the study

Systems theory best relates to this study as it outlines the collaboration of systems and subsystems towards achieving a common goal. At this point, the systems that are referred to are the SAPS and PSI. As much as these systems work independently in some instances, they work together. The PSI assist the SAPS when requested to do so as there is no formal partnership between the two entities. According to the SAPS crime statistics of the 2021/2022 financial year (Figure 1.3.1), SAPS is unable to combat crime on it as the crime statistics show an increase in crime rates compared to the previous financial year. However, it is no secret that PSI are mainly focusing on providing needs to their clients who pay for their services and sideline those citizens who do not have the money to pay for such services, which means that they only prevent crime on certain areas as it focuses on their specific clients. The PSI aim to ensure that the needs of their clients are met, which is to ensure the clients’ safety and their assets. PSI is combating crime by providing private services such as security guards, private investigations, installing CCTV cameras and many other services that have been mentioned under the functions of PSI in the literature.

Both the SAPS and the PSI have their downfalls or disadvantages as departments, which for SAPS mostly include corruption and the lack of resources (Mabunda, 2019). The PSI lack a code of conduct more especially when it comes to the employment process. For example, PSI does not have a vetting system, which makes it easier for the sector employ individuals who are criminals (Bearpark and Schulz, 2007). These disadvantages have an impact on the performance of each department individually. The SAPS and PSI have different loyalties, the PSI focuses their loyalty on their clients and SAPS focuses their loyalties on serving the country. These loyalties may differ for each department; however, they have a common goal, which is to ensure safety by practicing crime prevention in different forms. According to Talijarrd (2008), PSI provide services (mentioned above) that are different from those provided by the SAPS and vice-versa. According to the Constitution of the Republic of South Africa (Act 108 of 1996), the SAPS have the mission to *“prevent and combat anything that may threaten the safety and security of any community; investigate crimes that threaten the safety and security of any community; ensure offenders are brought to justice; and participate in efforts to address the root causes of crime”*. The above-mentioned information is an indication that as much as PSI and SAPS have different missions or aims and provide different services, they have a common goal, which is to combat crime. Therefore, it is important for these systems to be partners in combating crime as they need each other to combat crime successfully.

According to Geldenhuys (2020), there is currently an Eyes and Ears (E2) initiative project that the SAPS, businesses (including PSI) and the public (community) are partnering to combat crime. Further, this partnership is also evidence of how the Systems theory work as this partnership is an indication of systems and subsystems working together towards common purpose, at this stage the systems refer to the departments or organisation that are partaking in the E2 initiative. There is also evidence of the partnership working effectively. The July 2021 unrest that took place in South Africa culminated in the private sector, the SAPS as well as other organisations and departments playing a vital role in ensuring that the unrest was stopped. It is known that the SAPS on its own has few members (around 176 180 personnel) and cannot control every crime or unrest occurring in each corner of the streets in a country with a population of about 60.6 million (Mabunda, 2019). During the July 2021 unrest, South Africa as a country with relevant stakeholders showed that when collaborating to fight crime, the country can achieve more successes in terms of fighting crime, which will also mean there will be a decrease in crime rates (SAPS Crime Statistics 2021/2022). SAPS, in partnership with other relevant stakeholders, was able to manage and stabilise the country. Another incidence that is evidence of a successful partnership among SAPS, PSI and other stakeholders was the

national shutdown that was initiated by the Economic Freedom Fighter (EFF) in March 2023. During this shutdown, there were stakeholders such as SANDF and PSI that were assisting the SAPS in ensuring the safety of citizens as well as ensuring their property and assets are safe (AmaShabalala, 2023). These systems' collaboration therefore gives the picture that if there is partnership between the PSI and SAPS, South Africa can be a crime free country.

3.3 Situational Crime Prevention Theory

The Situational Crime Prevention Theory was propounded by Ronald Clarke in 1983. Clarke believed that removing the situation instead of removing the criminal could prevent crime. According to Eck and Clark (2019:355), the originating concept of situational crime prevention (SCP) is "opportunity reduction" which are the measures that are directed at highly specific forms of crime that involve the management, design, or manipulation of the immediate environment in as systematic and permanent way as possible as to increase the effort and risks of crime and reduce the rewards as perceived by a wide range of criminals. For example, installing surveillance equipment in areas that experience a lot of vandalism.

Another example includes installing security screens in banks to prevent robberies. This would make it much more difficult for a criminal to break into the bank, however, this does not mean these preventions make it impossible for crime to take place, but it makes it more difficult for crime to occur, which increases the effort and risks of crime occurring. Brantingham, Brantingham and Taylor (2005) opined that SCP is uniquely concerned with the practical question of how offenders successfully commit crime. Understanding how the offender commits crime is used to craft interventions that remove crime opportunities and thereby prevent offending. In contrast, orthodox criminology is focused on why perpetrators offend, what Clark and Bowers (2017:261) refer to as the "dispositional bias".

Crime prevention has always been an interest of the law enforcement sector, however situational crime prevention brings a different strategy. Situational crime prevention is based on the idea that crime can be prevented by strategically altering an environment. It accomplishes this by focusing on how crime occurs (rather than why), and thus, how it can be prevented. According to the research by Shariati and Guerette (2017:261), "Traditional criminology has focused on the criminal nature of offenders as a means for reducing crime. SCP has instead sought to alter environments which host crime behavior in order to make them less suitable for offending,"

SCP primarily seeks to solve and reduce crime problems in an action setting. Shariati and Guerette (2017:262) explain that SCP's approach is like that of "operations research" in which the researcher works closely with the persons who are on the job. SCP focuses on crime reduction that has led to partnerships between academics, police, and practitioners, where SCP principles have been used to guide practice. According to Sampson, Eck and Dunham (2010), SCP theory is associated with problem-oriented policing, currently a leading policing strategy. Problem-oriented policing calls for focusing on specific problems to devise pro-active strategies to eliminate them. Huisman and Van (2013) assert that situational crime prevention merged ideas through other notable theories, including rational choice and opportunity structure theories.

According to Shariati and Guerette (2017), SCP proponents have also worked with private industry to design products based upon the principles of Design Against Crime (DAC) that are resistant to theft and other crimes. These efforts all pinpoint the problem (s) and data are collected to find out whether the solution was successful or unsuccessful. SCPA's method is to analyse and break down an identified crime problem into its specific parts, using any scientific techniques that will do the job.

Perry, McDougall, and Farrington (2006) are of the opinion that while one deals with situational crime prevention, one should at the end achieve an objective whereby the risks of being caught are maximised and the benefits for committing a crime are reduced. This is mainly realised by, for example, effective access control or by street surveillance systems (for example, Closed Circuit Television [CCTV] cameras) that are effective.

According to Welsh and Farrington (1999), political support is of vital importance in finding mechanisms for combating crime in society. Some years ago (for example around the 1970s), various states put in place some preventative measures in order to promote situational crime prevention and some of them were as follows: Making a target of crime hard to reach by applying some physical security control measures around it: these measures will include the following: fence which is reasonably higher for effective outer protection of the facility, effective street lights to expose any irregular activities at night, surveillance cameras for detecting and recording suspicious movements, boom gates for effective access control into or out of the facilities, turnstiles for more controlled access control with time management aspect, alarm systems for intrusion or panic identification et cetera (Crawford, 2017).

Clarke (2017) believes that situational crime prevention is an important idea in criminology, criminal justice, and security studies widely applicable in crime prevention. It promotes the

implementation of management and environmental changes aimed at reducing opportunities for crime and the benefits gained from committing crime. Freilich and Newman (2017) argue that this theory employs a preventive strategy to remove opportunities for crime and focuses on proactive tactics and actions against it. Situational crime prevention, compared to other criminology theories, concentrates on the environmental factors already in place that could lead to a crime, then employs in-depth investigation to build the strategies to minimise these factors.

3.3.1 Application of the Situational Crime Prevention Theory for the study

The researcher considered the SCP theory to be one of the best relating to the study because a part of this study includes crime prevention. The core aim of any partnership to exist between the SAPS and PSI is crime prevention, therefore the researcher saw it fit that before outlining the Systems theory, which relates the functioning of systems put together to reach a common goal, it is best to first outline crime prevention and how both SAPS and PSI individually play a role in it.

SCP is widely applicable in law enforcement, administration, and management. SCP is one of the key tactics that is applicable to policing worldwide. It focuses on a particular crime and the creation of proactive solutions to address the issue of crime. There are strategies that SAPS implements in dealing with crime thorough situational crime prevention such as visibility, which includes the SAPS officials on duties patrolling in the areas that are known to be high-crime neighbourhoods. The police vehicles making rounds, that on its own places a significant role in preventing crime because it makes the criminals be in fear of being detected committing crime as they know they will be arrested.

The SAPS also mount road blocking as one of the techniques to prevent crime, which assist in ensuring that individuals do not carry illegal weapons in their cars, to avoid drinking and driving, and ensuring that individuals are not driving stolen vehicles or vehicles that should be warranted to be in the road for different reasons. Another strategy is the use of speed cameras that are being controlled by police officers to ensure the safety of road users by monitoring that road users adhere to speed limits and if they are not, they are fined for such behaviour. SCP achieves crime prevention at its best because it focuses on situational factors, thus making it impossible for criminal acts to be carried out regardless of the offender's motive, by removing any potential factors that could pique the offender's interest. There are five crime prevention measures proposed by Cornish and Clarke (2003). Amongst them includes increasing the effort required to commit crime, the possibilities of detection and getting arrested, reducing the

rewards of committing crime, reduce the provocations that lead to crime occurrence, and the eliminations of excuses for committing crime.

SCP also imply that extending guardianship on property or to a certain location can increase the risks of being detected and getting arrested. This can be done both physically by using private security service providers and electronically by using CCTV cameras that can be manned remotely by private security service providers. Others include using facility managers, technological and remove surveillance, nature surveillance, and reducing anonymity cases in the physical environment. Limiting the rewards of committing crime can be done by concealing goods that might attract criminals, removing them altogether from plain view to reduce provocation, marking properties, and attaching license plates on them. These activities can be undertaken by individuals, or through contracting private security services who offer services such as engraving identity marks on real estate, including tamper-proof watermarks to safeguard brands against theft and concealment. This is also accomplished by the private security by recovering and identifying stolen goods.

Reducing provocations is a tactic that is applicable in SCP through brand protection efforts made by the private security businesses that specialise in brand protection and anti-counterfeit measures. It also involves people avoiding conflicts, reducing provocation, neutralisation and repelling harmful peer pressure, and reducing imitation. Posters and other publications can be used to publicise the rules, security procedures, and safety standards. This will assist in raising awareness of illegal and undesirable goods, making it easier for the private security service providers in charge of the facilities to implement security policies and procedures.

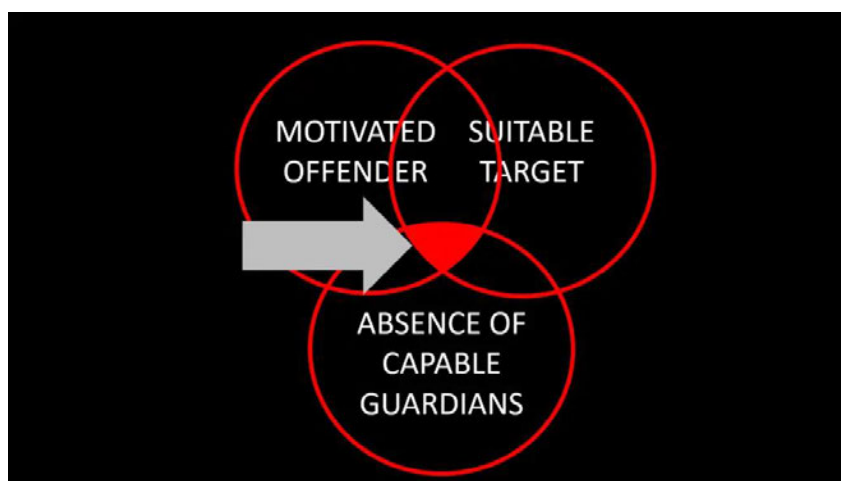
3.4 The Routine Activity Theory

There is no single theory that can better explain why crime occurs because there are different reasons as to why people commit crime, hence, there are different theories that explain the causes of crime. Different scholars prefer different theories in terms of explaining crime. Therefore, for the purpose of this study, the researcher chose the Routine Activity Theory to be best suited in terms of explaining the causes of crime. Even though this theory is best in explaining victimisation, it is also suitable in explaining why people commit crime. The Routine Activity Theory includes three elements namely, motivated offender, suitable target and absence of capable guardian. These elements are defined below, however, the 'lack of capable guardian' elements link more with the content of the study than the other elements, which is why it is explained more in the application of this theory.

The Routine Activity Theory was formulated by Lawrence E Cohen and Marcus Felson in 1979. According to Herbig and Warchol (2011), routine activities are regular social pursuits that assist people to achieve their basic requirements. For example, waking up at 06h00 and exercise every morning is regarded as a routine activity. Cohen and Felson (1979:588) define routine activities as “any recurrent and prevalent activities which provide for basic population and individual needs, whatever their biological or cultural origins”. The Routine Activity Theory contends that regular patterns of social interaction have an impact on the level of criminal activity. The frequency of crime changes contributes to the change in social patterns. As some places gain a reputation for being crime hotspots, less people tend to visit these places at certain times (Cohen and Felson, 1979). According to Amos Hawley (1950), human ecology theory of community structure, the nature of routine activities is an essential part of life, and proponents of this theory contend that crime is a result of an opportunity that presents itself during the social activities that take place on the street every day.

The theory integrates three elements: a motivated offender, a suitable target, and the lack of guardian at a specific location and time to commit crime (Cohen and Felson, 1979). This can be illustrated diagrammatically as follows:

Figure 3.1: Routine Activity Theory: This illustration integrates the elements of the Routine Activity Theory



Source: (*SooHyun and Wilcox, 2018:349*)

3.4.1 Motivated offender

A motivated offender is defined as a person that is motivated to commit crime as proposed to Routine Activity Theory (Kleemans, Soudijn and Weenink, 2012). For the individual to be considered a motivated offender, both the capacity and willingness to commit crime needs to be present (Felson and Cohen, 1980:140; Miro, 2014:6). According to Saponara (2013), a

motivated offender has a controller known as a 'handler', which is basically the person to which the offender has emotional or legal connection. The handler is or should be able to prevent or limit the chances of the offender committing crime. Roelofse (2010) provides an example of the handler as the offender's spouse or parents who have the power to influence the offender to commit or not commit crime with their approval or disapproval of the behaviour. Additionally, the presence of the police and/or security officials influence the offender not to commit crime as they act as a capable guardian.

3.4.2 A suitable target

Miró (2014:6) defines a suitable target as "any type of individual or property that the motivated offender can damage or threaten in the easiest way possible". For example, an unlocked car with valuable items inside is regarded as a suitable target since it will be easy for the perpetrators to steal the items inside, easily. If a target is suitable, this means that crime is more likely to occur, rather than if the target is hard to reach. Making potential targets less attractive or more challenging to reach is essential for crime prevention. This can be achieved in several ways, such as securing valuable items, making possible targets less visible, and creating an environment that is more challenging for criminals to either enter or escape. For example, a business might install security cameras and alarms (which are services that are provided by the PSI) to deter criminals, or a homeowner might install deadbolts and security lighting to make their home less vulnerable to break-ins by making potential targets less attractive or more difficult to access.

3.4.3 The absence of capable guardians

According to Saponara and Davis (2013), a capable guardian is defined as someone or something that can successfully defend a potential target from being victimised by a motivated offender. An example of a capable guardian might be a police officer, a security guard, or locked doors. It is less likely for the motivated offenders to commit crime when they come across a suitable target that is protected by a capable guardian. It is important to prevent crime by increasing the number of capable guardians in places where crime is more likely to occur (Groff, 2008). This can be done in several ways, such as employing security guards, increasing police patrols, and installing security systems such as cameras and alarms. Routine Activity Theory is effective in explaining why crime is more prevalent for certain groups, as well as why certain people commit crimes more frequently than others.

3.4.4 Application of the Routine Activity Theory to the study

As much as the theory states that people commit crime due to the opportunity that present itself in the absence of the capable guardian when there is a presence of a suitable target and a motivated offender, there are some criminals that commit crime by studying the routine activity of their victims. For instance, some criminals notice that a victim leaves the house at 07h00 and returns at 17h00 and use this information to break into the house during the hours when they are away. The routine activities also make the victims vulnerable to crime and make them suitable targets as the criminal commit crime by studying the routine activities of their victims. SAPS and PSI officers can prevent such crimes through visible policing and can have an agreement on different times (shifts) that each entity do visible policing, which could be regarded as the presence of capable guardian based on the theory. Capable guardians might include SAPS or private security service providers who may have the overall responsibility of controlling behaviour within a specific location (Barlow and Kauzlarich, 2010). For instance, the SAPS and PSI have control over the behaviour of criminals in areas where they conduct patrols.

Additionally, when suitable targets are available, criminal opportunities arise. These criminal opportunities are largely confined to certain areas and times. They rely on regular movements and activities. Hence, private security companies typically use a variety of strategies to implement the Routine Activity Theory more especially focusing on ensuring the presence of the capable guardian and decreasing suitable targets of crime. These strategies include the installation of electric fences and alarms, which increases the risks and efforts of committing crime. On the one hand, private security service providers implement the theory in terms of presence of the capable guardian by conducting on-site visits, installing CCTV cameras which raises the risk of the criminals being caught. The same results are also being obtained by putting in place another defence barrier, such as luggage screening and natural surveillance using guards. On the other hand, SAPS ensure presence of capable guardian through visibility by deploying police officers on different areas that are classified as 'hot spots' to try and decrease the chances of crime occurring in those places. They do this by patrolling on the streets.

3.5 Summary

The study's use of a theories covered in this chapter helps to explain and theorise the partnership between the SAPS and PSI in combating crime more effectively. The partnership between SAPS and PSI in combating crime was outlined and discussed using the Systems

Theory, Situation Crime Prevention Theory, and Routine Activity Theory. These theories better explain the content of the study by providing insight into the different angles of the study, which include explaining why people commit crime and how they become victims of crime, how crime can be prevented through the partnership between SAPS and PSI. The next chapter is the Methodology.

CHAPTER 4

METHODOLOGY

4.1 Introduction

In this chapter, the researcher presents the study's research paradigm, research design, research approach as well as the empirical methodologies that the researcher employed to address the aim and objectives of the study. A sampling method that was used and the process of data collection and analysis were outlined. This study adopted a qualitative approach. A purposive sampling strategy was used to select the participants for one-on-one interviews with South Africa Police Service and Private Security Industry. A thematic data analysis method was used to highlight themes that emerged from the data. This chapter also provides a description of the geographical area where the study was conducted, the ethical considerations that the researcher made and the limitations of the study.

4.2 Research paradigm

The study of knowledge's origin, nature, and evolution are central to the research paradigm. A research paradigm is defined as a world perspective from which the world and reality are viewed (Kivunja and Kuyini, 2017). A paradigm is a belief about how data should be gathered, analysed, and utilised. It is important to ensure that the research design is detailed enough to support the research paradigm and produce high-quality results. The research paradigm, as well as how knowledge development will be implemented, should reflect the researcher's chain of thought (Khaldi, 2017). This study was critically examined using the interpretivist paradigm, a research philosophy.

The researcher chose to use interpretivism because it is more concerned with factors related to a context, and it views humans as distinct from physical phenomena in that they create greater depth in meanings based on the assumption that human beings cannot be explored in the same way as physical phenomena (Rehman and Alharthi, 2016). As a result, social science research necessitates this distinction and should be distinguished from natural science research. Thus, methods used to comprehend knowledge in human and social sciences cannot be the same as those used in physical sciences because humans interpret their environment and act on that interpretation, whereas the world does not (Alvermann and Mallozi, 2010). The advantage is that interpretivist researchers can not only describe objects, people, or events but also deeply understand them in their social contexts. Therefore, the researcher understood that participants speak different languages and prefer certain language when communicating, the researcher

then communicated with the participants with the language they preferred which was either English or IsiZulu.

4.3 Research design

Research design provides a blueprint for conducting a research project through postulating procedures to obtain the required information and answer set research questions (Akhtar, 2016). It contains an outline of the investigator's plans, from the formulation of hypothesis, operational application to data analysis. Various aspects such as the structure of the study and how the research is organised are defined by the research design. Further, the research design also discusses and defends the types and methods of data collection, information sources, and sampling methods used. In this study, the researcher adopted a phenomenological research design. The researcher chose this design because it focuses on exploring the essence of human experiences and understanding the meaning that people attribute to their experiences (Williams, 2021). The phenomenological research design seeks to capture the underlying structures and core aspects of these experiences without imposing preconceived theories or interpretations (Umanilo, 2019). This study focuses on exploring the experiences of the participants about the partnership between the SAPS and PSI in combating crime. Obtaining experiential knowledge is the primary focus of phenomenological research. These experiences were explored using interviews. Furthermore, the researcher put aside her ideas to better understand the experiences of the participants from their vantage point of view.

The current research study was exploratory in nature. George (2021) defines exploratory research as the type of research used to investigate a problem that is not clearly defined. Exploratory studies are conducted to have a better understanding of the existing problem. According to Swedberg (2020), exploratory research serves as a tool for preliminary research, providing a hypothetical or theoretical understanding of the study problem. In relation to this study, there is no clear understanding outlined by the literature about the partnership between SAPS and PSI in combating crime. There are also very few research studies that have been conducted previously on the same topic under study. Therefore, the researcher decided to conduct exploratory research.

4.4 Research approach

The researcher used a qualitative research approach since the goal of qualitative research is to understand the social reality of an individual, group, or culture. Qualitative research methods include an in-depth examination of participants' experiences, perspectives, and ideas, as well

as an examination of reality's meaning, purpose, or perspectives (Blumberg, Cooper and Schindler, 2014). The researcher chose a qualitative research approach because it allows the researcher to investigate the phenomena of interest in-depth and openly, paying close attention to detail as he or she recognises and strives to comprehend different types of information emerging from the data. Teherani, Martimianakis, Stenfors-Hayes, Wadhwa and Varpio (2015) assert that qualitative research focuses on phenomena in all their facets. To meet the qualitative approaches criteria, the researcher interviewed members of the SAPS and PSI at both the operational and management levels. The study participants were free to express their thoughts and ideas on the relationship between SAPS and PSI in combating crime. The qualitative approach was chosen primarily to obtain a better understanding of the underlying reasons, viewpoints, and motives. The approach was also relevant because of its naturalistic, interpretive approach to the phenomenon under study.

4.5 Recruitment strategy

In terms of recruitment strategy for this study, the researcher first applied for gatekeeper letters to conduct a study on the partnership between SAPS and the private security companies by sending emails with the relevant details to the specific individual who deal with gatekeeper letters. Once the gatekeeper letters were received, the researcher approached the police stations that were going to participate based on the gatekeeper letters to set up appointments. For security companies, the researcher called the security companies using the contact details that were provided in the gatekeeper letters to set up appointments.

The participants from SAPS were assigned to the researcher by the station commander based on participant's knowledge and experience in relation to the study, which made the participants relevant to the study. In security companies, the managers were responsible for choosing participants that had the knowledge and experience relevant to the study to ensure the quality of the study. As Singh and Wassenaar (2016) state that in social research, gatekeepers play a crucial role as intermediaries between study settings and participants. These could be individuals working for organisations that have the authority to allow or refuse access to certain individuals or circumstances when conducting organisational research. The interviews for both SAPS and private security companies were conducted on the agreed date and time.

4.6 Study setting/location

A study area is referred to as a field study of human ecology, which aims to gather and relate information on several facets of a geographical area and its inhabitants, including their natural resources, history, language, institutions, cultural and economic characteristics (Lipsanen, 2001). This study was conducted in Durban, which is in KwaZulu-Natal province, South Africa. KwaZulu-Natal has the second largest population, with an estimated 11.54 million people (Statistics South Africa, 2022). This was limited to the involvement of SAPS and PSI officials. The exact locations or the names of the police stations in which the study was conducted were not outlined to ensure confidentiality. However, all study settings fall under the eThekweni Metropolitan Municipality in KwaZulu-Natal.

Figure 4.1: Map of Durban, KwaZulu-Natal



Source: Google Map (2023)

4.7 Selection of participants

A population is a complete group from which research participants may be drawn and a sample is a subset representation of the population (Martínez-Mesa, González-Chica, Duquia, Bonamigo and Bastos, 2016). Elements within populations can take many forms, such as people, products, or organisations. Members of the study populations share sets of common characteristics that are relevant to the research problem and objectives. All the units or aspects of interest that are relevant to research studies are included in populations (Zhao, Tian, Cai, Claggett and Wei, 2013). In relation to this study, selected members of the South African Police Service and private security industry providers in Durban were purposively selected. The units and sub-units of analysis were sampled purposively because they had the characteristics that

the researcher was wanted. For example, they had active security officials and police officials working together in some cases such as conducting operations and the areas in which the study was conducted to be within Durban area.

Acharya (2013:330) defined sampling as “a process that utilizes data provided by a small representative group to conclude entire populations.” Sampling examines only a portion of the population, allowing enough relevant elements from the entire population to be selected, allowing certain characteristics or properties from the study sample to be generalised to the entire population (Thompson, 2012). The sources from which information was obtained were the management of both the SAPS and the PSI as well as their members at the operational level.

The researcher chose these participants because they had the experience and knowledge that suited the content of the study. Thus, rich, and detailed information required to understand a wide scope of the problem was obtained from them. The total sample size of the study was 20 participants, equally divided between SAPS and PSI. The table below shows the sample of the study:

Table 4.1: Sample of the study

SAPS	
MANAGEMENT LEVEL (Commissioned Officers)	OPERATIONAL LEVEL (Non - Commissioned officers)
1. Colonel	1. Sergeant
2. Lieutenant colonel	2. Sergeant
3. Lieutenant Colonel	3. Sergeant
4. Captain	4. Constable
5. Captain	5. Constable
PSI	
MANAGEMENT LEVEL	OPERATIONAL LEVEL
1. Manager	1. Security Officer
2. Manager	2. Security Officer
3. Supervisor	3. Security Officer
4. Supervisor	4. Security Officer
5. Supervisor	5. Security Officer

The sampling technique that was employed to reach a stipulated number of research subjects for this study was purposive sampling. According to Nikolopoulou (2022), purposive sampling is a group of non-probability sampling which involves choosing units of samples based on the

possession of specific qualities. Basically, it means that the units are selected on purpose, using the researcher's discretion. Purposive sampling was best suitable for this study since it better at matching the samples to the aims and objectives of the research study, thus improving the rigour of the study and trustworthiness of the data and results, which in this study was the focus on recruiting participants that matched certain characteristics such as participants who were experienced in the partnership between the SAPS and PSI in combating crime. Purposive sampling techniques steer clear of random sampling and ensure that certain types of cases of individuals who may be included are included in the research study's final sample (Mason, 2002; Robinson, 2014; Trost, 1986).

In terms of the criteria of the study fifteen participants were male and five were females were recruited, however gendered interpretations were not considered and have no impact in the data that was collected, was not the main focus of the study. Rather, these participants that were recruited as they were well-informed and would provide rich information based on their experiences of combating crime working with the SAPS and PSI. The participants were also recruited because they were the best suitable participants to answer the interview questions (Alpaslan, 2010).

The researcher realised that she had collected enough information after conducting the interview with participant 7 for SAPS and participant 6 for PSI. However, the researcher continued to conduct the rest of the interviews that were remaining hoping that new information will be outlined by the rest of the participant. However, the same information was obtained, indicating that they had reached data saturation. The researcher also continued to conduct interviews after reaching data saturation because she aimed to interview 10 participants from both the SAPS and PSI. Fusch and Ness (2015) believe that data saturation occurs when further coding is no longer practical and there is sufficient information to replicate the study. It also occurs when the ability to gather fresh data has been achieved.

4.8 Data collection method

Primary collection method was used in collecting data. The primary collection method in this study refers to in-depth interviews that were conducted with the participants. According to Hunter (2012), in-depth interviews (one-on-one interviews) are interviews that are in person and occur between one interviewer and interviewee. They are an effective tool to gather data because it minimises the issue of unanswered questions from the participants, and it has a high percentage (80% -85%) of response rate (Stofer, 2019). In-depth interviews were conducted

with the management of selected private security companies (contract) from the private security industry and the management of the South African Police Service. Five (n=5) police stations and two (n=2) security companies participated in the study. From the five police stations, the researcher interviewed five people from the levels of the Station Commander, the Operational manager/Visible Policing (VISPOL) head, and five people from the operational level who are individuals that are always on the field conducting the crime prevention operations. The researcher interviewed high ranking officials (from both SAPS and PSI) because they are involved in strategic decisions at their organisations while low-ranking officials were included because they are the officials that participate in the operations that the two parties conduct. From two private security companies, the researcher interviewed five participants from the level of managing director and five participants at the operational level.

4.9 Data collection process

Davies, Francis, and Jupp (2011) state that the researcher needs to determine the location of the interviews. The participant's workplace, their house, or any other neutral location are just a few options. The location of the interviews in this study was determined by the researcher to be the participants' workplaces. The researcher wanted the participants to feel free, thus they chose the participants' place of employment. Hence, all the interviews were conducted at the participants' places of employment.

Henning (2004) states that the following aspects should be covered in the flow of the in-depth interview:

Setting the scene: the interviewer explained the objectives of the study and research topic. They also explained the interview process.

Interview questions: the interviewer presented the participants with prepared interview schedule (Appendix F). The questions that were asked during the interview session were contained in the interview schedule.

Beginning of interview: The interview began after the researcher explained the purpose of the study and described the interview procedure. The researcher asked questions and received the responses. If the participant wanted the researcher to repeat the question or improve clarity on what the question required, the request was granted. Similarly, when the researcher needed clarity on participant response, he/she obliged. The interview process entailed a two-way communication.

Audio recorder: The researcher constantly checked the audio recorder, and the recordings were done based on the permission of the participant to ensure that they provided informed consent. Additionally, notes were also taken to complement the interviews, and the process entailed writing down the responses of those participants who did not agree to be recorded.

End of the interview: The researcher always gave a summary of the interviews at the conclusion of the interview session so that the participants could make any necessary corrections or amendments.

The researcher noticed that participants nodded their heads as she summarised the interviews. The interviewees responded in the positive when the researcher asked them if they agreed with the summaries. The interviewees were then thanked by the researcher for participating.

The researcher prepared to conduct interviews with participants by rehearsing the process of interviewing a participant. This helped to improve interview skills such as framing questions and posing probes to the participants. The researcher developed an interview guide to ensure the consistency of questions to be asked to the participants. These questions were developed after searching the literature for any gaps in the body of knowledge. In the interview guide the researcher also included general questions such as; *What qualification do you have? And how old are you?* These questions were raised to build rapport with the interview participants.

As Herriott and Firestone (1983:14) highlighted that “when there is more than one interviewer on a qualitative representation of trends, inconsistencies in interview style and approach may affect the quality of the research conversation and ultimately the study findings”. The interviews were conducted by the researcher using open-ended questions. As explained by Owen (2014), the participants were thus free to provide their own responses to questions that were posed. Each interview was conducted in English or in IsiZulu depending on the preference of the participants. Each interview was scheduled for 60 minutes; however, most lasted between 30-45 minutes. Moreover, the researcher conducted two interviews per day and transcribed the data collected as soon as possible following the interview to be more familiar with the data.

4.10 Data analysis

Graue (2015) defines data analysis in qualitative research as the method of systematically reviewing and organising the interview transcripts, observational notes, or other non-textual resources that the researcher gathers to deepen their understanding of the phenomenon. Most often, coding or categorising the data is a necessary step in the qualitative data analysis process. In essence, it entails making sense of huge amounts of data by lowering the volume of raw data, then discovering relevant patterns, obtaining meaning from data, and ultimately developing a logical chain of evidence. Thorne (2000:68) states that “The purpose of qualitative data analysis is to obtain a ‘rich’ understanding of the material that goes beyond common-sense interpretations”. The method that was used to analyse data in this study is known as qualitative thematic analysis, which is also known as content analysis or coding. Qualitative thematic analysis involves the organisation of raw data to identify themes as they are in the data. These themes may be derived from the research questions, ideas found in the literature review, or words and expression used by the participants. Clarke, Braun and Hayfield (2015) assert that in order to recognise and impose these emerging themes from the raw data, the researcher must identify trends in the data and draw upon background knowledge of the subject. This advice was strictly adhered to during the current study’s data analysis phase.

In thematic qualitative analysis, the use of codes-labels that provide meaning to the data is important because they enable the researcher to organise the data into the identified themes. These codes can be associated with specific words, phrases, sentences, paragraphs, and other elements, and they must be interpreted within the context of the topic and in relation to codes used during the data analysis process (Lochmiller, 2021).

According to Neuman (2014), new themes will frequently surface during the data analysis process, and programmes may need to be modified to account for this. Qualitative thematic analysis involves a series of steps: (1) becoming familiar with the data; (2) inducing themes in the data; (3) coding the data; (4) analysing each theme; and (5) interpreting and checking each theme in preparation for the discussion of the findings (Hossain, 2011). Below, the researcher outlines how these steps were followed in the analysis process of the data:

- To be familiar with the data mentioned in during the interviews, the researcher first read all the raw transcribed data repeatedly.
- The researcher created themes in the data by using an interview schedule and subjects that featured throughout the data collection process. Some of the themes that were identified were the services provided by the PSI in assisting the SAPS in combating

crime, the challenges that hamper the effective partnership between the SAPS and PSI and so forth.

- The researcher coded the data to distinguish the participants, which were in a form of sequence. This coding frame was established by labelling participants as Participant 1, participant 2 and so forth.
- The researcher then perused each theme in more detail to ensure that the coding scheme was appropriate. If it was failing to include any important differences or distinctions within the themes and subdivisions, the researcher then altered the coding scheme to include them.
- Finally, the researcher developed a written description of the partnership between the PSI and SAPS in combating crime using the identified themes in preparation for discussion of the findings.

4.11. Methods to ensure trustworthiness

Validity and quality were achieved by looking at the research trustworthiness. The researcher focused on four components of trustworthiness which are confirmability, credibility, dependability and transferability.

4.11.1 Confirmability

In terms of confirmability, the researcher aims to demonstrate that his or her qualitative research is impartial and unaffected by personal beliefs or biases (Stenfors, 2020). This is accomplished through reliable research; the researcher's findings should accurately reflect the data gathered from participants. In other words, the research should speak for itself. This was achieved by asking participants questions that were relevant to the topic under study. Additionally, these questions and the research priorities were set before the field study began using the findings and recommendations by earlier studies. Hence, the study was located in the relevant context.

4.11.2 Credibility

Morse (2015) states that prolonged engagement with a study ensures credibility. The researcher's use of one-on-one, open-ended interviews with the research participants allowed the participants observation and confirmation of the data. The researcher was able to maintain a prolonged engagement with the participants by using one-on-one interviews of data collection. The researcher also ensured that the data obtained was presented on findings and

the data has assisted the researcher to recommend possible solutions on the partnership between the SAPS and PSI in combating crime.

4.11.3 Dependability

According to Gunawan (2015), dependability is used to measure or illustrate the consistency and reliability of the study's outcomes, which basically means that the findings of the study will be similar if it were to be repeated from the same location or areas using the same subjects and research techniques. Therefore, to address the issues of dependability directly, the study's methodologies must be described in detail. This will enable future researchers to repeat the research and, if possible, get the same results (Anney, 2014). To ensure dependability, the researcher provided adequate details and motivation on the various steps taken in the execution of the study. The researcher ensured that the interview questions answered the research questions and objectives of the study.

4.11.4 Transferability

According to Pratt, Sonenshein and Feldman (2022), transferability measures whether, or to what extent, the study's results are applicable within other contexts, circumstances and settings. The study's transferability was achieved by providing in-depth descriptions of the sample and participants demographics that were provided. The geographical boundaries of this study were fully described, allowing the research findings or methodology to be applied to another context that addresses the same issue as the one being studied. To accomplish this goal, the researcher used a purposive sampling strategy to maximise the range of specific information that might be acquired from the participants about the subject under investigation (Finfgeld-Connett, 2010). The expert accounts offered by participants were identical to those that any other expert in the partnership between the SAPS and PSI in combating crime would have offered.

4.12 Ethical considerations

Ethical considerations play a critical role in research. For example, "Conducting research is an ethical enterprise and research ethics provide researchers with a code of guidelines on how to conduct research in an ethically acceptable way" (Struwig and Stead, 2013:68). In this section, the ethical considerations that were adhered to whilst conducting the study are listed and briefly discussed. Permission to conduct the research was granted by the University of KwaZulu-Natal's Humanities and Social Sciences Research Ethics Committee (HSSREC) (Appendix 1). The ethical clearance application was submitted on 04 May 2021 and the full approval was

granted on 18 September 2021. The researcher requested permission to undertake the research study from the selected security service providers and the South African Police Service.

Participation in this research study was on voluntary basis and no rewards were offered to participants and the participants signed the consent letter prior to participation. This aspect was highlighted in the consent letter (Appendix 2). The participants were free from coercion or deception, they understood the procedure for collecting the data, the goals of the research, how the findings will be used, and they had the capacity and competence to give their consent individually or collectively.

4.12.1 Informed consent

According to Manti and Licari (2018), informed consent is one of the founding principles of research ethics. Its intent is that human participants can enter research freely (voluntarily) with full information about what it means for them to participate, and that they give consent before they enter the research. In this study, each participant was presented with an informed consent letter with the full details of what was expected from him or her. Prior to their participation, participants were provided with the explanation that they had a right not to participate in the study if they did not feel comfortable in any way. The participants were also made aware that at any time during the interview if they were no longer comfortable with continuing with the interview they could withdraw and no negative consequences at any moment. The participants were made aware of the research tools that were going to be used during the interview before they participated, i.e., that open-ended questions would be asked and an audio recorder would be used, however, most of the participants refused to be recorded.

4.12.2 Confidentiality and anonymity

Confidentiality is important in ensuring accuracy of the criminological study. Morse and Coulehan (2015) state that confidentiality pertains to the understanding between the researcher and participant that sensitive information or private information will be handled with utmost care and will not be disclosed without the permission of the participant. For this reason, the researchers are morally obligated to protect participants' information to prevent it from being used against their will in legal procedures (Jones, 2012). According to Gibson, Benson and Brand (2013), anonymity means that the identity information of participants (e.g., names, address, email address, etc) is not known to the researchers or the research cannot link the individual's response with the identity of the participant. Thus, the researcher assured that the

identity of the participants was always protected. The names of the participants were not disclosed in this study.

Akaranga and Makau (2016) state that if any information needs to be disclosed, the appropriate participant must give their consent. According to Jones (2012), this promotes honesty and protects the research subject from physical or psychological harm. In the process of the research study, no participants were harmed either physically, emotionally or psychologically as the researcher asked the questions in a clear manner, with no negative comments or judgments being made in the process. This study had no intention of accusing any role-players of crime prevention, but mainly aimed at investigating the phenomenon by exploring the nature of the partnership between the SAPS and PSI in combating crime.

4.12.3 COVID-19 precautions

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus (Ciotti, Ciccozzi, Terrinoni, Jiang, Wang and Bernardini, 2020). Most people that were infected with the virus would experience mild to moderate respiratory illness and recover without requiring special treatment. However, some would become seriously ill and require medical attention. Older people and those with underlying medical conditions like cardiovascular disease, diabetes, chronic respiratory disease, or cancer were at risk of developing serious illness. Anyone could get sick with COVID-19 and become seriously ill or die at any age.

The best way to prevent and slow down transmission is to be well informed about the disease and how the virus spreads. Protect yourself and others from infection by staying at least 1 metre apart from others, wearing a properly fitted mask, and washing your hands or using an alcohol-based rub frequently. Get vaccinated when it's your turn and follow local guidance. The virus can spread from an infected person's mouth or nose in small liquid particles when they cough, sneeze, speak, sing or breathe. These particles range from larger respiratory droplets to smaller aerosols. It is important to practise respiratory etiquette, for example by coughing into a flexed elbow, and to stay home and self-isolate until you recover if you feel unwell. During data collection, the researcher ensured that COVID-19 precaution measures were in place. These included ensuring that the participants and the researcher were wearing masks, sanitised the hands and kept the distance of about one meter from the next person.

4.13 Limitations of the study

The key limitation while conducting the study was COVID-19 restrictions that were in place which played a vital role in employers not accommodating visitors or anyone who wished to interact with their employees. Various platforms were conservative about allowing members of the public to be in physical proximity with their employees for any reasons.

Another limitation is that some participants refused to be recorded and the researcher had to take notes in order to capture the responses in a notebook and some of the participants stated that they would like to share their perceptions on the topic. Therefore, the researcher believes that some of the information they were providing was limited to that which could have been recorded. Since the study only consisted of such a small sample (20 participants), the findings of the study cannot be generalized to other areas in South Africa. The researcher believes that some different areas can provide different results.

4.14 Summary

The methodology of the study was covered in this chapter. The researcher defined the research context and described its key elements that were important to the study, including demographic and geographic profiles. This chapter included a full description of the research design, epistemologies (epistemic positions), methodologies and the procedures followed in participant selection, data collection and processing, and analysis. The chapter ended with a discussion of the measures used to guarantee the study's trustworthiness.

CHAPTER 5

PRESENTATION OF FINDINGS AND DISCUSSION

5.1 Introduction

In this chapter, the researcher presents the findings, discussion and the analysis of the study obtained from exploring the partnership between the SAPS and PSI in combating crime in Durban. The data was collected through one-on-one interviews with SAPS and PSI officials. The data was analysed using thematic analysis. The process entailed finding, analysing, and reporting patterns (themes) within the data. The patterns that were initially discovered were then further explored, and all the relevant quotations that fit a certain pattern was noted and grouped with that pattern. The researcher kept the identities of the participants anonymous by providing each participants a code name that hides their identity, namely participant 1 – participant 20. Furthermore, to interpret the findings and make meaning from them, the researcher refers to the literature discussed in Chapter 2 and theories discussed in Chapter 3.

5.2 Background information of the participants

The participants included were of different races, age groups, race, sex, level of study, job, and working level as the researcher believed that they would provide different views based on their experiences. All the research participants were permanent residents of Durban. The demographics of the participants is presented in the table below:

Table 5.1: Demographics data of participants

Participants	Age (Years)	Race	Sex	Level of Study	Job Title/Ranks	Working Level
Participant 1	40	African	Female	Diploma in Marketing	Security Officer	Operational Level
Participant 2	26	African	Female	Matric	Security Officer	Operational Level
Participant 3	39	African	Female	Matric	Security Officer	Operational Level

Participant 4	36	African	Male	Diploma in Public Management	Manager	Management
Participant 5	31	African	Male	Diploma in Security Management	Manager	Management
Participant 6	36	African	Male	Diploma in Nursing	Security Officer	Operational Level
Participant 7	30	African	Male	Matric	Security Officer	Operational Level
Participant 8	35	African	Male	Diploma in Security Risk Management	Supervisor	Management
Participant 9	31	African	Male	Higher Certificate in Accounting	Supervisor	Management
Participant 10	42	African	Male	Degree in Business Management	Supervisor	Management
Participant 11	57	African	Male	Honours in LLB	Lieutenant colonel	Management
Participant 12	25	African	Male	BTech in Human Resource Management	Sergeant	Operational Management
Participant 13	46	African	Male	Diploma in Policing	Captain	Management

Participant 14	28	African	Male	Honours in Criminology and Forensic Studies	Constable	Operational Management
Participant 15	29	Indian	Male	Diploma in Policing	Constable	Operational Management
Participant 16	32	African	Female	Diploma in Safety Management	Sergeant	Operational Management
Participant 17	44	African	Female	Masters in criminology	Lieutenant colonel	Management
Participant 18	32	Indian	Male	Diploma in Policing	Captain	Management
Participant 19	44	African	Male	Diploma in Policing	Colonel	Management
Participant 20	43	African	Male	Diploma in Financial Management	Sergeant	Operational Management

5.3 Protection of people and property

The participants spoke about various services that are provided by the PSI in combating crime such as crowd management, the installation of closed-circuit television (CCTV) cameras, guarding and private investigations. On the other hand, SAPS provides services such as investigating crime, maintaining public order, enforcing the law. These findings correlate with those of a study that was conducted by Diphoorn (2016) who found that the PSI provides a variety of security services to prevent crime. These include guarding services; armed response; cash management services; electronic installers such as CCTV systems; electronic manufacturers and distributors; electronic fence and component manufacturers; close protection; event security; locksmith; security systems; private investigations; consumer goods protection; and in-house security

The findings of the study relates to Situational Crime Prevention Theory which highlighted that situational crime prevention is opportunity reduction”, which are the measures that are directed at highly specific forms of crime that involve the management, design, or manipulation of the immediate environment in a systematic and permanent way as possible as to increase the effort and risks of crime and reduce the rewards as perceived by a wide range of criminals (Eck and Clark, 2019:355). For example, installing surveillance equipment in areas that experience a lot of vandalism.

Participant 3 stated that:

We help to prevent and detect crime, prevent or reduce loss, waste, and damage, as well as monitoring and responding to safety risks by providing services such as guarding, where we guard the property of the client and we also provide personal security guarding. We also do private investigation whereby the client will request us to investigate a crime that they feel the police have not prioritised and they need answers. For example, we attend to such cases as murder. However, on this case once evidence has been collected, it is handed over to the police for arrest if we were able to find the criminal. Our services basically make it easier for the police to work towards investigating certain cases that occurred in places where for instance there are surveillance cameras because it gives the police a start-up point on who they are looking for as per the surveillance camera footage.

In addition to the point raised by Participant 3, Participant 4 stated that,

Private security has more advanced technology resources that it uses in preventing crime. If I were to name a few, CCTV cameras are one of the resources that assist a lot in preventing crime, and they also play a vital role as evidence for further prosecution conducted by the police. We also have drones, which are of great importance in that they provide real time surveillance and monitoring of residential and commercial areas, as well as remote areas that are difficult to access. Drones make it possible for us to be able to access and monitor crime in all areas that we physically cannot be in at that time. Besides technology resources, we also provide services such as escorting, and we are also responsible for managing access control where needed, which play an important role in preventing crime.

In addition to what the above participants have outlined, Participant 5 elaborated that:

In our private company we provide security guarding; off-site monitoring, access control and biometrics; patrolling devices; site risk analysis; electric fence and investigations. We provide these services to our clients to ensure that they are safe and feel safe in their own spaces, and their businesses are protected from criminals. As much as our services are largely based on the business aim and objectives, I will say they play quite some big role in ensuring that crime is prevented and if our clients are happy, so are we are the business. We always assist the police in other areas besides the normal crime prevention techniques we apply to our clients. An example that I can make is that there was an attempted robbery in my neighborhood and my colleagues, and I were able to catch the criminal and did what is called 'citizen arrest' while waiting for the police to arrive and when the police came, they took statements from us on what happened for their further investigations.

Participant 7 explained that,

We provide more information to incidents since in most cases we are the ones who are on the ground when the incidents happen, and we are responsible for preventing crime in communities where we are employed. Therefore, we are usually the first response to crime since we are always based on communities.

Participant 13 also elaborated that,

As technology gets advanced, the PSI is updated. For example: during the unrest that happened in July 2021, some security companies had drone cameras yet we as the police use the roads and drove to access the crime scene. The security companies have CCTV cameras, they have surveillance cameras, and most of the cameras in the roads are owned by the private companies and they are very advanced, and they have enough vehicles. These services and resources play a big part in preventing crime, especially because we as SAPS do not have such services.

Participant 19 also said,

Private companies have the best resources and networks; they know almost every operation happening within the community, and such knowledge and resources assist the police in combating crime. Private security becomes part of the community they are

working with, and they engage more with the community members, which makes it easier for them to know more about crimes committed in the communities, unlike us as police officers. As much as we are also part of the community but the communication between a community member and the security officer is different from that of a community member and the police. Mostly, when community members talk to police officers, somehow the presence of the police officer wearing a uniform is intimidating for them and therefore they find it hard to engage with the police and some community members are afraid of giving information to the police about certain crimes occurring within their communities such as drug dealing because they fear for their life, but such information can be shared with a security guard.

There are different resources that are provided by PSI to assist the police in combating crime, which include crowd management, surveillance, private investigation, and material resources such as vehicles, which assist security officials to respond to safety risks. Based on the data, security officers have more knowledge and connection with the communities in which they are employed, which makes them more aware of the crime occurring within those communities more than SAPS officials assigned to the same communities. This is basically the case since the security officers become more than just security officers within the communities, they are working in but rather they engage with the people of the community even more. Berg (2010) also stated similar findings that states that in South Africa, private security guards are essential for safeguarding assets and property. They are in charge for monitoring and inspecting premises to prevent theft, vandalism and unauthorised entry. They monitor entrances and exits to make sure that only people with permission can enter. From these findings it could be concluded that the PSI play a huge role in crime prevention within the communities they are employed in and in assisting the police in combating crime.

5.4 Private Security Industry Resources

The participants have stated different resources that the PSI have and utilize in combating crime which includes more security personnel and motor vehicles to name the few. These findings are related to those of George and Kimber (2014) who states that the security services providers have more personnel and motor vehicles compared to SAPS. The findings of the study points out how the resources of the PSI assist SAPS in combating crime.

As Participant 11, states that,

We have projects on crime prevention that we are currently running, and we get a lot of assistance from security companies. The PSI is well-resourced, and they have resources that we as police do not have such as technological devices such as CCTV cameras, vehicles, e.g. they have more vehicles than the police and, in the neighborhood, where there is private security, the security officers respond first to the incident and if I can say, in most of those places, crime is low, which in most cases are suburb areas such as Umhlanga.

Participant 12, further elaborate that stated,

The security companies has assisted us a lot even in terms of managing events, because honestly speaking SAPS does not have more police officials than the private security sector. Generally, the security officers outnumber the police members, which is why I say they assist us a lot even in managing crowds during events and sport fields, however not just in sport fields or events, even if we request for their assistance during crime prevention operations they come through for us.

Participant 17, further emphasize that,

The law enforcement is more obligated by regulations, which end up making them feel less powerful at crime scenes or when attending to a complaint; why I'm saying that is because the securities have more resources than the police. I will give an example as I have dealt more with taxi violence. At the taxi rank, the security guards are allowed to use rifles (the big guns) but as the police, we are not allowed. This then makes the public see us as weak and this leads to people not respecting the police.

The participants stated different resources that the PSI have which included motor vehicles, CCTV cameras, number of personnel and armed response. These resources play a vital role in ensuring the security and safety of the people within our communities as it makes it possible to prevent crime. Freilich and Newman (2017) states that Situational Crime Prevention Theory employs a preventive strategy to remove opportunities for crime and focuses on proactive tactics and actions against it. This statement support the findings of this study as it illustrate that it's prevents crime by removing opportunities. The resources that PSI have serve such as CCTV serves as preventive strategy as it prevents crime from happening and further assist in prosecution of the perpetrators. For example, the BLUE Security operations manager after suspecting a metered taxi driver was involved in business burglaries in Morningside, after

reporting the suspicions to the police the police asked their camera control centre staff to search for the taxi using their CCTV street surveillance camera technology. The vehicle was spotted outside the Butterworth Hotel, the Police and the BLUE security officers arrived, arrested the driver and impounded the vehicle which turned out that it was also linked to a business theft case (Berea Mail, 2015). This example is evidence to how the PSI resources assist the police in combating crime within Durban.

5.5 Information about incidents and/or knowledge about communities

The participants in this theme shared different views in regards to the partnership that the SAPS and PSI have based on sharing information and knowledge about communities. These findings indicated that, the security officials are more knowledgeable about what is happening within the communities they are deployed too more the SAPS officials working in the same area. Similar findings were outlined by Fourchard (2011) who stated that an individual may conclude that the starting point of knowledge - based crime prevention would be to involve community members. This is because community members are the ones that are primarily the victims of crime and are more knowledgeable about who are the perpetrators of crime, where they stay, and their routines. PSI is also important because they are situated in areas where the public police are not, these places position them in an ideal position to play a significant role in evidence-based crime prevention. Geldenhuys (2020) also shared similar findings as this study which outlined that, the partnership between the SAPS and PSI takes many forms such as crime prevention, sharing of resources, operational partnership and information sharing.

Participant 12 stated that,

The partnership we have is exceptionally good, because at a certain point, they are the ones that come to the crime scene before the police officers and they secure the crime scene. By the time the police comes, they give the information to the police officers. However, there is a room for improvement because the partnership between the police and SAPS as much it is good and effective, I believe there is still more this kind of partnership can do to prevent crime.

Participant 14 supported Participant 12, by stating that,

Private security knows their work and they are well informed of many things going around the communities more than us as the police, which makes them very effective in assisting to fight crime.

Participant 10 believed that,

The partnership that we have with the police is okay, although there is always room for improvement on both sides, SAPS and us as security companies. There are areas that still need improvement. For example, such areas as training of security officers, and sharing of information between the police and the security companies as they play a huge role in crime prevention and law enforcement. Including security companies in preventing crime shows that there is a little bit of trust the police have on us, however, they do not share much information about any case even though we are assisting them. For the police, it is important for them to also improve service in their department. For example, on the investigation part, I feel they do not put much effort in investigating cases, which leads to more and more unsuccessful investigations and the area of prosecution also requires improvement.

Participant 2 from the PSI also elaborated that,

As much as there is a partnership between the security companies and the police, but sometimes the police lack in doing their job and they hardly arrive on time when you call them. So, as much as we are working together in fighting crime, but I feel like we are the ones doing more work than them because in most cases, they come maybe after hours an incident has been reported. We would have done the necessary expectations from our side such as ensuring that everyone is safe and we ensure that the members of the public do not come near the crime scene before the police arrive.

Participant 1 believe that,

We and the police both promote safety and a crime-free environment, but the police do not see us as colleagues striving for one thing, which is curbing the prevalence of criminal activity. I am stating this because they sometimes accuse us of being part of the crime and tempering with the crime scenes, yet they are the ones who fail to do their jobs and arrive late when called to attend to an incident. Therefore, this makes me believe that security officers are only useful to the police in their terms. This is because we also become suspects in other cases, yet we are the ones who would have contacted them, which shows that the police do not trust security guards.

The participants outlined similar views in relation to the sharing of information between the SAPS and PSI, they further mentioned that the security officials are more aware of what is happening within communities than the SAPS officials which can be an advantage in preventing crime because when the SAPS and security officials work together, they will be one

step ahead in knowing all the plans of the criminals using the information of the security officers. Van Rooyen (2018) states that the Special Operations team of a Marshall Security intercepted a motor vehicle that was wanted in connection with several theft-out-of-motor vehicles incidents in Umdloti. The vehicles was spotted by the Marshall Security officers who conducted a citizen arrest of two men who were then handed over to the SAPS for further investigation and processing. This is evidence of how the PSI services assist the SAPS in combating crime by utilising its resources that the SAPS do not have. These findings also concurs with the content of the Systems Theory as it explains that collaboration, relationships, and interactions between various subsystems are essential for the success of an organisation (Kast and Rosenzweig, 1972). In this case the subsystems are the SAPS and PSI who needs to work together in order to successfully combat crime.

5.6 Corruption

The main challenge affecting the partnership between SAPS and the PSI is corruption, which leads to the security officers and police officers not trusting each other when working together and that affects their partnership. However, there are also other challenges that were raised such as the lack of training on the part of the security officer or not having basic knowledge on how to secure crime scenes, which leads to contamination of evidence. SAPS officers are also believed to be not cooperating with the PSI because they respond late to their complaints or do not respond at all unless the person who laid a complaint is their friend. The findings of the study concur with Chipkin (2013) who stated that the Heath Special Investigation Unit in South Africa investigated more than 220 000 cases of corruption involving numerous commercial businesses and the state sector. Participant 1 stated:

If we can be honest, the main issues are corruption, which affects our partnership with SAPS, because sometimes we do report crimes and maybe they arrest a criminal, but you see the next day the same criminal is walking free, only to find out that certain criminal is working the police more especially in cases of drugs. The police will collect money generated from the sale of drugs but criminals without prosecuting them which shows that they are working together. This then makes us not trust the police or even working with them.

Participant 2 from the PSI further elaborated that,

The most common obstacle affecting the partnership between PSI and SAPS is that the police do not respond to complaints on time and sometimes they do not respond at all,

not unless you are friends with them, other than that they do not cooperate. This then affects our partnership and reduces the chances of combating crime.

Participant 9 from the PSI supported the opinion of Participant 1 and Participant 2 by stating that,

The most barrier is the fact that some of the SAPS officers are corrupt just like there are some corrupt security officials. Both officials of SAPS and private security accept bribes from people who want favours that are not legal, and these bribes are usually labeled as “cold drink”. General examples of corruption within SAPS is for them to stop your car and ask for cold drink money if maybe your seat belt was not fastened, and the security officers will ask for cold drink money to allow a person who is not allowed to access certain premises to enter. These cases may be considered small, but they become bigger because the officials are doing bigger favours in return for a large amount of cash.

Participant 11 from SAPS stated that,

Within PSI, there are individuals who are very corrupt. In SAPS as well, we have a few SAPS officials who are very corrupt, the rotten apples. Now, why I’m mentioning this it’s because it’s making our jobs a little bit difficult if some of us are corrupt, which also affects the partnership between us as SAPS and PSI because we end up not knowing whom to trust or whom to work with in certain cases and I am sure that I am speaking for both the SAPS and PSI when stating this. It’s also very difficult to investigate or detect one of us if he/she is corrupt. The same thing happened with PSI many years ago when we used to run projects with the private security when I was still at Crime Registry. So we mainly focused on pure research, and we used to design questionnaires and give them to members of the public about how they feel, their opinions, and their suggestions about the performance of SAPS. So, in any structure, if you have one of your own working against you, that is a problem, so in those research programmes that we were doing we also had studies we were doing and we worked with this one security company. We discovered that we thought we had an idea about the level of corruption there, but we literally did not know, it was worse. Some cases were lost because the suspect paid one of us for the case documents to disappear, especially in drug dealing cases. So, all this affects the morals, dignity, and reputation of the structure or organisation. This is not good for any structure or organisation. My

suggestion is if both SAPS and PSI can engage in the services of anti-corruption agencies, it can help them a lot to address the problem.

The above information raised the view that with both the PSI and SAPS, there is foul play, which in this case is corruption. The responses of participants raised that as much as SAPS is well known for corruption, the private security sector is equally corrupt. This therefore affects the work of the two entities and their partnership because they both end up not trusting each other, which makes it difficult for them to work together. Findings of Basdeo (2010) also illustrates that police corruption is an issue which spans national borders, cultural boundaries and evolutionary stages because it stems from human frailty and motivations. Because even the lowest ranking officer can exercise wide power and because there are people who want to take advantage of that power, the threat of corruption is inevitable.

5.7 The quality of training offered to private security personnel

Most participants indicated that the level of training they received was of an acceptable standard while other participants believed that the kind of training that they received was not sufficient and was not of an acceptable standard. These finding are like those of Kole (2015) who stated that the private security guards are accused of having a low level of training and low compensation. This finding concurs with the findings by Van Steden and De waard (2013) highlighting that there is a concern that security personnel receive less training than police officers, particularly in many smaller companies with limited resources.

Participant 10 explained,

Our main aim is to ensure the safety of our clients and prevent crime affecting them personally or to their asserts. So, I think the kind of training we received is suitable to reach the objectives of the company as well as that of our clients.

Participant 16 supported Participant 10 by further added that,

Security officers are receiving proper training, it's just that they need some guidance here and there, especially in terms of how to handle or secure a crime scene, as much it is our work as the police but as one of the stakeholders whom we are working very close together in preventing crime, they should be trained on the basic needs or factors of securing a crime scene because some of the security officers are unconsciously contaminate the crime scene, because they are not well trained in that particular aspect.

Participant 7 also stated,

The training we have or that we receive is enough to combat crime, because we can perform our daily duties the way we are supposed to. Our clients are also happy with how we perform our duties.

Participant 9 believed that,

I do not believe that the training received by the security officers is designed to be a universal solution to all crime problems. I believe it is geared toward the specific objectives of various companies catering for specific client needs. Clients are the ones who set the standards. They are the ones who pay us, and we simply carry out their wishes. However, the current training is satisfactory.

Participant 12 stated that,

The training received by the security companies is not enough because at the end of the day, they are not given the training that SAPS officers are given. Our training is much more vigorous and much more combative in nature because we have different units within SAPS, and they are trained. The kind of training the security companies provide to their officers is acceptable when they are conducting their own specific duties but do not help much when having to work with SAPS, which at time leads to conflict between SAPS members and those of the security companies. Therefore, I think there is a need for security officers to be provided with the basic training of SAPS, which will also play a huge role when we are working together in crime prevention operations.

Participant 4 believed that,

Security officers should receive training that is similar to SAPS officers because they basically do more work than SAPS officers in preventing and combating crime, and SAPS officers only attend to the case after an incident has happened. This will help both SAPS and security officers to advance their careers and for SAPS not to do all the work all by themselves while we are willing to assist. However, with that said, I feel the private security companies provide enough and necessary training to perform our duties, we require extra training so that we can feel that we play quite a big role in preventing crime and in helping the police fight crime.

Participant 15 also stated that:

The challenge that I have realized to be more of an issue in our partnership with the PSI is that security officers are not well trained and have the basic training or knowledge of how to secure crime scenes. This then led to unsuccessful investigations and prosecution.

Participant 17 additionally said,

Security services must have post-training; I'm saying this because they are well trained, yes! But they are not well trained to stand every crime coming their way, since they are often first responses.

Participant 19 noted that,

They require more training, especially in knowing what to do when arriving at the crime scene because they are usually the ones that respond first at the crime scene, before the police.

In supporting the view of Participant 19, Participant 20 further stated that,

Security officers receive sufficient training to perform their duties, however, they require intensive training that will assist them in crime prevention, especially when working with the police. Security officers should at least receive proper training like that of the police so that they will be able to be more hands-on when it comes to handling crime scenes as they are usually the first to respond to the crime scene.

Participant 1 was of the view that

The training that private security receive is not enough because the training we have makes us be an option for SAPS, we are never given the platform we deserve, SAPS do not recognize us as their partner in crime and sometimes I think they see us as their enemy because we are sometimes accused that we are involved in certain crimes that are committed and also contaminating the crime scenes. Therefore, I will say that we require more training to ensure that we are not their first suspects when arriving at the crime scene. More advanced training will also assist us individually as security guards, helping us to advance our knowledge and skills and maybe that will build trust between SAPS and us, as security guards.

Most security officers indicated that their training was sufficient, and that it was of an acceptable standard might be people who did not compare their training with other departments' training. While other participants indicated that the training as inadequate might be people who

come from the SAPS on the extent to which the training that they receive equips them to perform their work efficiently. This could mean that the participants compare the training received by SAPS officers with that received by private security officers. Mbele (2017) also specifies that the fact that private security companies are not all required to undergo the same training was one of the most significant issues or shortcomings identified. However, the training that the PSI and SAPS receive are different based on the response of the participants. For example, the SAPS training is more informative than the training received by security officers. The kind of training that SAPS officers receive makes them more suitable to combat crime, even though they are not competing with the PSI in terms of combating crime.

SAPS is the governmental structure responsible for combating crime and it aims to prevent and protect the citizens of South Africa while the PSI mainly focuses on fulfilling the needs of their clients. Some responses from the participants indicated that the training received by the PSI is of a good standard to allow them to perform their duties, however, they require more training if they are to partner with the police. It was also raised that the training received was not designed to be a universal solution, however, it was designed to assist in certain types of crimes, which focuses on certain objectives of various companies catering for specific clients' needs. Similar findings were highlighted by Nalla and Cobbina(2017) which states that some guards are not equipped or have not received enough training (some do not even receive the most basic training necessary) to effectively handle violent situations. Many people are assigned to hazardous jobs without the proper safety equipment or briefing about the state of affairs.

Other participants outlined that the PSI is lacking in dealing with crime scenes as they are not trained on how to secure a crime scene, leading to contamination of crime scenes and an increase in unsuccessful investigations. This shows that if the PSI receives similar training, it will be an advantage to the criminal justice system, as this will decrease the rate of contaminated crime scenes by security officials and increase successful investigations and convictions. However, it may be difficult for the PSI and SAPS to undergo through the same training as their aim and goals are different, as much as they are fighting a common goal of crime. SAPS focuses on serving the country while PSI loyalties lies within their clients who pay for their services.

5.8 Extending the legal authority of the Private Security Industry

The participants from the PSI and SAPS members felt that there was a need for private security officers to be given certain powers to be able to assist SAPS in combating crime. The participants mentioned different views regarding the extension of certain powers to private

security officers. Most participants stated that the PSI should be granted more legal powers. They were few participants that raised concern that PSI should not be granted extra-legal powers, and some participants mentioned that they were not sure if PSI should be granted extra legal authority or not. Similar to these findings, Kole and Masiloane (2017) highlighted that one of the most contentious issues raised during the debates over stronger rules resulting from the Act's revision in 1997 was the potential extension of statutory powers to specific kinds of security guards. In essence, the security sector requested that some types of security guards be given Peace-Officer-Powers status which includes arresting without warrant, detain and use force on suspects and that some guards be given more extensive arrest, seizure, and search powers in the lead-up to this amendment and in the later 2002 Act.

Participant 1 said,

Security officers should be given extra-legal authority since they are the ones who are more involved under these compromising conditions. SAPS usually respond once they have been alerted by PSI. When referring to legal powers, I mean that security officers should be granted permission to perform the duties they perform such as fully handling the security issues in the sports function. SAPS already have a lot on their plate in terms of preventing crime and they have a lot of unsolved cases and complaints that need their attention. Therefore, being on the grounds or at sports functions is not mandatory for them but rather they can be called in the event of an illegal incident to perform their duties. While they are in attendance at sports functions, they could be using that time focusing on more serious cases such as murder and burglary.

Participant 11 supported Participant 1 by additionally stating that,

The assistance that the security officers need is regarding legal issues because technically and in operations, they are good unlike us police. For example, we have not been into shooting for the past five to six years, yet the PSI goes to the shooting range almost every week. I think more legal powers are the only side they're lacking, where they need to be up-skilled because they are good at their job and perform it to their excellence. The PSI is actually the first response to the occurrence of crime but somehow they are certain things they are limited to some things such as using their firearms, most security officers are not allowed to use their firearms like the police, they require permission from their personnel before they can use it, which makes them more vulnerable to the suspects and this makes the criminals not to be afraid of the security officers, hence they take them as ordinary citizens.

Participant 14 supported the statement of Participant 11 by stating:

When a crime is committed, we are limited in terms of what we can and cannot do. For instance, when we catch a criminal, it happens that the criminal may hit us or injure us, but we are not allowed to retaliate because we might be charged by the police for assault.

Participant 6 said,

The PSI is limited in terms of legal authority in South Africa even though we are the primary structure that quickly responds to crime, but we cannot do much since we are limited. For example, if there is gender-based violence occurring in a certain household, we cannot prevent or stop it while it occurring because we are not allowed to break open or enter any premises, in this way you may find that a victim may end up being murdered at your watch because you have no powers to stop it, because even after calling the police, the police take a very long time to respond to a crime scene and that's hurting even more at the personal level that you were not able to save a life that you could have saved.

Participant 2 highlighted that,

I don't think that security officers should be granted more legal powers because if the security companies are given more legal powers, it will create a lot of confusion. Since the reality is that a security company is a private business and should stay as such, so if we are given powers to arrest that will create confusion because that job should be done by the police because it's their job and besides, the aim of having security companies was not to take over police was mainly to assist citizens who can afford to have better chances of preventing crime and to us as security officers, it is a business, however, if we are given more powers, we will be able to effectively assist the police as well all the citizens of South Africa, that will have a huge impact in decreasing the rate of crime. However, we will drift away from the purpose of our business, which is to serve our clients.

Participant 3 concurred with Participant 2, and explained that,

I'm not too sure if security companies should be given more legal powers because the PSI focuses mainly on their paying clients and that is their business. If they are given more legal powers, that will make the reason of starting the private security business loses its nature. At the same time, if we have more legal powers that means the non-

paying clients will also benefit from the services provided by security companies because not being able to afford our services it not by choice and that should not expose them to be easy targets of crime. However, I think if the security companies are given more legal powers, they will require assurance that when the security companies help the police, their payment from clients will not be affected.

Participant 17 from SAPS supported the statements of participants 2 and 3 by stating that,

Giving security companies more legal powers will improve their career opportunities, will improve the partnership between the security officers, and SAPS, it will increase crime deterrence, and more importantly more legal powers can relieve the police of spending time and resources to address crime against private businesses. At the same time, giving security companies legal power could increase unnecessary arrests, the risk of inequitable enforcement, and expanded administrative responsibilities for municipal governments licensing private police.

Participant 7 stated that,

Security companies should not be given extra-legal powers because they will use them to their own advantage and benefit unnecessarily. After all, the fact is that some of the security officers are corrupt and imagine giving a person who is corrupt more power that will not fight crime but will continue to limit the chances of preventing crime.

There are different views that were outlined regarding the PSI being granted more legal authority to assist the police in combating crime. Most responses indicated that the PSI should be granted extra legal authority to assist the police, however, some responses indicated that the PSI should not be given more legal powers, and some are not sure if the PSI should be granted more legal powers or not. Some participants raised concern that the PSI should be accorded legal powers such as managing the security systems in functions and events such as sports events, and the use of firearms. Similar findings were states by Kole (2017) which stated that if the private security officers could be provided with extra-legal powers, South Africa could investigate programs that empower worthy private security officers and increase their effectiveness in preventing crime, taking a cue from other middle-income nations with similar rates of violent crime. Consequently, they would no longer be limited to making arrests of individuals who, as of right now, are accused of Schedule 1 offenses, which include major crimes like theft, robbery, arson, and malicious property damage. As a result, they might be able to assist the police in bringing down South Africa's crime rate. Also in tandem with these findings, the Routine Activity Theory states that the motivated offender is a rational decision-

maker and will assess an environment and make a rational decision based on the assessment of whether to go ahead with crime or not after considering the presence of the three elements of Routine Activity Theory, motivated offender, lack of guardianship and potential target (Saponara, 2013).

5.9 Summary

The themes that emerged from the data were presented in this chapter. The comments of the participants were largely based on the partnership between the PSI and SAPS, the challenges of the effectiveness of the partnership between the PSI and SAPS, lack of efficient training received by the PSI as well as their extension of legal authority. Different views were outlined by different participants and those views were evaluated. All the themes that were discussed in this chapter equipped the researcher with knowledge to suggest recommendations on how the partnership between the PSI and SAPS can be used to ensure that the efforts of crime prevention are maximised. These suggestions will be outlined in the concluding chapter of this dissertation.

CHAPTER 6

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

6.1 Introduction

This chapter provides a summary of the study, together with conclusions and recommendations derived from it. The empirical research conducted in Chapter 4 and the data analysis provided in Chapter 5 were integrated to present the conclusion and recommendations. It is clear that crime is a big issue in South Africa. Therefore, the partnership between SAPS and PSI requires attention from different stakeholders such as the government and the business community to ensure that crime is combated in all possible ways.

6.2 Objectives

- To investigate the services that the private security industry provides to support the SAPS in the fight against crime.
- To investigate the effectiveness of the partnership between the SAPS and PSI in combating crime.
- To identify challenges that hamper the effective partnership between the SAPS and PSI.

6.2.1 Findings related to the services that are provided by the PSI to support SAPS in the fight against crime

The study found that PSI provides different services such as installation of CCTV cameras, guarding, private investigations, crowd management, armed reaction, and cash management. These services assist the police to further enhance their investigations, especially on crimes that occur under the watch of surveillance cameras. In cases where there is a security guard on duty in a certain area and crime occurs, the security official can conduct a citizen arrest on the criminal(s) until the police arrive to formally arrest the suspect. Additionally, in most cases the security officials respond first to crime scenes and help by providing the necessary information to the police regarding a crime that would have occurred. Furthermore, the security officials are closer to the community they are working with the police which makes them to be more aware of any crime or operation occurring within the community and they provide this kind of information to help to assist in combating crime.

6.2.2 Findings related to the partnership between the SAPS and PSI in combating crime

In this study, the researcher found that there is a viable partnership between the SAPS and PSI in combating crime. However, it also emerged that there was room for improvement in the partnership between the two entities, such as training of private security officials and the sharing of information between the SAPS and PSI. The partnership between the SAPS and PSI also assists a lot in major events such as sports events as private security officers outnumber the members of the SAPS. However, it was also found that some private security officials feel they were working more than the SAPS officials since the SAPS do not respond to complaints and crime scenes on time. In this case the PSI will have to secure the crime scene until the SAPS officers arrive and then provide the necessary information to the SAPS officers about the crime scene.

6.2.3 Findings related to challenges that hamper the effective partnership between SAPS and PSI

The researcher found that the core challenge that hampers the effectiveness of the partnership between SAPS and PSI is the prevalence of corruption in both the agencies but more especially of the SAPS officials. The researcher also found that other challenges included the lack of training that the PSI officials have regarding how to secure crime scenes, leading to evidence being contaminated, culminating in unsuccessful investigations or prosecution of criminals. The other challenges include trust between the two entities and the late response of the SAPS officials' complaints or not respond at all not unless you are friends with them. Some security officials felt that SAPS officers do not trust them because they sometimes accuse them of being accomplices in crime.

6.3 General recommendations

Based on the findings of the current study the following general recommendations are made. *Control room and the utilisation of resources:* There should be a joint control room in the policing precinct so that when crime is reported to the SAPS, private security vehicles would be able to respond immediately. Additionally, officials working in the control room should be trained to perform such a duty.

The resources that the PSI have can be very helpful if they are used to assist the police in combating crime. For instance, intelligence gathering equipment such as CCTV surveillance system or helicopters. The SAPS and PSI should have an agreement on how and when the resources will be needed in combating crime. It is also recommended that the government should consider implementing a system that rewards private security stakeholders for sharing their resources in partnership policing. The main reason for such a proposal is because their resources will be benefiting the public, which are non-paying clients, yet the PSI must use their resources on their paying clients. The rewards for the private security companies that make their resources available to SAPS to be used in combating crime are proposed to be provided in the form of some tax reductions. Individual private security service providers' contribution should be considered when calculating tax reductions. This will also encourage security companies to take part in the partnership policing initiatives.

Communication: Communication in the PSI should be enhanced. Further, communication between the private security companies and the police should be possible and a system should be developed to make it easier for these two entities to communicate and be able share the knowledge and challenges they are facing in the process of combating crime.

Professional Security Body: In South Africa, there is no professional security body that is currently in place, therefore, there is a need for a professional security body to be in place, that will be tasked with the responsibility of advancing the interests of the PSI. This body will also be responsible for monitoring the security specialist's behaviour and training. The body should comprise people that have interest in the PSI such as the employer organisations, clients' representatives, security associations, members of the PSI Regulatory Authority and Safety and Security Sector Education and Training Authority, security associations, academic institutions, and all other significant stakeholders.

Funding and Operation of PSIRA: It is recommended that the government should intervene by funding PSIRA to prevent it from relying solely on the registration fees of the security companies or individuals. Additionally, it is recommended that the government should have a trial period or probation of maybe about 5 years where it will observe how the intervention and funding affects PSIRA. During this phase, PSIRA should undergo a comprehensive revision of its structures or develop a turnaround strategy in terms of how they should better serve PSI. This will assist PSIRA in being able to employ more people with the relevant skills to increase

their capacity and the ability to operate effectively. This will enable PSIRA to conduct more inspections and ensure that only genuine security service providers are operating in PSI. It should also be noted that since PSI's service does not meet their expectations, a significant increase in dues will only trigger unintended negative effects on the industry. It is further recommended that inspections by PSIRA to all the private security service providers should be conducted at least in 2 years (that is every security company should be examined once in 2 years), given the magnitude of the PSI in South Africa. Additionally, it is recommended PSIRA inspectors receive interpersonal skills training so that they can cooperate effectively with the security service providers when conducting inspections.

6.3.1 Specific Recommendations for the Private Security Industry

Database of Security Experts: The findings revealed that CCTV cameras are one of the technological devices that are used the most by the security officers in combating crime. The PSI should have a database of different security experts who are registered with the associations or bodies that regulate or set up standards for their respective fields. For example, the installers of CCTVs or alarm installers should register with South African Intruder Detection Services Association. This will ensure that they use reliable instruments and people who will not divulge their client's information to criminals.

Crime Intelligence and Trusting partnership: Security companies should use the already established Crime Combating Forum meetings to share crime information with the SAPS in their respective precincts. This will enhance the fight against crime and establish solid collaborations that could lead to safer neighborhoods. Regular interactions of this nature could dispel some of the misconceptions that one party has against the other and build a trusting partnership.

Extra-legal powers: In order to deal with the increase of crime in in KwaZulu-Natal and in South Africa as a country, there should be a shift towards giving some security officials extra-legal powers, such as the ability to search suspects and the ability to detain suspects with or without a warrant. For such a step to be taken it should be supported by appropriate training that will empower the security officer to use these powers appropriately.

Training: It is important to focus on the training received by the private security officers. Although there may not be an issue with the training itself, continuous supervision of the training should be considered. The PSI should have a regular body that regularly assesses the

efficiency of the training offered to security personnel to determine whether it provides them with the necessary knowledge and abilities. This means that the curriculum used by the PSI should be examined after a certain period (for instance, after 5 years) to ensure that it is in line with any essential changes that may have occurred in the industry.

For the PSI to be in line with the dynamic nature of crime, it is important that the training of security must include investigative skills and the use of social media platforms such as WhatsApp, Facebook, Twitter (now X), and the Internet in general. Aspects such as in-depth theoretical and practical lectures on how to manage crime scenes as well as basic training in some aspects of Criminal Law and Criminal Procedures that are applicable to their field should be offered in their training as it could strengthen their efficiency in their partnership role to combat crime.

Vetting of security officers: Security companies must ensure that they apply the vetting process to their industry. This will assist them in not employing individuals with criminal records, thereby ensuring that they employ suitable individuals.

6.3.2. Specific Recommendations for the South African Police Service

Police corruption and ethical behaviour: For the SAPS to reduce corruption, they should introduce integrity testing on a regular basis. The use of some techniques such as lie detectors in minor cases can assist the police management to discover the issue such as corruption and other illegal matters before it gets worse. The disclosure of presents given to police officials can also significantly reduce police corruption.

Police response to compliant: Police management should take it upon themselves to regularly check if police officials respond to complaints within the allocated time and if they do not, a proper investigation should be conducted to determine the cause of the delay. The police management must not wait for the community or the public to report complaints about a specific official because a police member individually represents the whole police force. The public should also be made aware of how long they should wait for the response of the police and the operational police officials will also be aware that their response time is being monitored and they must provide a valid explanation in cases where they fail to meet the response time.

6.4 Conclusion

The study investigated the partnership between the SAPS and PSI in combating crime. It also presented the empirical findings and literature findings that could be evaluated to improve SAPS and PSI cooperation in combating crime. The study's value is enhanced by the findings and suggestions since they may improve the efficacy and efficiency of the security industry in South Africa. The new concepts and theories may have a significant implication for the body of knowledge in Security Science, a discipline that is still relatively new and still developing. The role of PSI in combating crime was outlined and this highlights that this goes further than just security officers placed at the gates, however, they play a huge role in combating crime. Armed response security is also involved in the process where crime has occurred, and they are called upon to assist. There is an existing partnership between the SAPS and PSI in combating crime, however, there is room for improvement as there are also barriers that hamper the partnership between the two entities as reflected in the literature and findings of the study. Overall, community members and the public at large should continue to report crimes and not let reporting of crimes happening in their community in the hands of the security officers around that community.

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APPENDICES

Appendix 1: Ethical Clearance



18 September 2021

Miss Sinethemba Phakathi (216029332)
School Of Applied Human Sc
Howard College

Dear Miss Phakathi,

Protocol reference number: HSSREC/00002838/2021

Project title: An Exploratory Study on the Partnership Between Private Security Industry and the South African Police Services to Combat Crime in South Africa
Degree: Masters

Approval Notification – Expedited Application

This letter serves to notify you that your application received on 04 May 2021 in connection with the above, was reviewed by the Humanities and Social Sciences Research Ethics Committee (HSSREC) and the protocol has been granted **FULL APPROVAL**.

Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment/modification prior to its implementation. In case you have further queries, please quote the above reference number. **PLEASE NOTE:** Research data should be securely stored in the discipline/department for a period of 5 years.

This approval is valid until 18 September 2022.

To ensure uninterrupted approval of this study beyond the approval expiry date, a progress report must be submitted to the Research Office on the appropriate form 2 - 3 months before the expiry date. A close-out report to be submitted when study is finished.

All research conducted during the COVID-19 period must adhere to the national and UKZN guidelines.

HSSREC is registered with the South African National Research Ethics Council (REC-040414-040).

Yours sincerely,



Professor Dipane Hlalele (Chair)

/dd

Humanities and Social Sciences Research Ethics Committee

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Founding Campuses: ■ Edgewood ■ Howard College ■ Medical School ■ Pietermaritzburg ■ Wavellville

INSPIRING GREATNESS

Social Sciences, College of Humanities,
University of KwaZulu-Natal,
Howard College Campus,

Dear Participant

INFORMED CONSENT LETTER

My name is Sinethemba Phakathi. I am a Criminology and Forensic Studies Masters candidate at the University of Kwa-Zulu Natal, Howard College Campus. I am interested in undertaking a study titled: **AN EXPLORATORY STUDY ON THE PARTNERSHIP BETWEEN PRIVATE SECURITY INDUSTRY AND THE SOUTH AFRICAN POLICE SERVICE TO COMBAT CRIME IN SOUTH AFRICA**. The study will focus mainly in Durban. The study will only include the PSI companies (Mjayeli and DG security service) around Durban and the police station based in Durban, mainly Durban North, Montclair, Umbilo, Durban Central and Point. The study will take place at the comfort of the participants, which will be based at their place of work.

Objectives of and need for the study

1. To investigate the services that the private security industry provides to support SAPS in the fight against crime in various parts of Durban.
2. To investigate the effectiveness of the partnership of SAPS and the PSI in combating crime in distinct parts of Durban,
3. To identify if there are challenges that may hamper effective partnership between SAPS and PSI.

Crime is my interest and therefore conducting this study is of great interest. To obtain the information, I am interested in asking you a couple of questions. Please put into consideration that:

- Your confidentiality is guaranteed as your inputs will not be attributed to you in person but reported only as a population member opinion.
 - The interview may last for about 1 hour and may be split depending on your preference.
 - Any information given by you cannot be used against you, and the collected data will be
-
- The research aims at knowing the partnership between the SAPS and PSI in combating crime.
 - Your involvement is purely for academic purposes only, and there are no financial or any other compensatory benefits involved.
 - If you are willing to be interviewed, please indicate (by ticking as applicable) whether or not you are willing to allow the interview to be recorded by the following equipment:

DECLARATION

I..... (full names of participant) hereby confirm that I understand the content of this document and the nature of the research project, and I consent to participating in the research project.

I understand that I am at liberty to withdraw from the project at any time, should I desire.

SIGNATURE OF PARTICIPANT

DATE

.....

.....

Appendix 3: Interview Guide (English Version)

1. What is your job title?
2. How old are you?
3. What is your Nationality?
4. What is your Gender?
5. What is your highest academic qualification?
6. How many years have you been working in the security sector/ Police department?
7. Did you have any training before you started this job?
8. Did the training you received help you to do your job?
9. Have you had any on-the-job training, either at this organisation, or at any other private security company/police department you may have worked for in the past?
10. If you have not received training, would you go if a training course was offered to you to attend?
11. Other than training, do you feel that you are given enough resources - for example, the proper uniform, proper shoes, enough clothing for night shifts and in winter months?
12. Who do you call for back-up if you are in a potentially dangerous situation?
13. Does back up arrive quickly enough for you?
14. What is the procedure if you receive a call from your control room?
15. Do you feel that the control room operator gives you enough detail about the situation you are being called to sort out?
16. If not, do you feel free to request further information?
17. If you arrive at a crime scene and you feel you require back-up to deal with the situation, who do you call for back-up?
18. Is there an existing partnership between the SAPS and PSI?
19. If yes, how do you feel about the partnership between SAPS and PSI?
20. Are there any key barriers/obstacles affecting the partnership between SAPS and the PSI? If yes, please explain.
21. Is the existing training provided to private security professionals enough, necessary, and of an acceptable standard for efficient crime-fighting in support of public police?
22. Do private security companies in South Africa require extra legal authority to properly assist the SAPS in combating crime?
23. In your opinion, what are acceptable standards of training required of private security professionals in combating crime in support of public police agencies?

24. What are the various security services currently provided by private security that could assist police in effectively combating crime in South Africa?
25. Is there anything else you'd like to tell me that you haven't already mentioned?

Appendix 3.1 Interview Guide (isiZulu Version) Uhlelo lwenhlolokhono

1. Siyini isihloko sakho somsebenzi?
2. Uneminyaka emingaki?
3. Buyini ubuzwe bakho?
4. Buyini ubulili bakho?
5. Yiziphi iziqu zakho eziphakeme kakhulu zemfundo?
6. Sekuyiminyaka emingaki usebenza emkhakheni wezokuphepha/umnyango wamaPhoyisa?
7. Ingabe uke waqeqeshwa ngaphambi kokuba uqale lo msebenzi?
8. Ingabe ukuqeqeshwa okutholile kukusizile ukwenza umsebenzi wakho?
9. Ingabe uke waqeqeshwa emsebenzini, kungaba kule nhlangano, noma kunoma iyiphi enye inkampani yonogada ezimele/umnyango wamaphoyisa okungenzeka ukuthi uke wawusebenzela esikhathini esidlule?
10. Uma ungakakutholi ukuqeqeshwa, ungahamba uma kunikezwa izifundo zokuqeqesha ukuze uye kuzo?
11. Ngaphandle kokuqeqeshwa, ingabe unomuzwa wokuthi unikezwa izinsiza ezanele - isibonelo, umfaniswano ofanele, izicathulo ezifanele, izingubo ezanele zokushintsha ebusuku kanye nezinyanga zasebusika?
12. Ubiza bani ukuze uthole ikhophi yasenqolobaneni uma usesimweni esingaba yingozi?
13. Ingabe isipele sifika ngokushesha ngokwanele kuwe?
14. Iyini inqubo uma uthola ucingo oluvela egumbini lakho lokulawula?
15. Ingabe unomuzwa wokuthi u-opharetha wegumbi lokulawula ukunika imininingwane eyanele mayelana nesimo obizelwe ukusixazulula?
16. Uma kungenjalo, ingabe uzizwa ukhululekile ukucela ulwazi olwengeziwe?
17. Uma ufika endaweni yobugebengu futhi unomuzwa wokuthi udinga ikhophi yasenqolobaneni ukuze ubhekane nalesi simo, ubani omcelayo ukuthi enze isipele?
18. Ingabe kukhona ubudlelwano obukhona phakathi kwe-SAPS ne-PSI?
19. Uma yebo, uzizwa kanjani ngokubambisana phakathi kwe-SAPS ne-PSI?
20. Ingabe zikhona izithiyo/izithiyo ezibalulekile ezithinta ubudlelwano phakathi kwe-SAPS ne-PSI? Uma yebo, sicela uchaze.

21. Ingabe ukuqeqeshwa okukhona kunikezwa ochwepheshe bezokuphepha abazimele kwanele, kuyadingeka, futhi kuyindinganiso eyamukelekayo yokulwa nobugebengu ngendlela efanele ukuze kusekelwe amaphoyisa omphakathi?
22. Ingabe izinkampani zonogada ezizimele eNingizimu Afrika zidinga igunya elingokomthetho elengeziwe ukuze zisize ngendlela efanele i-SAPS ekulweni nobugebengu?
23. Ngokubona kwakho, yiziphi izindinganiso ezamukelekayo zokuqeqeshwa ezidingekayo kochwepheshe bezokuphepha abazimele ekulweni nobugebengu ukuze basekele izikhungo zamaphoyisa zikahulumeni?
24. Yiziphi izinsiza ezahlukene zezokuphepha ezihlinzekwa onogada abazimele ezingasiza amaphoyisa ekulweni nobugebengu eNingizimu Afrika?
25. Ingabe kukhona okunye ongathanda ukungitshela kona ongakakusho?

Appendix 4: Editors Letter



Mufasa Research Consultancy

SERVING WITH DISTINCTION

03 December 2023

To Whom It May Concern,

Re: Editor's Letter

AN EXPLORATORY STUDY ON THE PARTNERSHIP BETWEEN PRIVATE SECURITY INDUSTRY AND THE SOUTH AFRICAN POLICE SERVICES TO COMBAT CRIME IN SOUTH AFRICA, DURBAN

Below is the scope considered during language editing of the above titled doctoral thesis:

- Grammar check
- Sentence construction
- Spelling check
- Punctuation
- In-text referencing
- Formatting/document layout

As a professional editor, I pledge that the above aspects of the doctoral thesis were, to the best of my knowledge, meticulously and correctly done at the time the work was sent to the candidate. However, I am not responsible for any corrections that were made after the editing process finalised.

Yours faithfully,



Kemist Shumba (PhD)

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Master of Social Science in Health Promotion (Law Study) UKZN
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Appendix 5: Turnitin Report

Thesis			
ORIGINALITY REPORT			
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SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS
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