

UNIVERSITY OF KWAZULU-NATAL

***DEVELOPING A RELEVANT BUSINESS MODEL FOR THE SOUTH
AFRICAN INFORMAL CAR GUARDING SECTOR***

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DECLARATION

I, John Robert Wilfred Foster, declare that:

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ACKNOWLEDGEMENTS AND DEDICATIONS

Car guards, men and woman who daily brave the weather guarding our vehicles in order to earn a living, yet often verbally abused and disrespected.

We may glimpse the dismay on a car guard's face, when enthusiastic assistance offered to a motorist is rewarded with no tip not even an acknowledging smile of appreciation. I have heard the accounts of how car guards are often offered inedible discarded food as a tip, or on occasion for fun, motorists try drive into car guards.

Glorified beggars or not, many highly educated men and woman from African countries, all trying to edge out a better life.

You try and for that I salute you!

To my mother Winifred Foster, my sister Colleen Foster and friends at Glenwood home cell, thank you for your prayers. To Jackie Bachal, thank you for all your support, as well as all the prayers and best wishes from my friends.

A warm thank you to my supervisor Mr. Alec Bozas for all the advice and corrections over many a late afternoon cups of coffee at various Durban coffee shops, your expertise and insight has been invaluable and much appreciated; to Linda Robison for the outstanding editing and corrections of this paper; to Eileen Mohamed for the many chats and assistance; to Dr. Chasomeris for all the good advice and staff at the Graduate School of Business and Leadership, University of KwaZulu-Natal.

And ultimately, all the praise and glory goes to the Most High King, without whose intercession this dissertation will be no more than words on paper, I truly believe it will be a great step towards changing the lives of car guards in South Africa.

"Commit your work to the LORD, and your plans will be established". Proverbs 16.3

ABSTRACT

Car guarding, a uniquely South African activity, has become a common form of informal employment. The perception of many is that car guarding is a last resort of financial survival and pursued by those entrapped in a life of drug/alcohol addiction or poor life choices. This study had five objectives: firstly to determine if car guarding and the income made solely from tips is an economically viable mean of survival; secondly to determine the socio-cultural challenges (such as the perception towards car guards) and the physical challenges (such as weather conditions faced) while performing their duties; thirdly to discover general and specific skills car guards possess, either from past employment, or obtained while car guarding; fourthly to reveal the factors which influenced individuals to become car guards; and lastly to better evaluate the current car guarding business models, in order to provide suggestions to improve these. An exploratory research design with convenience sampling of 30 car guards at six different public domains was used. The study was limited to Durban because a degree of rapport had been built through previous informal discussions with car guards. Data was collected from car guards by means of one on one detailed open-ended qualitative questioning in order to ascertain reasons and opinions. Quantitative aspects were not explored. The data obtained was recorded and analyzed by thematic analysis. The study revealed the dismal situation of car guards. For example, at most venues they are charged a “bay fee” to guard a designated area, and have no choice but to survive on the limited amount of donations they are able to obtain, after paying the fee. Besides being harassed and often intimidated by both motorists; security officers and the management of parking premises, they have to brave the elements and work long hours with no physical protection and hardly any employer-support. Recommendations include implementation of a more effective business model to allow for formalization of car guard employment and at the very least good work standards, training and skill development. Organizations need to rise to the challenge to support car guards and local Community Policing Forums (CPF) need to be more involved in assisting car guards.

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LIST OF ABBREVIATIONS

CBD	Central Business District
CCTV	Closed Circuit Television
CID	Central Inner District
CPF	Community Policing Forum
CSR	Community Relations Services
CSR	Community Relations Services
CSR	Community Relations Services
CVIT	Chronic Venous Insufficiency
DoHA	Department of Home Affairs
DRC	Democratic Republic of Congo
ECAC	European Code against Cancer
ECC	Employment Conditions Committee
HIV	Human Immuno Virus
HRW	Human Rights Watch
HSRC	Human Science Research Council
NGO	Non-government Organisations
NMSC	Non-melanoma Skin Cancers

OHS	Occupational Health and Safety
PSIRA	Private Security Industry Regulatory Authority
RBD	Risky Driving Behaviour
SAP	South African Police
SASA	Security Association of South Africa
SCC	Squamous Cell Carcinomas
SMS	Short Message Service
TBW	Total Body Weight
UCT	University of Cape Town
UIF	Unemployment Insurance Fund
UK	United Kingdom
UNHCR	United Nations High Commissioner for Refugees
USA	United States of America
WMSD	Work-related Musculoskeletal Disorders

CHAPTER ONE

INTRODUCTION TO THE RESEARCH

1.1 Introduction

Steyn, Coetzee & Klopper (2015), noted that due to the very transitory nature of car guarding, as well as the low income car guards earn, it is a temporary option and a means of survival; unlike proper employment that is often unavailable to car guards, for a number of reasons.

This research was undertaken in order to get a obtain a better understanding of car guarding, in order to propose a practical and sustainable model for car guards in South Africa.

1.2 Background and Context

Car guards have to brave all weather conditions and often have to endure harassment and discrimination from motorists as well as the public, and survive solely on tips received from the generosity of motorists. These meager earning often only cover the cost of a communal shelter to sleep at night, and the costs of purchasing cheap low nutritional food. In addition most car guards are compelled to pay daily “bay fees” to car guard agencies, or the managers of car parking lots, yet car guards seldom derive any benefit from paying these fees, nor received any employee benefits such as a basic salary, pension fund or even the benefits of the unemployment insurance fund (UIF).

Arde (2014) noted that car guards usually pay a daily levy for the opportunity to work in regulated and managed environments. These organisations do not employ the car

guards and so do not pay them a salary or provide any benefits except for hiring out the equipment and jackets on a daily basis.

In addition to local South Africans Daniel, Naidoo, Pillay & Southall (2009) noted that since 1994 there has been an influx of foreigners into South Africa from other African countries, the majority do not find any suitable or sustainable work and thus have no alternative than to rely on the kindness and support of strangers or beg for money to survive and may enter car guarding as a last resort.

McEwen & Leiman (2008) stated that according to Porter (1994) car guards have little avenue of redress as tips received depend solely on the driver's perception of the service received, attitude and how charitable they are. Thus car guards work long hours under harsh conditions with no guarantee of earnings.

1.3 Problem Statement

The prevailing economic slump and lack of suitable employment has resulted in many foreigners and local South Africans having no choice but to become car guards as a means of survival. Unlike the formal sector, the informal sector is unregulated and car guards are forced to accept poor working conditions, abuse and unregulated hours. Working long hours outdoors and being exposed to the hot sun and other weather conditions result in severe health risks to car guards.

Additionally, car guards need to pay high fees to either car guarding organisations or the management of the parking lots, to guard a designated area and contend with discrimination and marginalization. This situation is further compounded due to the lack of a clearly defined and regulated business model for car guards, as well as a lack of any employee benefits such as UIF, pensions or medical aid. As such this research considered car guarding and the sustainability of car guarding in order to propose a better model for the industry.

1.4 Objectives

The 5 objectives researched concerning car guards aimed to:

- 1.4.1 Determine if car guarding is economically viable.
- 1.4.2 Determine the socio-cultural and physical challenges car guards face while
Performing their duties.
- 1.4.3 Ascertain the educational levels and skills of car guards.
- 1.4.4 Establish the financial situation of car guards.
- 1.4.5 Explore Car Guards Concerns and Opinions regarding existing Business
Models.

1.5 Key Research Questions

The following open-ended questions were posed to car guards to gather as much information as possible:

- 1.5.1 Is car guarding economically viable and sustainable in terms of earnings?
- 1.5.2 What socio-cultural and physical challenges do car guards face daily while
performing their duties?
- 1.5.3 What level of education and/ or additional skills do you possess?
- 1.5.4 How does being a car guard affect your financial situation?
- 1.5.5 What can be changed or improved in car guarding?

1.6 Significance of the Study

Car guarding is a part of everyday life, and the harsh reality is that it is often the only means of survival for many local as well as foreigners in South Africa. Without a well

defined business model for car guards, exploitation, discrimination and marginalisation of car guards will continue unabated. The proposed model, if adopted, should offer a more regulated environment with amongst others socio-economic benefits to car guards.

1.7 Limitations

This was a small scale study and car guards were interviewed at six specific sites around Durban. A larger study of all Durban car guards as well as a nationwide study may have yielded additional information. A comprehensive list of limitations regarding data collection is discussed in section 3.13.

1.8 Methodology

A literature review was conducted using secondary data obtained from journals, books and electronic sources. This provided a clear background of the issues under consideration and findings regarding car guarding in different regions.

Qualitative interviews were conducted with 30 car guards at hospitals, shopping centres and public places of interest in Durban. The interviews were unstructured, open-ended and in depth to obtain as much information about car guarding in terms of their earning a living through tips and to better understand the life experiences of car guards.

1.9 Chapter Outline

The chapters of this study proceed according to the following outline:

Chapter 1 gives the background and context of car guarding within which the study is conducted. It outlines the need for the study as well as determines the problem statement; the objectives; the key research questions as well as introduces the methodology and limitations of the study.

Chapter 2 extensively reviews available literature on this area of study, with the intention of evaluating these findings with the research presented in Chapter four.

Chapter 3 details the research methodology employed in this study. The methodology; research instruments; data collection techniques and data analysis amongst others are discussed.

Chapter 4 presents the findings from the research and discusses the findings.

Chapter 5 critically analyses the findings from the research as well as the findings from the literature reviewed in Chapter two.

The study is then summarised and conclusions drawn and recommendations made based on these findings. The limitations of the study are highlighted and future possible areas of research are suggested.

1.10 Conclusion

The aim of this chapter has been to provide background and context regarding car guarding in Durban. The need for the study as well as the key research questions and methodology that was utilized to interview the car guards was presented.

In the next chapter the literature relating to the different aspects of car guarding is presented. These literature findings will ultimately be compared to the findings from the research conducted on car guards in Durban and the findings and recommendations presented in Chapter five.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The purpose of this chapter was to conduct a literature review of available literature relating to different aspects of car guarding. Literature was sought so as to better understand the main aspects of car guarding with emphasis on the earning potential from tips received; exploitation of car guards; legislation relating to car guarding as well as a number of additional factors that affect car guards. The chapter concludes with a study on the prevalence of xenophobic attacks on foreigners, of whom many are car guards and reviews the level of satisfaction and job enrichment in car guarding.

It must be noted as per Steyn, Coetzee & Klopper (2015) that formal car guards are defined as coordinated and regulated by car guard"s agencies and are normally well presented, unlike less regulated and less presentable informal car guards. According to Arde (2014), the Security Association of South Africa (SASA) classifies formal guards as security officers. The terminology formal and informal relates to the dress code and regulation of the car guards only, as all car guards are informal in terms of SASA.

2.2 Critical Factors That Affect Individuals

In this section unemployment and poverty as it relates to individuals and society are discussed, as many individuals enter car guarding due to being unemployed and due to poverty (McEwan & Leiman, 2008).

2.2.1 Unemployment

Aron, Khan & Kingdon (2009) mentioned that according to Masuku (2003), there was empirical evidence that crime had increased in South Africa as unemployment had risen. Blaauw & Bothma (2003) noted that Steinberg (2001) had stated that since 1999 one could readily identify the main reason for the prevalence of crime in any city: the high levels of unemployment.

Blaauw & Bothma (2003) noted that literature on South African unemployment is unanimous in stating that unemployment is one of the major macro-economic problems facing this country. Since 2000 the economic situation has not changed significantly, and the level of unemployment has steadily increased as new entrants entering the job market far outweigh the employment opportunities created in the formal sector. This situation is compounded by the vast numbers of migrants that continue to enter South Africa in search of a better future. After a period of time of being unemployed, the unemployed individual has no choice but to enter the informal sector in order to earn a living. Further Uys and Blaauw (2006) noted that Schlemmer (1998) had stated that amongst South Africa's most serious socio-economic problems, unemployment was one of the gravest and most intractable. It could be seen as the single most significant reason for deep poverty, and even outweighed the inequality which was a relic of past race discrimination.

According to Aron *et al.*, (2009), South Africa has two very different concepts of unemployment that are used routinely, namely the strict (narrow) and the expanded (broad) definition. The narrow definition of unemployment refers to job-seekers that are unemployed, whereas the broad definition defines unemployed as all job seekers as well as those people who did not search for work in a past four weeks, but would accept any suitable job offer. In 1998 the narrow concept was declared the official definition of unemployment and is now generally used in South Africa.

Kingdon & Knight (2006) found that in South Africa individuals who were unemployed and not actively searching for work were on average more deprived than unemployed individuals who were actively searching. This trends shows that

these individuals may wish to be employed, but are not actively searching for work because they may be discouraged, often due to the poor prospect of finding any work. This view is supported by evidence from the Job-Search Logic Model, which simply suggests that searching for work is hampered by poverty. The unemployed person does not have the money to do what it takes to job-search (buying newspapers, accessing the internet, making copies of their CV, transport to interviews etc). Additionally, according to Aron *et al.*, (2009), the unemployed are on average substantially worse off than the informally employed in terms of income and expenditure, and also far less happy. This suggests that unemployment is not necessarily due to choice, and that there are barriers to entering the informal sector.

Aron *et al.*, (2009) reported that the unemployment rate in South Africa is notably one of the highest world-wide and significantly higher than most other middle income economies. While urban unemployment rates are very high, surprisingly the rural unemployment rates (particularly in the so-called former "homelands") are far higher than anywhere in the developing world. Additionally, these unemployment rates differ immensely by race, age and gender. Age is a major determinant of unemployment and affects about 35% of those below the age of 25.8. Endres (2013) further noted that unemployment in South Africa stood at 24.7% in 2011, and in terms of the youth only (those youngsters between the ages of 15 and 24 years of age) at 49.8%.

Cordeur (FIN24, 26 May 2015) noted that at the end of the first quarter of 2015, South Africa's unemployment rate in the first quarter of 2015 was at its highest level of 26.4%, the highest level since 2003, according to Statistics SA. The results of the first quarter show that the working age population was 35.8 million, which included 15.5 million employed, 5.5 million unemployed and 14.8 million not economically active. This relates to an unemployment rate of 26.4%, absorption rate of 43.2% and labour force participation rate of 58.6%.

Govindjee & Dupper (2011) noted that protection against unemployment in South Africa includes partial and temporary income support in the form of the

Unemployment Insurance Fund (UIF). However, no employment enhancing measures or employment services are available that are aimed at providing assistance to the unemployed while they search for new employment. There are no social assistance grants for those who have exhausted their limited benefits, or who have never been formally employed and therefore have never contributed to the social insurance system. Unemployed youths and adults receive limited or no support from the existing social assistance framework. Social assistance cash grants do provide income support to people whose livelihoods are most at risk and do reach the poorest of the poor. Almost fourteen million South Africans (nearly a quarter of the population) benefit from a social grant in one form or another. Daniel *et al.*, (2010) mentioned that possibly the best immediate solution to the high levels of unemployment is a shift in public service hiring by employing more teachers, nurses and policemen and by increasing entry level worker positions to combat unemployment amongst the low-skilled sectors of the population.

2.2.2 Poverty

Haacker (2004), noted that the poorer households are far less able to maintain an even level of consumption when hit by adversity, especially illness. Higher income households have far better access to credit and medical aid benefits, thus reducing the impact of illness on living standards. According to van der Merwe (2006) when poverty reaches levels of absolute poverty, people may become so full of despair that suicide becomes an option. Extreme poverty leads to a sense of loss of dignity and self-respect when one cannot support oneself or your family. Car guarding may well be the last viable option to earning an honest income, rather than reverting to begging.

According to Ngwane, Yaavalli & Steffens (2001) the absolute poverty line is defined as a fixed cut off point or level that relates to a certain minimum income or expenditure that is deemed essential to maintain a minimum standard of living.

Haughton & Khandker (2009) noted that at this level any employment will be accepted.

Casson (1981) noted that in a perfect capital market any household can borrow money at the market determined interest rate. Temporarily unemployed workers can finance their consumption by simply borrowing against future wages. In reality, lenders are exposed to defaulting on payments, and therefore cover themselves by setting a higher margin between the borrowed and lending rates. Additionally, as the amount borrowed increases, the risk of default also increases and the borrowing rate increases with the respect to the amount borrowed. Being unable to borrow, the unemployed are forced to reduce their consumption to a level which can be sustained on state benefits. Li (2013) suggested that in a perfect capital market the factors that affect a lender's decision about whether to extend a loan will thus be the opportunity cost of the funding (the interest the lender could have earned on other loans) and the riskiness of the gains (mainly due to the uncertainty about the borrower's income).

2.3 Formal and Informal Sector

In the South African economy there are two very different sectors, namely the formal and the informal business sector. The Informal sector will be discussed as it relates to car guarding.

2.3.1 Definition of the Informal Sector

Blaauw & Bothma (2003), mentioned that Muller (2002), referred to informal employment in South Africa, as in the rest of the world, as consisting of a vast number of activities. These include street traders and hawkers; "street services" such as shoe repairs and hairdressing; transport services such as taxis; and

production activities such as manufacturing. Since 1995 car guarding has been included as an informal service that is provided at shopping centres, public places and business areas amongst others.

Steyn *et al.*, (2015) found that car guarding provides a much needed opportunity for the unemployed to earn a living in the informal sector which is estimated to provide work for 2.4 million people (as at 2014), and that excludes those individuals working in the agricultural sector.

Davies & Thurlow (2010) noted that Davey *et al.*, (2003) had suggested that there is a vast distinction between informal activities and informal employment. The official statistics in South Africa consider informal activities as workers who own or are employed by unregistered or informal businesses. A broader view includes workers such as seasonal agricultural farm workers who do not have contracts and therefore do not enjoy any work-related or other benefits. The distinction between the two is important as under informal activities, South Africa has a disproportionately small informal sector accounting for about one-fifth of all employed workers. Under the broader informal employment (which must be noted does exclude domestic workers and subsistence agriculturalists) this increases the total to one-third of all employed South Africans.

Blaauw & Bothma (2003:40) (quoting Piore (1969); Doeringer & Piore (1971); Harrison (1972) and Edwards (1975)) further emphasised that the informal sector in South Africa consists of jobs that require little skill specificity. The labour pool is comparatively undifferentiated and may be defined as being an undifferentiating mass of raw labour power. There is often no on-the-job training and if training is provided, it is very general in nature. Additionally, there are no formal grievance procedures nor any protection offered from any union. There is also no codification of work rules or seniority privileges. Workers may exhibit traits congenial with these types of jobs such as poor work discipline; unreliability on the job; unstable work patterns; lacking punctuality and displaying disrespect; being inattentive; high levels of absenteeism and may also be involved in petty theft. Wages in these jobs are

usually low and these sectors may have poor working conditions with little or no job security, few promotion prospects and high labour turnover. Car guarding falls within these criteria of being a means of earning a meagre income in the informal sector.

Uys & Blaauw (2006) stated that due to South Africa's grave socio-economic problems, unemployment would drive more people into the informal market or force them to become self-employed. Endres (2013), noted that according to 2010 figures, the informal sector provided 17.8% of all non agricultural employment.

Parker (2006) noted that Faber (1999) had found that even with tremendous growth of the informal sector in Africa and other developing areas over the last decade, it cannot be regarded as a dynamic alternative to the formal sector in terms of employment.

2.3.2 Barriers of Entry into the Informal Sector

Aron *et al.*, (2009) noted that Chandra *et al.*, (2003) argued that in most instances unemployment is involuntary rather than voluntary. The implications are that unemployed workers want to enter the informal sector. In a 1999 survey of 500 informal sector operators in Johannesburg, respondents listed crime; lack of access to credit; lack of access to infrastructure and services and the need for training as the top four constraints on their informal businesses. Further it was noted that informal sector operators required on average substantial start-up capital averaging over 2.5 times the average monthly earning of the average business. New (formal) small businesses have to rely on their own financial resources as they have very little access to formal or even informal credit.

2.4 Earnings from Car Guarding

Car guards earn an income from the small change received as tips from motorists. This section examines the limitation of earnings from tips as well as theories relating to why motorists tip, possible alternatives to tipping and if tipping is sustainable.

2.4.1 Limitations to Earning by Tipping

McEwen & Leiman (2008), noted that Porter (1994), mentioned that informal labourers have little recourse if not they are not paid the agreed upon amount by the employer. Car guard depended solely on the driver's perception of the service received and their charitable nature to earn a living from tips. Car guards thus have no guarantee of earning tips as there are no formal rights, work protection or implicit formal contract. This is the problem facing many informal workers and, especially the car guard.

McEwen & Leiman (2008), in addition, noted that there is resistance from some drivers to pay car guards no matter how formalised car guarding may become and this is ingrained in society to an extent. The perception may be that as drivers became aware that other drivers do not tip, they too would follow suit and fewer drivers would tip. Fortunately this has not become the case as car guarding has spread to most venues.

Aberdein (2014) stated that he believes car guards are an annoyance and offer no real value. By simply buying a yellow vest they are able to often coerce people to tip by making them feel obligated either due to the injustice inflicted by the past wrongs of apartheid, or simply making one fearful that if one declined to tip there is a real risk of the car being vandalised the next time one parks there.

McEwen & Leiman (2008) noted that the value placed on car guarding as a value adding service, depends on one's perception of the car guard either as a vagrant or a vigilant uniformed guard, securing the area from criminal activities. The value also

depended on the location. For example, parking in a low lit quiet street opposed to parking in a busy well-lit area would place more value on the car guarding service and the potential tips earned.

Bernstein (2003) noted that it would be ideal if we lived in a world where our cars did not have to be protected and where car guards were not needed. Even if car guarding is seen by some as a form of begging, it does provide an income for individuals who without car guarding would have no income.

2.4.2 Theories Relating to Tipping

Spinks (2012) suggests that car guards are part meter attendants and part street-corner entrepreneurs as they are paid by wealthier, car-owning South Africans to keep watch over vehicles whilst the owners are away.

According to Saunders & Lynn (2010), from the perspective of mainstream economic theory, tipping is seemingly an irrational act as it is an expense incurred that consumers can avoid. Not tipping a car guard does not in any way reduce the level of service the consumer receives, as car guards will guard all cars in their allocated area irrespective of whether they receive tips or not. Thus tipping does not make any logical sense in terms of the consumers own self-interest. Additionally, literature revealed numerous theorized economic and psychological motives for such a seemingly irrational behavioural act. The most commonly discussed motives for tipping service workers were to ensure future quality service; to reward quality service; to help service workers; to gain social approval or avoid social disapproval and lastly to conform to international tipping norms. Yet, car guarding does not fall into any of the above categories.

Bernstein (2003) explained that the car guarding industry is (in an economic sense) a quasi-public service displaying the characteristics of being non-excludable, non-divisible and non-rival. Non-excludability means that as car guarding is a free public

service. A car guard cannot demand a tip as there is no contractual agreement to pay. Free-riding would therefore be expected as motorists may choose simply not to pay. Motorists can also not be excluded from using the service car guards provide as car guarding cannot be split or divided into usable units of time per car, and one additional customer does not preclude another customer from using the car guard service at the same time. As a service provider, a car guard is more of a public service provider as opposed to a private service provider like a restaurant waiter or waitress. Thus the option of tipping may suggest a desire to reward good service but will not necessarily depend on a sense of focused personal obligation. Car guarding thus presents a very unusual combination of the public displaying good nature and market reality sitting at odds with what would be expected in terms of economic outcome. Where an action is simply dependent on public good then economic theory suggests that there would likely be an under-provision of charitable deeds and a far higher demand for tipping. The question is why then would rational people pay?

McEwen & Leiman (2008) stated that car guard tipping occurs due to an intrinsic desire to be tolerant, kind or compassionate towards those less fortunate than oneself. Tipping is not driven by any rational economic choice but rather by a charitable sense of goodwill to help others or fulfil one's need for self-definition as a good person or even as an extension of charity. Others may give tips as they see it as their social responsibility. Others may simply be unconditional contributors, who give irrespective of what anyone else is doing. The reality is that car guards are sustained only due to the benevolence of those who contribute.

Saunders & Petzer (2009) noted that in their study that the size of the tips received was related to the quality of the service received as well as the personal norms of the individual. Thus the notion that people simply give a tip as a "charitable donation" is not true. Rather it is a combination of one's own personal desire to help others as well as a payment made for the perceived quality of the service that has been received.

2.4.3 Alternative Incomes

While guarding someone's car is the primary or core service of car guards, there are intrepid individuals who may very well provide additional augmented services rather than just pointing the way to an empty parking space, assisting with parking manoeuvres, helping to load packages and groceries into the car and taking the trolley back to the store. Some car guards assist the elderly to the bus stop and even assist with security (McEwan & Leiman, 2008).

Additionally some intrepid car guards also rent out their prime well- allocated parking sections (that are both safe and near commodities and therefore usually receive generous tips) to other car guards for a small rental fee (McEwen & Leiman, 2008)

Christie (2009) found that in Cape Town some car guards have forged strong positive relations with business owners by keeping parking lots and storefronts clear of drunks and vagrants. This is a mutually beneficial relationship that ensures more customers and thus more tips for the car guard. Additionally, car guards may often be found assisting restaurant owners bring tables, chairs and umbrellas indoors after closing for the night, or standing guard while small business owners cash up at the end of business. Christie further mentioned that one intrepid car guard earns extra income by taking tourists to local Congolese shops and cooking traditional dinners for these paying tourists.

McEwen & Leiman (2008) further mentioned that possibly the best alternative is to have daily bay fees cancelled. These fees are paid daily by the car guards to agents at most shopping centres and parking lots. The venues where car guards are exempt from paying these daily fee have been due to public outcry or from bad publicity that has highlighted the plight of car guards and forced the entities in question, such as shopping mall management to rule that car guards no longer need to pay daily levies or resulted in management paying the car guards directly. The malls benefit from car guarding yet there is no formal recompense for the car guards. The author noted that car guards in the past were rarely paid a salary by companies or mall managers and simply survived on tips alone. This has changed to

a small extent with further formalisation of car guards. For example, Cape Town's municipality now has contracts with some car guards to collect compulsory payments for parking in the city centre as an alternative to parking meters. This practice, however, is not likely to exist outside of commercial centres and the level of payment received is still extremely low.

Moerdyk (2005) suggested that as South Africa moves closer to a free market economy and competition becomes even more intense, businesses should begin to take ownership of the safeguarding of patron's cars and employ and pay car guards themselves.

Bernstein (2003) noted that one car guard was able to use the money earned from tips to do a waitering course and now waiters in addition to being a car guard, thus earning additional income.

2.4.4 Sustainability Based Solely on Tipping

Mokonyama (2011) noted that in South African urban areas parking can be a notable income generator. Parking charges are a proven urban management instrument that, if properly utilised, can enhance urban mobility solutions.

According to Christie (2009), studies done on car guards in 2003 and 2008 found that the car guarding enterprise was strictly one of survivalism and it did not provide for any expenditure beyond subsistence. Mc Ewan & Leiman (2008) also confirmed that from their studies that car guarding is merely a survivalist activity, a last resort out of desperation.

Steyn *et al.*, (2015), found that the majority of car guards in the Tshwane survey did car guarding as an temporary job because no other jobs were available, 85% of the car guards interviewed said that they saw car guarding as a means of temporary employment while the vast majority (of 89%) said that they would leave the industry immediately if any better position became available. The results clearly heighten the

stark reality of the high levels of unemployment in South Africa. Additionally, the study also revealed that only one in three respondents stayed in car guarding for more than three years. The vast majority of those interviewed said that they survived from day to day as the money was so little.

McEwen & Leiman (2008) found in their Cape Town study that for some, car guarding is an income supplement but for the majority it is their sole source of income. Of the twenty car guards interviewed, twelve were full time car guards while eight were part-time. Three of the part-time workers had other jobs (a security officer, a trolley collector and an electrician). One was a volunteer junior pastor, another a student at The University of Cape Town (UCT) and the rest did no extra work. In addition all the part-time workers were refugees, possibly reinforcing the view that refugees are more proactive with regards to improving their circumstances.

Nicolson (2015) noted that car guards in Johannesburg also supplement their income by washing cars. Aberdein (2014) noted the same activities in Cape Town where car guards may also wash cars for as little as R10.

Finally of interest is that Khadija Patel (2012) of the Daily Maverick (9 May 2012) reported on the new curbside parking meters in Johannesburg. Of the revenue generated by the new meters a total of 20-40% goes to the City of Johannesburg while Ace Parking maintains and hires parking attendants. Employees of the company, however, complained that they toil all day in the busy streets of Johannesburg to receive only 15% commission on all the parking fees they collect. On an average day in one area of the CBD, Ace employees claim to collect up to R11, 000 but each attendant is paid an average of just R200 a day. This compared to car guards who on average earn far less and work longer hours.

2.5 Education and the Skills Levels of Car Guards

From past studies and general consensus there is a perception that some foreign car guards may be highly educated and yet due to circumstances beyond their control forced into car guarding out of sheer necessity to survive. This perception as well as the educational levels of car guards in general will be discussed.

2.5.1 Government Policy Relating to Education

According to Kingdon & Knight (2006) the South African government has implemented two main active labour market policies, namely public works programmes and skills development programmes. The lack of systematic evaluation makes judgment of these policies difficult, but neither type of policy intervention has substantially reduced unemployment. These education policies do not seem to assist the informal car guarding sector either.

2.5.2 Perception of the Education Level of Car Guards

According to Christie (2009) in a preliminary study of car guards in Cape Town it was observed that most of the car guards were Congolese, male, in their twenties or thirties and the majority from Kinshasa. Additionally, all the car guards that Christie interviewed had studied further but due to circumstances, had their studies interrupted whilst they were all in their late twenties or early thirties. Furthermore, there seems to be an unofficial dictum regarding foreign car guards as being “the doctor on the street corner”. This perception relates specifically to foreign car guards as well as foreigners from African states. This perception of foreigners being highly educated may be related to the fact that these migrants arrived in South Africa in three separate waves. The first wave was during the eighties when South Africa had unrest and required specialists in rural area, where local South African professionals (mostly white) did not want to go. The second wave occurred after the release of

Nelson Mandela in the early nineties and consisted of migration mainly to Johannesburg. The third wave consists of foreigners that are still entering South Africa post 1994. These immigrants often come to South Africa due to unrest and war in their home countries, and are not necessarily highly educated.

Bernstein (2003) noted that in Cape Town one Congolese informal parking attendant was in his third year of studying medicine, but due to unreasonable increased in enrolment fees, he and his fellow classmates protested, resulting in clashes with the military police. Being one of the main protest organisers, he had to flee to South Africa and is now guarding cars on the streets of Cape Town. According to Bernstein, this type of situation is not the exception as according to the author other studies have concurred.

McEwen & Leiman (2008) noted that the barriers to entering car guarding are relatively low thus allowing more people to work as car guards, when access to other labour markets may be denied. Many foreigners enter South Africa with relatively high qualifications, but cannot trade or enter the job market due to legal regulations, or misunderstanding with their potential employers. The authors noted a startling difference in the level of education between local and foreign car guards in Cape Town. None of the local car guards interviewed had any undergraduate qualifications and few had even completed school. In contrast, most of the foreign car guards had completed a tertiary qualification or at the very least had been to university but had not completed their studies. There is a stark contrast between local car guards who enter car guarding because they lack the skills that are required to enter the formal market and the foreign car guards who may have qualifications but who face other barriers of entry into formal employment. The study revealed that; of the local respondents (native South Africans), one had a diploma (M6 level in management assistance) and two had finished high school. Four of the five remaining had not completed high school, while one only had primary school education.

Of the foreigners, five had been to university (studying law, economics, English, electrical engineering and informatics), one had a diploma, five had finished high school and one had only completed primary school. While some locals had artisanal skills like painting, welding, brick-laying and truck driving, many of the foreigners had professional skills including teaching, mechanics, informatics, law, physiotherapy and electrical engineering. More than half (seven out of twelve) of the foreign car guards interviewed planned to improve their circumstances by studying further while the majority of locals (five out of eight) expressed no such intentions (McEwen & Leiman, 2008)

In addition to McEwen & Leiman (2008), Steyn *et al.*, (2015) noted from a study of car guards in Tshwane that the level of education between locals and immigrants car guards varied noticeably. Most South Africa car guards had not completed their secondary schooling while many migrant car guards had at the least completed secondary schooling, and had possibly also studied at a university. The study found that the majority of migrant car guards had obtained a schooling level of grade 8 to 10 (24%) and that 38% of the foreign respondents had a schooling level of grade 11 to 12 and close to a third of the respondents held a post-school qualification.

The study concluded that immigrant workers working as car guards were significantly more likely to have tertiary qualifications than their South Africa counterparts. The non-South African car guards faced numerous other challenges and obstacles when attempting to enter the formal South African work market, with the main challenge been obtaining a valid work visa. This further highlighted the plight of local car guards to get into the formal market often due to lack of suitable education. Additionally the majority of car guards do have work experience that may be wide ranging with some having previously held formal positions in the service sector (Steyn *et al.*, 2015).

Christie (2009) concluded by noting that car guards admitted they wanted to study English in order to better their chances of emigrating once again to more First World countries. Yet, Christie noted that the notion that migrant car guards were always

studying and were highly educated was at odds with reality. Even with the long hours spent studying them, Christie never once saw any car guards reading a book or even a newspaper.

2.6 South African Car Guards

A car guard is defined as an individual who in exchange for a donation offers to guard vehicles in a public or private parking area. The amount of the donation is totally at the discretion of the motorist. Car guarding has been part of South African culture for a number of years (Blaauw & Bothma, 2003).

2.6.1 Origin of Car Guarding

Steenkamp & Potgieter (2004) noted that the use of private security has exerted a meaningful influence over the prevention of crime since the middle Ages and even well before that time. Throughout history there has been the need to safeguard one's property from criminal elements.

Steyn *et al.*, (2015) noted that car guarding needs to be understood in terms of its positioning in relation to the security industry in South Africa. State security involves the security of the nation which includes both national and international security systems which are intended to protect the state and country from any threat. The next level of security is public safety which relates to the police and armed forces which are governed by legislation and lastly private security companies which provide security to private clients and falls under Section 42 of the Crime Procedure Act of 1997. It is of interest that the private security industry in South Africa as at 2014 employed more than 500 000 security offices and this is in part due to the high level of crime as well as the public's generally negative view of the South African Police's ability to deal with crime effectively.

In addition Welsh, Mudge & Farrington (2010), differentiated between three types of security surveillance utilized to prevent or at least minimise crime, namely formal surveillance, natural surveillance and surveillance by employees. Ultimately the primary aim of all three types of surveillance is to escalate the perception that committing a crime will lead to prosecution.

- Formal surveillance involves physical personnel been present and guarding a demarcated area, which may include the use of advanced security technology, such as closed-circuit television (CCTV) cameras.
- Natural surveillance simply improves what is already present, such as installation of or improvements to street lights or simply clearing shrubbery to increase visibility.
- Surveillance by employees may provide security simply as a by-product of their work function, for example bus drivers, train conductors and parking attendants.

Car guarding started in in Cape Town in the 1990s and was originally reserved for Cape Town's homeless people called "Bergies" (Afrikaans term for mountain) who live on Table Mountain. These people soon realised that there was an opportunity to guard the cars of people visiting Table Mountain in exchange for the opportunity to earn money in the form of tips. Soon local homeless people as well as the unemployed also began to guard cars as it presented an opportunity to earn desperately needed income (McEwan & Leiman, 2008).

According to Steyn *et al.*, (2015) it is believed that car guarding also started in Durban in 1996, when Corrie van Zyl was asked by a driver if he would guard his car while he was on the beach at the Durban beachfront, in exchange for a small tip.

Further to the findings of Steyn *et al.*, (2015), Arde (2014) estimates there are thousands of car guards in Durban alone, some informal car guards having patrolled the streets and beachfront of Durban for close to 20 years. Many car guards sleep in

shelters and dress shabbily, but some car guards have developed loyal followers amongst the surfers who park near the beachfront when they surf. These unique relations between car guards and surfers still occur, as discovered during the interviews with car guards on Durban beachfront.

2.6.2 Race and Gender of Car Guards in General

Steyn *et al.*, (2015) in their Cape Town study noted that a large number of car guards are refugees and migrants from the Democratic Republic of the Congo (DRC), Nigeria, Mozambique, Rwanda, Gabon and Malawi amongst other countries. A study of car guards in Tshwane found similar results where it was noted that nearly two thirds of the respondents were from outside South Africa (63%) compared to 37% who were South African citizens. The majority of the immigrant car guards in the Tshwane study (63%) originated from the DRC, and it was found that the families of the immigrants who worked as car guards rarely joined them in South Africa. Instead, where possible, they sent any savings home to their families.

McEwan & Leiman (2008) found that out of twenty car guards interviewed in a Cape Town study, none were white or Asian, with the vast majority being black males in addition to two black females. Further it was noted that this was in contrast to the Bloemfontein study by Blaauw & Bothma (2003), where the results had indicated that the majority of the one hundred and forty car guards interviewed were white Afrikaners, thus pointing to the existence of different car guarding demographics South Africa.

As noted by McEwan & Leiman (2008), Steyn *et al.*, (2015) found that the bulk of the respondents in the Tshwane study were black males (99%), with only one female car guard interviewed, which may have been due to the availability of the sampling method used. Roughly half of the respondents (49%) were single, while the rest were married and those that lived with someone (68%) were the sole breadwinners.

2.6.3 Formal vs. Informal Car Guards

The very nature and demographics of car guards has changed significantly. In the current scenario, car guard activities are standardised and sanctioned, and car guards are well presented in most areas. Additionally, the formal sector car guards are usually more capable, relatively educated and no longer just unkempt homeless people as in the past. With the formalisation of the car guarding industry there is at the very least a perception that car guards offer a real service to drivers. It must be noted that when business owners realised the negative effects that some informal, homeless guards could have on customers, these factors were eliminated and the real benefits of security were maintained by restricting the car guarding activity to small groups of approved and registered guards. These groups were then given permission to operate in a business's parking lot and, with the membership being restricted, economic rent could be charged to a guard. The process was further formalised when firms began providing (or hiring-out) official jackets and name tags etc. It was hoped that respectable, officially sanctioned guards would displace the problematic ones (McEwen & Leiman, 2008).

Car guarding has evolved from an informal activity to formal car guards who now guard cars at almost any venue and even at sporting events, schools, hospitals, churches, restaurants and especially shopping centres. These car guards are well organised and presentable with shirts or jackets that display the name of the organisation they are affiliated too. Formal car guards are coordinated and regulated by car guard's agencies that normally represent the shopping centres and other organisations (Steyn *et al.*, 2015).

McEwen & Leiman (2008) found that car guarding firms that entered the car guarding sector not only supply jackets or shirts to car guards, but also maintain a perception of car guarding been a quality and reliable service. The guards pay a daily fee for the "privilege" of being able to work in this formalised environment. The firms ensure a standard by which car guards appear presentable, respectable, friendly and alert rather than the average informal car guard who may very well

appear unkempt and may even intimidate drivers. The firms are expected to ensure that their car guards are trained and where necessary replace problematic car guards.

2.6.4 Benefits of Car Guards

Baker (2010) believed that the average South African citizen generally perceives groups such as car guards and resident street patrols to be useful sources of protection, although there is a degree of irritation when the public is expected to pay both parking meter charges as well as tip car guards. Many feel that the Community Police Forum (CPF) should be responsible for regulating car guards as well as street patrols.

Steyn *et al.*, (2015) found that some people considered car guards to be a beneficial service while others simply saw car guards as a nuisance and no more than a form of begging. Yet car guarding is considered to be a most effective preventative measure against crime, even more effective than closed circuit television or patrol cars.

Further McEwen & Leiman (2008) noted that car guards may not actively fight crime but their presence at the very least deters criminals. A car guard deters potential theft of or theft out of motor vehicles and may result in the criminals moving to less guarded areas.

Steyn *et al.*, (2015) mentioned that car guarding can predominantly be seen as or even perceived as a deterrent to vehicle related crime. Some researchers believe that car guards and the security industry may intentionally capitalise on the public's fear of crime and victimisation. Car guarding goes beyond just the fear of crime and the possibility of car theft. It is equally related to car guards being able to provide safe environments for customers and workers just by being present and regulating possible misconduct and disorder and assisting to maintain the reputation of

retailers and franchise holders. According to the Routine Activities Theory there are three elements that are needed for a crime to be successfully committed: a suitable target, a potential offender that is motivated enough and the absence of a „guardian“ that is able to prevent the crime occurring. Car guards can thus very well be seen as the backdrop or visible obstacle that can deter vehicle-related crime by simply acting as a „guardian“ to protect the target from criminal activity.

2.6.5 Weaknesses of the Car Guarding Sector

Car guards“ situation is, at best, precarious as most car guards earn enough just to survive and due to their life circumstances or lack of education (amongst other reasons) car guarding often becomes the only viable alternative to begging. The earnings made from tips are usually used to cover basic living expenses of not just the car guard but also of their dependents. Another concern is that informal car guards do not have any personal insurance which makes them more at risk when there are job-related accidents or mishaps. A third concern is that there are no institutions or even mechanisms in place that assist car guards if they require assistance (Bernstein, 2003).

Steyn *et al.*, (2015) noted that car guards represent the disenfranchised and marginalised components of South African society. The low income and transitory nature of car guarding can only provide a temporary and survivalist existence.

Nicholson (2015) suggested that a large number of young men become car guards because there are no alternative work opportunities and although these car guards may act as a buffer against crime, they are often accused of being involved in criminal activities or just being a nuisance.

2.7 Provision for Retirement

Van Zyl (2003) noted that workers in the informal sector earn enough just to provide for basic survival and thus it is generally accepted that the majority of informal workers fall outside the contributory component of most pension systems.

According to Nevondwe (2010), most low income earners will rely on government pensions as long term insurance and saving measures are not friendly to low income and irregular workers.

Yet car guards should be advised on the benefits of saving for retirement as even a small monthly investment can contribute towards a future pension (Cameron, 2004). This is specifically relevant for foreign car guards that do not benefit from a South African state pension.

Myeza & de Villiers (2010) noted that the 2010 annual Sanlam Survey of the South African Institute of Retirement Fund revealed the following four facts:

1. 60% of pensioners have insufficient savings levels, leading to 64% of these cutting back on expenses and 31% having to work to supplement their income.
2. 80% of retirement funds do not provide post-retirement medical aid.
3. 50% of pensioners face increasing responsibilities such as dependents and 29% still have debt.
4. Gross investment returns of retirement funds almost double at 11.4%.

Koning & Harbor (2013) noted that Helman & Greenwald (2012) had reported that the 2012 Retirement Confidence Survey had shown that only 23 % of pre-retirees obtained advice on retirement planning. In essence this suggests that three out of four people may very well have little idea of how much to save for retirement. Without a savings goal, a comfortable retirement is unlikely, even for the rich.

Cameron (2004) stated how a small monthly saving towards retirement can increase to a substantial amount over the years. A monthly contribution of R200 earning 10% interest per year compounded for thirty years will result in a nominal value of R848 032 at maturity. Even though the South African Government does provide each South African pensioner a small state pension, this is insufficient for a comfortable retirement and everyone needs to save towards their retirement.

As a general rule only 6 % of South Africans will be able to retire financially secure for, amongst other reasons, not having saved sufficiently towards retirement, increasing longevity and high healthcare costs (Cameron, 2004).

Many people either start saving too late in life, have made poor investment choices or have changed jobs frequently and have not maintained their retirement investments. Additionally, it is estimated that the average person will spend 60 % of their total lifetime healthcare costs after the age of 60 (Cameron, 2004).

Van Zyl (2003) noted that Olivier (2002) had reported that South African state pensions are available to all resident South African citizens who are required to provide proof that they are unable to support and maintain themselves and do not receive any other social grants.

In addition workers in the informal sector earn enough just to provide for basic survival and thus it is generally accepted that the majority of informal workers fall outside the contributory component of most pension systems (Van Zyl, 2003).

2.8 Adverse Factors Affecting Car Guards

This section studies the adverse physical factors as well as the dangers associated with car guarding.

2.8.1 Sun Exposure and Cancer

According to Lopez *et al.*, (2007) most prevalent tumours could potentially be prevented by educating individuals on the most common causes of cancer: amongst others excessive sun exposure, poor diet and smoking.

According to Moan, Porojnicu, Dahlbackt & Setlow (2007), solar radiation is ultimately the main cause of skin cancers worldwide.

Due to the increased incidence of cancer as well as cancer related deaths, particularly in men throughout the world, the European Code against Cancer (ECAC) was established in 1987.

Table 2.1 provides a summary of seven primary preventative health options, as provided by the ECAC that can improve general health, and contribute towards the prevention of cancer, and cancer related deaths (Lo'pez, Iglesias, Valle, Comas, Fernandez, Vries & d'Cueto, 2007).

These simple preventative options should be provided to all workers, especially car guards and other workers exposed to high levels of radiation due to occupational exposure.

Table 2.1 Primary Preventative Advice Against Cancer

Many aspects of general health can be improved, and many cancer deaths prevented, if healthier lifestyles adopted:
1. Do not smoke; if you smoke, stop doing so. If you fail to stop, do not smoke in the presence of non-smokers.
2. Avoid obesity.
3. Undertake some brisk, physical activity every day.
4. Increase your daily intake and variety of vegetables and fruits: eat at least five servings daily. Limit your intake of foods containing fats from animal sources.
5. If you drink alcohol, whether beer, wine, or spirits, moderate your consumption to two drinks per day if you are a man or one drink per day if you are a woman.
6. Care must be taken to avoid excessive sun exposure. It is specifically important to protect children and adolescents. For individuals who have a tendency to burn in the sun active protective measures must be taken throughout life.
7. Apply strictly regulations aimed at preventing any exposure to known cancer-causing substances. Follow all health and safety instructions on substances which may cause cancer

Source: Adapted from Lo'pez, Iglesias, Valle, Comas, Fernandez, Vries, & d'Cueto, (2007). Impact of a primary care intervention on smoking, drinking, diet, weight, sun exposure and work risk in families with cancer experience. *Cancer Causes Control*. 18- 526

According to Jennings, Karia, Jambusaria-Pahlajani, Whalen & Schmults (2012) non-melanoma skin cancers (NMSC) are the most common cancers worldwide and have increased dramatically, especially since increase levels of exposure to UVB that cause direct DNA damage within keratinocytes leading to carcinogenesis (cancer). A cumulative lifetime of sun exposure (e.g. occupational exposure) has been associated with higher risks of squamous cell carcinoma (SCC).

2.8.2 Dehydration

Car guards usually are excessively exposure to the sun due to the nature of car guarding, and may thus easily become dehydrate, especially if they do not drink plenty of fluids, the section below discusses the effects of dehydration. Hydration is integral to good health. The human body can only survive for only a few days without water although it is able to sustain itself for several weeks without food. Water is essential for many critical anatomical and physiological functions amongst others acting as the primary means for dissipating excess body heat through sweating. Depending on the stage of life, the total body water (TBW) may comprise 50% to 65% of the body mass and have a turnover rate of 2 to 3 litres per 24 hours in sedentary adults. Body water is in a constant state of turnover, which is the net result of losses and gains in fluids. With physical activity and high environmental temperatures, sweat loss can increase the turnover rate to an average of 10 litres per 24-hour period (Horswill & Janas, 2015).

According to Benelam and Wyness (2010) mild dehydration (about 2% of the loss of body weight) can result in headaches, fatigue and reduced physical and mental performance. Food provides about 20% of our water requirements on average. The major concern with regards to beverages is both their energy content and their effect on dental hygiene and contribution to obesity.

In addition according to Coe & Williams (2011) most individuals are aware of the common „6–8 glasses of water a day“ rule, and know that hydration can also be maintained by consuming foods as well as fluids.

Popkins, D’Anci & Rosenberg (2010) water makes up 75% of the body weight in infants and up to 55% in the elderly and is essential for life. Water needs to be consumed daily and is taken in the form of beverages but is also found in the foods consumed. The proportion of water that comes from beverages and food varies according to the proportion of fruit and vegetables in the diet.

The kidneys regulate water flow and if insufficient water is consumed, the kidneys will produce more concentrated urine, which expends greater energy and causes more wear on the kidney tissue. This is especially likely to occur when the kidneys are under stress e.g., when the diet contains excessive salt and toxins that need to be eliminated.

According to Horswill and Janas (2015) the incidence of nephrolithiasis (kidney stones) in those who are susceptible, especially those with calcium oxalate stones, is reduced with increased water ingestion. Exposure to high environmental heat while involved in activity, as well as reduced urine output, presumably from dehydration, can increase the likelihood of stone formation. As most car guards spend many hours outdoors exposed to hot weather and may not always drink sufficient fluids, they are more susceptible to the formation of kidney stones.

In addition it is widely accepted that confectioneries are often eaten as a quick and convenient meal, as they are readily available, don't need to be prepared and are affordable, yet provide very little water content, and may increase levels of salt.

Table 2.2 presents a list of the average water contents for a range of foods and drinks. It should be noted that savoury snacks and confectioneries have a very low water content of 1-10%.

TABLE 2.2 Range of Water Content for Selected Foods

Food/Beverage	Water Content (%)
Tea, coffee, low-calorie soft drinks	90–99
Beer*	90–95
Wine*	80–90
Berries, melon, citrus fruits, pears, apples, salads, vegetables, broccoli, carrots	90–95
Milk, soft drinks, fruit juice	85–90
Bananas, potatoes, sweetcorn	80–90
Yoghurt	75–80
Fish and seafood	70–80
Rice and pasta	65–80
Soup	60–95
Stews, casseroles, etc.	60–80
Spirits (e.g. gin, whisky)	60–70
Pizza	50–60
Meat	45–65
Cheese	40–50
Bread and biscuits	30–45
Breakfast cereals (without milk)	2–5
Savoury snacks and confectionery	1–10

Adapted from Hydration and Health: A Review. *British Nutrition Foundation; Nutrition Bulletin*. Benelam & Wyness, (2010) 8

2.8.3 Malnutrition

Martins, Luciane, Grillo & Florencio (2004), found that malnutrition is a multi-factor phenomenon resulting from socio-economic and biological factors. In other words, there are three immediate causes of malnutrition: food insufficiency, infections (with their subsequent biologic effects) and poverty.

2.8.4 Long Hours Worked by Car Guards

Blaauw & Bothma (2003) noted that formal (more presentable) car guards worked different hours to the more informal car guards in the Bloemfontein study. On average they worked 9.2 hours per day whereas the average was 8.6 hours for informal car guards. The difference is likely due to the fact that informal car guards in the CBD only look after cars during „office“ businesses hours from 08H00 till 17H00, thereafter town is quiet and not viable to guard unless one is stationed outside a place of entertainment. On the other hand, those based in shopping centres, worked from 09H00 (in some cases from 07H00) until 19H00 while the shops are open.

On average formal and informal car guard"s worked 6.5 and 5.5 days per week respectively. This equates to a minimum of 52 and 44 hours (based on an average 8 hour working day) per week. The difference is due to the fact that informal car guards mostly worked at municipal parking areas, where there were few motorists over the weekend and it was therefore not viable to guard over weekends.

According to the Basic Conditions of Employment Duties, Section 8, workers cannot work more than 45 ordinary hours a week.

2.8.5 Prolonged Standing

People who stand for long periods of time may experience severe health problems such as chronic venous disorders, circulatory problems, increased risk of strokes and degenerative damage to joints of the spine, hips, knees and feet. In addition, previous studies found that work-related musculoskeletal disorders, chronic venous insufficiency and carotid atherosclerosis have all been identified as common health problems associated with prolonged standing (Halim & Omar, 2011).

2.8.5.1 Work-related Musculoskeletal Disorders (WMSD)

Work-related musculoskeletal disorders (WMSD) refer to conditions where workers experience discomfort in one or multiple body parts such as the neck, shoulders, hips and knees as well as pain and swelling in the joints. It is well known that prolonged standing has also been associated with lower back pain. Reduced blood circulation results in the lower legs and feet swelling due to blood pooling in these areas. Recent studies have reported that around 50 percent of healthy respondents reported discomfort in the lower back after only 2 hours of continuous standing (Halim & Omar, 2011).

2.8.5.2 Chronic Venous Insufficiency (CVI)

Chronic venous insufficiency (CVI) affects the venous system of the lower extremities causing venous hypertension that results in pain, swelling, oedema, skin changes, and ulcerations in the legs. Varicose veins are one of the most common symptoms of CVI which result in the veins in the legs becoming twisted and swollen (Halim & Omar, 2011). Primary CVI arises from no known cause, but it is associated with risk factors, such as prolonged standing. Secondary insufficiency is caused by obstruction or damage of the valves, such as trauma, surgery or deep vein thrombosis (Lay-Flurrie, 2011).

2.8.5.3 Atherosclerosis

Atherosclerosis is the build-up of a waxy plaque on the inside of blood vessels, and may result in a heart attack if the blockage causes reduced blood flow to the heart. Studies have found that there was a significant progression of atherosclerosis among men who are exposed to prolonged standing in the workplace (Halim & Omar, 2011).

2.8.6 Physical Dangers and Harassment of Car Guards

The question that needs to be asked is whether car guards have the ability to manage criminal incidents that occur? This includes car theft, breaking into vehicles and general crime and theft. In the event of any criminal act most car guarding agencies do advise the car guards not to attempt to apprehend the criminals, by either physically challenging or in any way trying to engage with the suspects, as they may be armed and the car guards could suffer grievous bodily harm or could even get killed in the process. Instead, the car guards are advised to contact members of the public, the management at the venue or the police. In the Tshwane study it was noted that the majority (73%) of car guards stated that they would call for back up, but sadly the rest said they would rather chase the suspects away and try to apprehend them. There have been many incidents where car guards have either been attacked or seriously hurt or even killed. In the Tshwane study, two car guards tried to apprehend a group of armed robbers and the car guards were shot. One car guard was critically injured and died while the other was hospitalised for a long period with serious injuries. It is thus necessary that car guards are advised how to handle potentially dangerous situations they may be exposed to whilst performing their car guarding duties (Steyn *et al.*, 2015).

McEwen & Leiman (2008) noted that car guards themselves are often exposed to danger in performing their duties such as when car guards confront potential robbers. There is the threat of violence from potential thieves and hooligans and also from local homeless people who complete with car guards to solicit money from drivers. Certainly, a secondary function of car guarding is to discourage the less desirable individuals who may harass drivers, but they often do so at a risk to their own wellbeing.

According to Qiniso Mbili, of *The Daily Vox* (18 May 2015), who interviewed Mary Walters on Durban South Beach, car guards are seldom acknowledged and are rather seen by most as glorified beggars. Mary noted that as a woman car guard she is verbally abused at least once every weekend by drunk drivers. Furthermore, male

car guards were often abusive towards female car guards with the intention of intimidating them so that they could take over their allocated positions.

Schorges (2015) of *Cape Town Magazine* noted that some car guards seemed to invite irritation from drivers and this may be due to some drivers viewing car guards as nothing more than glorified beggars. Part of the irritation may also be that car guards try too hard to assist with parking by making wild gestures and whistling frantically. Additionally, on returning to your vehicle you may be made to feel obligated to pay someone who may not even have been around till they noticed you approach your vehicle.

2.8.7 Drunk Drivers and Aggression towards Car Guards

Car guards on the Durban beachfront reported that on occasion drunk drivers not only verbally abuse them, but for sports may even try drive into a car guard.

Berdoulat, Vavassorib & Sastre (2013) found that aggression is considered a personality factor or trait that relates to an individual who has an aggressive disposition, and displays acts of aggression. There is general consensus that an aggressive tendency could be a relatively stable personality dimension, therefore the individual's aggressive behaviour is also be found in various everyday life situations, not only when they are intoxicated or on drugs. Emotional-reactive aggression is defined as an emotional reaction that can be triggered by various emotions such as anger with the intention to injure or cause damage to the target which is perceived to be responsible for these negative feelings. Bhagwanjee & Govender (2013) found that amongst students from two universities in Durban, South Africa found that drivers with higher driving related anger, display traits such as sensation seeking and urgency amongst others. These students were statistically more likely to report higher levels of accidents and aggressive driving. Males reported significantly more acts of risky driving behaviour (RDB).

2.8.8 Poor Living Conditions

According to an article by Tissington (*Daily Maverick*, 28 February 2014) a 2011 Census found that almost half the households living in the inner city of Johannesburg (approximately 122,000 people) earned less than R3, 200 per month. These inner city households included car guards, domestic workers, cleaners, taxi drivers, informal traders, security guards and painters amongst others who could only afford rent of R900 or less per month. There are few formal housing options available to these low-income poorer inner city residents. Studies have shown a huge gap between the demand for and the supply of low-income rental accommodation in the inner city. Poor and low-income households are forced to live in squalid conditions in so-called „bad“ buildings or overcrowded flats. The City of Johannesburg’s council argued that poor and low-income residents should access informal accommodation in shared units at cheaper rentals, despite the city taking action against people who do exactly this. Informal accommodation is still unaffordable to many people and is in short supply. Rooms to rent range from R800 to R1,400 per month while rooms to share, or portion of rooms, rent at a range of R100 to R800 per month per “space”. An enclosed balcony of a flat can go for around R600 or more per month. A “bed-sharing” arrangement is charged at between R450 and R550 per month and is probably the cheapest option available to people. However, these living arrangements are overcrowded with a lack of privacy and without security.

According to Rondganger (*Daily News*, 24 August 2015), concern has been raised regarding the need to have regulated homeless shelters in Durban. Many owners of buildings are driven by greed and as a result, force the needy to live in squalor. The Human Sciences Research Council (HSRC) was approached to undertake a comprehensive study of the homeless in the city. The municipality plans to draw up guidelines regarding the expected standards for running shelters. Durban’s homeless population pay between R35 and R60 a night for a bed and while some shelters do offer a meal and a hot shower, many only offer a mattress. Some observers believe the rampant begging at traffic intersections may be partly due to

beggars desperately trying to make the fee for the night's accommodation. It has been estimated there are about 2 500 homeless people and 500 street children in Durban.

Mngoma (*Daily News*, 10 June 2014) interviewed two car guards in Prince Street in Durban and found that due to earnings of only about R50 a day, these car guards are forced to sleep on the doorsteps of shops until the Metro Police and security guards chase them away early in the morning. Additionally, these car guards feel safer sleeping outside than in a shelter due to the poor living conditions and rampant theft in the shelters. Major Moya Hay of the Salvation Army in Morningside, Durban agrees that people who live on the streets are in survival mode and when hungry they will steal from their fellow homeless in the shelter. Shoes are popular items that are readily stolen in shelters. Hygiene tends to be a problem in overnight shelters where people do not care where they go to the bathroom and leave a general mess. Often people come into the shelter at night high on drugs, drunk or with bad attitudes so the innocent do not feel safe sleeping there.

2.9 The Exploitation of Car Guards

From discussions with car guards, it was found that car guards are usually exploited in that they have to pay high daily bay fees, to the agencies they are associated with or the parking management, as well as paying for compulsory training that has been enforced either by the PSIRA, or recommended by the agencies, or required by the parking management. Yet the equipment needed to perform their duties efficiently is seldom presented. These concerns are discussed in the following section.

2.9.1 Daily Bay Fees and Additional Charges

McEwen & Leiman (2008) noted that due to the extremes between car guards who range from respectable, friendly and vigilant to unkempt and intimidating, companies have been set up to ensure that car guards provide a quality service to motorists. The car guarding firms present smartly dressed formal-looking car guards, and monitor and remove any troublesome individual car guards who do not conform to the image created. Car guards thus pay a portion of their daily takings in exchange for quality certification and to utilise the firm's network of clients.

According to Arde (2014) security companies are deploying hundreds of uniformed car guards at most centres in Durban, such as Windermere Centre. These formally uniformed car guards are mostly foreigners and are recognisable in their standard issued uniforms. The owner of the company that has the contract for managing the Windermere car guards admitted that car guards pay a daily fee to be managed, and agreed that it may seem controversial as some see this as exploiting honest workers who have no other way to earn a living. However, the owner disagreed with these sentiments, saying that her company ensured that car guards were easily identifiable, well turned out, well managed and accountable. The car guards thus pay a daily levy for the opportunity to work in these regulated and managed environments. These organisations do not employ the car guards and so do not pay them a salary or provide any benefits except for hiring out the equipment and jackets on a daily basis.

Steyn *et al.*, (2015), noted that on the 25th of August 2009 the Basic Conditions of Employment Act was amended to include car guards under the Sectoral Determination for Private Security. According to this amended Act car guards now fall within the category "employees not elsewhere specified", and Pretoria and Johannesburg have set a minimum wage of R2519 per month, yet this amount is not guaranteed by employers. Some car guards may not reach the minimum monthly wage because they have to pay daily "bay fees" either to the car guarding agencies or directly to the managers of the shopping centres. The Tshwane study found that

78% of car guards paid agencies directly while 28% paid the management at centres directly. In addition, roughly a third of the car guards interviewed in the Tshwane study paid more than R40 a day to work as a formal car guard because bay fees varied according to where the car guard was situated in the parking lots. Those car guards stationed closer to the main entrances of the shopping centres paid higher fees than those working further away from main entrances. In addition, the study revealed that one in three guards had to pay supplementary fees, mainly for the use of the uniforms which ranged from R10 to R30 a day on top of the bay fees. Not surprisingly the Employment Conditions Committee has expressed concern about the financial exploitation of car guards.

2.9.2 Training Fees

Bernstein (2003) noted that formal car guards are required to register with PSIRA. Section 20 of the Private Security Industry Regulation Act (Act 56 of 2001) states that car guards have to complete a one- week training course on basic security training as well as basic security related matters before being able to register with the Private Security Industry Authority (PSIRA) This training is required for all formal car guards.

Bernstein (2003) stated that car guards are required by law to register with PSIRA to legally provide security services. Although they attend a week"s training, they do not have the luxury like security guards to be formally employed, with fixed salaries or protection, and have been marginalised and are defined as informal workers with little job security and a highly unreliable income. Steyn *et al.*, (2015), found that the cost of the training course which includes the training, registration, a uniform and name-tag may add up to well over R600 which the car guard has to pay from their own pocket. Registration with PSIRA entails a monthly fee and identification documentation. Informal car attendants in Durban and in other areas where PSIRA registration is required do not comply with the definition of formal workers and thus do not usually register or pay the monthly fee or attend training. In addition it was

noted that in the Tshwane study less than half the respondents (47%) had received the required training which according to them included mainly vehicle security and public relations training. The study further noted that two in five respondents expressed the need for further training, and of those, 75% indicated the desire to improve their performance as car guards.

2.9.3 Minimal Required Equipment Not Provided

Steyn *et al.*, (2015), noted that often the equipment that is given to car guards did not include more than a name tag and a bib. The car guards need to purchase the uniform and any other equipment themselves. In the study it was found that most car guards used their cell phones if there was an emergency and only 10% had either a whistle or note book. It was noted that none of the respondents had a baton or an electronic baton (tazer). McEwen & Leiman (2008) noted the same situation in a Cape Town study of car guards. In addition Bernstein (2003) also commented on the lack of needed equipment.

The Basic Conditions of Employment Act 1997 (Act 75 of 1997) clearly states that employers must provide employees, free of charge, with any equipment they might need to perform their tasks effectively and efficiently.

2.10 Criminal Elements in Car Guarding

According to Scharges (2015) of *Cape Town Magazine*, car guarding offers car protection at a very reasonable price, but is your car actually been guarded? Tiyese Jeranji (*People's Post*, 15 June 2015) noted that in Observatory in Cape Town the community and police worked hard to rid the area of illegal informal car guards. Police noted that complaints were regularly received regarding car guards who demanded money from car owners and when this was not paid they became aggressive. As these car guards were not registered to any authorised body or

company, they were arrested and issued spot fines for operating illegally. It was also noted that most of the car guards who were arrested had criminal records for car theft. It would appear that there are criminal elements in the car guarding sector who may offer to guard one's car yet may be involved in the crime.

Steyn *et al.*, (2015), noted that car guards are often involved in crime or harassment or other criminal activities such as selling drugs or even involved in syndicate crime and car theft.

Further Dube (*The Mercury*, 16 November 2012) eThekweni Metro Police arrested 35 car guards in Durban due to them not having valid permits to operate. The operation was led by the Private Security Industry Regulatory Authority (PSIRA), The eThekweni Metro Police and the South African Police Service (SAPS). Authority spokeswoman Siziwe Zuma mentioned that the operation had been held after numerous public complaints regarding car guards harassing motorists and demanding money. The car guards in question were not registered with any security organisation and arrested. Of concern was that one of those detained was found to be wanted for cases of housebreaking and theft.

Bernstein (2003) noted that the CID (Cape Town Inner District) received many complaints against informal car guards. These ranged from harassment and intimidation to threats of damage to cars if tips were not given. Women, especially those who drove alone at night were also believed to be targeted considerably. Yet the study concluded that car guards were not harassing drivers as frequently as had originally been presented, and some people were over-exaggerating the extent of the intimidation.

Scharges (2015) of *Cape Town Magazine* makes the point that there have been isolated cases where car guards have damaged vehicles or keyed vehicles (scratching the body of the cars with a key) in retaliation for drivers being rude to them, but this seemed to occur very seldom. Rather, the author found that being polite and friendly to car guards made a big difference, as often he found himself

without spare change, yet never found a car guard who took offence to this when he was not able to tip them.

2.11 Legislation and By-Laws Relating to Car Guarding

The National Road Traffic Act of 2000 and The Business Act 1991 (Act 71 of 1991) defines informal car guarding as an illegal but tolerated activity according to (Steyn *et al.*, 2015).

In the United Kingdom parking attendants issue tickets for parking at allocated paying parking areas, but due to the poor perception that the public have of parking attendants who are the subject of disturbing levels of violence and abuse, new qualifications have been offered to UK car attendants. The qualification covers, amongst other things, the enforcement of parking legislation and the promotion of safe and effective work practices for parking attendants. This certificate, designed in consultation with major employers in the industry, will supplement the mandatory three weeks intensive training that each new parking attendant receives (Blanbury, 2005).

Bernstein (2003) noted that car guards are required to register with PSIRA (Private Security Industry Regulatory Authority). PSIRA's function is to regulate the private security industry and exercise control over the practices of security service providers in terms of public and national interest, as well as the interests of the industry itself. Steyn *et al.*, (2015), further noted that registration with PSIRA entailed a monthly fee for car guards.

As per the report of 2009 the Employment Conditions Committee (ECC) investigated the car guarding industry in the context of the Sectoral Determination 6: Private Security Sector (2009), and the report found that this sector was defined as the sector in which employers and employees were associated for the purpose of guarding or protecting property. An investigation revealed that there were different forms of car guarding performed in South Africa, from car guarding vehicles in

shopping malls and other venues to some municipalities which employ car guards to read parking meters and monitor parking bays.

Further the ECC found that most car guards were exploited and had no union representation or spokespersons representing their interest. Those working in shopping complexes and at private organisations were at the mercy of the shopping centres' self-appointed parking area handlers. Informal evidence indicated the prevalence of an illegal exchange between car guards and security companies, where car guards are charged a user fee to operate in allocated parking areas. Realising that the conditions under which car guards' work are far from ideal, stakeholders proposed that car guards should be included in the Sectoral Determination.

Additionally the ECC found that all parties involved felt that car guards should be included in the Private Security Sector but there were many valid concerns. Car guards would need to comply with PSIRA regulations which require individuals to attend training and become registered. Many car guards would not comply as they have criminal records. Concern was also raised about who would pay for the training. Additionally it was noted that if only registered private security service providers could provide guard cars, then current car guards would be unable to work and this would increase unemployment.

The ECC commission noted that car guards performed security related services and there was an employer-employee relationship that existed between them and their employers. The commission further indicated that car guards were the most exploited categories of employees since in most instances their employers were not visible. Additionally some employers required car guards to pay specific fees to perform their work in the space allocated to them. The ECC also noted that there are those who choose not to join an organised group, but rather operate from the street. They are independent contractors since they are self-employed and unsupervised. The commission recommended that all other car guards employed should be covered by the sectoral determination and be paid a minimum wage as prescribed in

the determination under “employees not elsewhere specified” category. Yet to date little of this has been implemented.

Steyn *et al.*, (2015) noted that in addition to the regulations provided by PSIRA and the Sectoral Determination for Private Security in South Africa, many municipalities have additional bylaws to regulate the car guarding industry. For example in Bloemfontein bylaws have been introduced that require car guards to be registered with PSIRA and also register with Mangaung Metropolitan Municipality in order to obtain a valid car guarding permit. The bylaws include restrictions on the activities of car guards and penalties for improper behaviour towards the public. Similarly, Cape Town also has bylaws for the promotion of safety and the prevention of nuisance following many complaints from the public that were related to informal car guards. No information could be found regarding bylaws regarding the regulation of car guards in the city of Tshwane, or Durban. As a result, few respondents knew about the legislation governing the car guard industry or even about labour laws that function to guide as well as protect the rights of workers. Not surprisingly respondents in Tshwane mentioned that they would like car guarding regulations to be introduced to protect their rights and also to secure their income. The majority of respondents also said that they would like to have a say in the laws that affected car guards, and most respondents advised that they wanted the formation of a workers’ union that would be able to safeguard their interests and the conditions of their employment.

In 2003 Cape Town considered passing a bylaw that would legalise controversial informal parking attendants. A component of this bylaw was the proposal to set a quota limiting the number of foreigners who could work as car guards at 30 % of the total. To comply with the promotion of safety and in terms of the prevention of nuisance by-laws, car guards would need to apply for licences to operate. However, a study conducted by the University of Cape Town concluded that limiting the number of foreigners could be perceived as motivated by xenophobic hatred and could result in violence at street level Carew (2003). As per the research this is still in the process of been finalised.

Rondganger (*The Mercury*, 5 April 2003) reported that the PSIRA had warned all unregistered guards and their employers that registration was to be completed by the 1st of April 2003, or the car guards would be arrested. According to law, all car guards were to be registered with PSIRA and be in possession of a Grade E security certificate. In addition to the PSIRA registration, legislation also compelled all car guards to be South African citizens or hold a permanent residency permit. PSIRA made an announcement on 5 April 2003 that it was consulting with its legal department to see how the Act could be applied, and there would be a reprieve as many felt removing car guards could create a vacuum. The reprieve was welcomed by many refugees who were relieved as car guarding was their only source of income.

According to Arde (2014), for some time the Durban Metropolitan Police have wanted car guards to be trained and registered. Fingerprinting car guards would enable the police to check if they have criminal records, but this has had limited success. It is well documented and noted that some car guards are meticulous about their roles and function, even keeping notes on suspicious characters while guarding cars. Others are just deadbeats who turn a blind eye to criminals and criminal activities or may even be involved in crime themselves.

Arde (2014) further suggested that the Durban Metro Police and car guards should partner and the city should create a platform to regulate the relations through bylaws. New legislation and policing incentives have led to steps been taken to address the unregulated and disjointed nature of car guarding. Training, registration and even minimal income for car guards has been discussed and reviewed but not yet implemented. Additionally, there has also been a drive to formalise car guarding in terms of registration as security officers with the Security Association of South Africa (SASA), but little has come of this.

Bernstein (2003) stated that the formalisation of car guarding may be necessary but needs to be done in a fair and just way that benefits the locals as well as the foreign car guards. A large portion of informal car guards have high levels of education and

the government should utilise these skilled people. The rights of car guards should be considered and their abilities utilised.

2.12 Violence and Xenophobia

Violence and xenophobia attacks against foreigners have been in the media of late, as xenophobia is a real concern. It is discussed below.

2.12.1 Definition of Xenophobia

Harris (2002) noted that the term 'xenophobia' is defined as a 'hatred or fear of foreigners' (*South African Pocket Oxford Dictionary of Current English*, 1994). More commonly, the term is used to denote a 'dislike of foreigners'. In this understanding, xenophobia is characterised by a negative attitude towards foreigners, a dislike, a fear, or hatred. By framing xenophobia as an attitude, however, there is no comment on the consequences or effects of such a mind-set. This is misleading, because xenophobia in South Africa is not restricted to a fear or dislike of foreigners, but rather, results in intense tension and violence by South Africans towards immigrants. Although racism and xenophobia are independent concepts, they share discriminatory discourses. They are both anti-democratic, ignore human rights, and promote unfair and unjustified discrimination. Racism and xenophobia both operate on the basis of the profiling of people and making negative assumptions about them. While the former profiles individuals in terms of their race, the latter profiles individuals in terms of their nationality and leads to generalisations and stereotyping.

Hate crime is due to intolerance and bigotry with the intention to hurt and intimidate someone because of their race, ethnicity, national origin, religion, sexual orientation, or disability. Violence appears to be the key feature of hate crimes. Hate crimes can be catalysts for community-level conflict (Harris, 2002).

2.12.2 South Africa's Culture of Violence

Bruce (2010) provided evidence that there is a culture of violence that continues to define everyday life in South Africa. The violence associated with the wave of attacks on foreigners, namely xenophobic violence or a sub form of collective violence, has taken place since the 1990s and continues to date.

A South African Police Service (SAPS) study in 2010 indicated that the vast majority of deaths due to violent crimes in South Africa resulted from or were related to arguments between individuals. This reflects how deeply ingrained violence is in the fabric of our society and how South Africans in general lack non-violent social skills to resolve everyday conflicts between neighbours and co-workers amongst others (Naidoo, Pillay & Southall, 2010).

Kalitanyi & Visser (2010) found that over the past decade African immigrants have been met with and exposed to severe manifestations of hostility in South Africa. Yet a significant number of migrants have successfully applied their entrepreneurial skills and established small businesses and have provided others with jobs. The study found that 80% of African immigrant entrepreneurs who were interviewed employ South Africans workers and transfer their entrepreneurial skills to their South African employees.

According to Palmary (2002) who noted that Case's (1998) survey had found that South Africans were equally prejudiced towards foreigners regardless of their income or level of education. Interestingly, the study found that South Africans with the highest levels of education were the most opposed to refugees entering South Africa. The media often portrays migrants as individuals who have fled due to war in their home countries and are deserving of South Africans' sympathy. This view may reinforce the notion that refugees are somehow disabled, and by implication, are a burden on South Africans.

According to Harris (2002) there are three hypotheses to explain xenophobia in South Africa.

- Firstly the Scapegoat hypothesis identifies frustration towards foreigners in relation to limited resources, such as housing and education, where foreigners are believed to be taking most of these resources away from the local community as the main driver of violence.
- The Isolation hypothesis proposes that due to apartheid and our historical exclusion from international communities, the opening of our borders and integration with others African countries developed a fear and intolerance towards others.
- Lastly the Bio-cultural hypothesis defines xenophobia due to the physical differences of foreigners such as Nigerians and Congolese using different terms of speech, dressing differently and having different physical features to local South Africans.

2.12.3 Misunderstanding and Ignorance Concerning Foreigners

McEwen & Leiman (2008) found in their Cape Town study that there was a large refugee presence in the car guard market. Twelve of the twenty car guards interviewed had migrated from the DRC, all cited war and the lack of jobs as their reason for leaving home. They all came to South Africa envisioning a better life for themselves and followed work or friends or relatives to Cape Town. At the time of the survey only two wanted to leave because of xenophobia and an unwelcoming experience. McEwen & Leiman (2008) further noted that in Bernstein's (2003) study even higher proportions of car guards interviewed were foreigners, with the majority being from the DRC.

Bernstein (2003) noted that in Cape Town, drivers tend to confuse local and foreign car guards. This may lead to foreigners been blamed for harassment. It was noted

that most foreigners guard at night, and local car guards were present more during the day. The CID (Central Inner District) of Cape Town found that most harassment happened during the day, and yet blame was placed solely on foreigners. Most drivers found night car guards to be more able and less harassment cases were reported. Often drivers were not even aware if the car guard is a local or a foreigner.

Due to the continuous civil unrest in some African countries, informal foreign workers come to South Africa seeking a better future. They may often find themselves being regularly asked to pay money to the city police and private security to be protected or not be harassed by the police and security guards. Bernstein further noted that Crush (1997); Okoth-Obbo (2000); Matters *et al.*, (1999); Morris (1999); and Human Rights Watch (1998) had all found that foreigners were vulnerable because they were unprotected by the law, and were susceptible to arrest, deportation and harassment by the authorities.

Vishnuvajjala (2012) found that the abuse of foreign nationals, especially undocumented foreigners, in South Africa is common. Threats of deportation are also used by some law enforcement officials (including the police) to cover up their misconduct and prevent undocumented foreign nationals from reporting crimes and from seeking help.

Carew (*IOL News*, 8 August 2003), noted that sociology Professor Seekings of The University of Cape Town (UCT), believes drivers may mistakenly blame foreigners for incidents of harassment, but this may just be another example of xenophobia that remains part of the South African political and social dispute.

According to Carew (*IOL News*, 8 August 2003), the informal car guards were often arrested and detained by the police and private security companies. In Sea Point alone there had been 300 and 500 cases a month where car guards had been locked up overnight then released in the morning without being charged even though this is a serious violation of Human Rights.

Christy (2011) mentioned that ultimately the Africanisation of Cape Town city centre has not brought white Capetonians any closer to understanding the lives of fellow black and coloured Capetonians. This also applies to migrants. In the absence of real integration of people, stories about people we do not know may be made up and belief in these stories may possibly lie at the very root of xenophobic attacks. Incorrect beliefs include misconceptions such as “foreigners have all the money”; “foreigners steal our woman” and as absurd as “Congolese eat people”. Government and the media consistently exaggerated the number of “illegal immigrants” and have typecast these people as a threat to the social and economic rights of local South Africans. There is a growing consensus amongst independent observers that South Africans are highly antagonistic towards foreigners and that the intolerance is widespread. It is also extremely difficult for advocates of migrant rights to gain any sympathy from the general population.

Palmary (2002) noted that according to Crush & Williams (2001) there was widespread belief that the number of non-citizens in South Africa had increased dramatically in recent years and the media had only exacerbated this perception. Similarly, Harris (2002) found that African foreigners have been portrayed as masses flooding into South Africa illegally. Words such as 'flood', 'descend' and 'pour' create the impression of an uncontrollable, unstoppable process (Sontag, 1988) and African migrants are linked to chaos and disorder. They are also presented as illegal and therefore, as criminal.

According to the United Nations High Commissioner for Refugees (UNHCR) global report of 2013, about 220,000 asylum seekers from Bangladesh, Democratic Republic of Congo (DRC), Ethiopia, Somalia and Zimbabwe were registered as refugees in South Africa in 2011. This number does not include the majority of undocumented foreign nationals or those who are still waiting for their applications to be processed. This group of undocumented foreign nationals was estimated to be about 5 million in 2010.

Fuller (2008) found from a survey in 2006 that many respondents considered foreigners to be a threat to the social and economic well-being of South Africa. More than two-thirds believed that resources such as water, electricity and health care destined for South African citizens was being used up by foreigners. Two thirds of the respondents felt that foreigners from other African countries were directly responsible for crime and close to half (49%) believed that foreigners brought diseases such as HIV to South Africa. Sadly, many politicians and government officials have tended to downplay the significance of xenophobia, preferring to label such attacks as opportunistic crime and „conflicts over resources“. Often the argument has been that these attacks were simply due to anger and frustration of communities „boiling over“, suggesting that they have just taken place „spontaneously“.

In 1998, The Human Rights Watch (HRW), a New York based international human rights monitoring organisation, conducted a field investigation of these reports. It concluded that South Africa had become increasingly xenophobic in recent years, and that a large percentage of South Africans perceived foreigners, almost exclusively black foreigners, as a direct threat to the future economic well-being of South Africa and as being responsible for the troubling rise of violent crime in South Africa (Human Rights Watch, 1998).

According to Hans (*The Mercury*, 23 March 2015) Zulu King Goodwill Zwelithini's comments that foreigners should go back to their home countries as they are changing the nature of South African society by trading here and enjoy the wealth reserved for local South Africans. The king further mentioned that foreigners were doing as they pleased because local South Africans were not behaving properly or respecting their hard-won freedom. Foreigners realised that South Africans were „unskilled“, which was why they were taking over the wealth reserved for local South Africans. Ismail Ahmed who represents Somali in Durban mentioned that the statements could spark violence and irreparable damage to relationships between South Africans and the rest of Africa. Shako Kuminga, who represents the Congolese in Durban, mentioned that every week Congolese were being attacked

in Durban, in the latest incidence a Congolese man was attacked because he worked as a security guard.

According to Ngcobo (*The Mercury*, 6 December 2015) the Human Rights Commission (HRC) found King Goodwill Zwelithini's comments hurtful to foreigners, but not a call to arms.

2.12.4 Vast Influx of Foreigners

According to Crush (2001) South Africa was totally unprepared for the vast numbers of migrants and asylum- seekers who arrived in the country post 1994. According to Daniel *et al.*, (2009) as South Africa opened up to foreign investment again, large numbers of migrants and refugees from throughout Africa and beyond started to enter the country, straining the capacity of the DoHA (Department of Home Affairs). For many non-citizens, becoming legalised in South Africa has become an extremely difficult and costly process in terms of time, stress and money.

Bernstein (2003) mentioned that Mattes *et al.*, (2000) had noted that many South Africans seem not to have the sense of effort and endurance in their approach to work that other non-South African Africans have. This may be due to the effects of the past apartheid era that left its mark on people in terms of inequality in education and income. Rather than exclude central and other African immigrants who are highly educated, South Africa should capitalise on the fact that the country is attracting immigrants that do have good skills and should use these skills to build South Africa.

2.12.5 Government Policy

According to Palmary (2002) the Refugee Act, passed in 1998 is legislation which provides for the needs of forcibly displaced persons seeking asylum in South Africa.

The policy states that refugees may seek employment and may access education (only after applications have been processed), which means that refugees cannot work legally while awaiting their applications to be processed.

McEwen & Leiman (2008) noted that in the Cape Town study of car guards of all who had been searching for alternate jobs and had given up searching, the vast majority were foreigners. The reason for this was that employers refused to hire them without a green bar-coded ID book- a document they cannot easily obtain legally. It is worth noting that the law entitles foreign nationals on a refugee permit to work in South Africa but this is not common knowledge amongst employers or even government officials. High entry barriers to formal employment drive foreigners into the informal sector.

Palmary (2002) advised that educational and attitudinal training on xenophobia and the rights of refugees be provided to municipal officials and the general public. Government educational campaigns have already been implemented by Non-government Organisations (NGOs) such as the 'Roll Back Xenophobia' campaign, but with little success.

One of the factors that contribute to ongoing xenophobic attitudes is the lack of interaction between migrants and refugees and South African citizens. Experience has shown that citizens, who have had the opportunity to interact with migrants and refugees in a meaningful way, are less likely to be xenophobic. Reducing or eliminating xenophobia is not just about human rights education and awareness, but also about the fact that attitudes and behaviour need to be changed. Counter-xenophobia programmes need to be directed at individuals and communities and policy and legislative frameworks need to effectively „outlaw“ xenophobic attitudes and behaviour (Fuller, 2008).

Jensen (2014) found that it was apparent in the past years that certain groups of people were more likely to be victimised by the South African Police Service than others. These include women, migrants and young men of poor economic standing,

where the latter two were perceived to pose a significant threat to the safety and security of South African society.

2.13 Job Satisfaction and Job Enrichment

Migrant workers continue to be particularly susceptible to being employed in "3-D" work environments (namely dirty, dangerous and demanding) which involves long hours, inadequate or no social security and language and cultural barriers that make communication on OHS (Occupational Health and Safety) issues difficult. Migrant workers seldom enjoy the same legal protection afforded to South African citizens and, as a result are exploited and exposed to deplorable working conditions. Additionally migrants are frequently subjected to unequal treatment and opportunities and discriminatory behaviour, especially if they lack the necessary work permits or legal documents. As a result, these workers are more exposed to harm, illnesses, injuries or deaths. They are also far less likely to report injuries or illness and will continue to work while ill, possibly due to fear of dismissal, deportation or loss of income (Meyer, 2009).

McEwen & Leiman (2008) noted that none of the car guards interviewed rated job satisfaction highly all gave low values in questionnaires. Interestingly it was found that foreigners enjoyed their work a little more than local South Africans. All car guards stated a preference to rather work in the formal sector.

McEwen & Leiman (2008) quoting Blaauw & Bothma (2003) found that car guarding is rarely an occupation for the long term, but is a short term survival strategy or means to supplement the household income. Importantly, none of the interviewees identified it as their preferred occupation.

2.13.1 Interesting Twists to Car Guarding

In concluding this chapter a few articles relating to car guards are mentioned.

According to Underhill (*Mail and Guardian*, 14 January 2011), property Tycoon Rob Taylor gave a R2 million Audi R8B10 to six Cape Town Congolese car guards in January 2010. The car was to remain in a trust and be used to raise funds for the underprivileged. The car guards at first used the vehicle to start collecting money for charity, but later sold the car to Audi Centre in Cape Town for R1.25 million and fled the country.

Rebecca Davis (*Daily Maverick*, 12 February 2013) interviewed Alen Abraham, a car guard from Cape Town who became famous when he was heard singing at night while guarding cars. He was later interviewed on Heart 104.9 FM by DJ Aden Thomas, and has since been performing throughout Cape Town. After years working on the streets, Alen Abrahams's Afrikaans parodies of popular pop songs looks set to hit the big-time, all thanks to social media and the efforts of two men who believed he deserved to be famous.

Sanpath (*The Independent on Saturday*, 7 November 2015) reported that musician Mukengerwa "Treso" Riziki, from the Republic of Congo came to Durban seven years ago and worked as a car guard during the day and as a security guard at night. After a few lucky breaks and hard work, Riziki has performed alongside Eddie Grant, Ladysmith Black Mambazo, Freshly Ground, Prime Circle, Just Jinjer, Goldfish, Vusi Mahlasela, Lira, HHP, and Johnny Clegg. Additionally in 2010, he signed a deal with Universal Music Publishing Group, and in 2012 was chosen by Rolling Stone Magazine and Intercontinental Hotel Group as the winner of the Holiday Inn Express song writing challenge. This year, Riziki has signed a deal with Sony Music/RCA and an international record label with Ultra Records, which will see his music being played in North and South America, Canada, the UK, Asia and Australia.

2.14 Conclusion

This chapter presented an array of available literature so as to provide an in-depth understanding of the current car guarding situations and business models in South Africa. The literature covered car guards' financial situations, the main aspects of their lifestyle choices as well as the obstacles and risks that car guards face, amongst others.

Ultimately it was found that car guards are mostly unhappy with their work situation as well as their work environment, and most literature clearly notes that the majority of car guards would prefer to work in the formal sector, or have more sustainable work in the informal sector. Car guarding is ultimately a means of survival (McEwan & Leiman, 2008).

In chapter three the research methodology used in this study is discussed.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

Research can be defined as the systematic collection and interpretation of information which has clear purpose and where the aim is to find relevant information (Saunders, Lewis & Thornhill, 2012).

According to Davis (2014), research is a process of inquiry and during this process data is collected. Research needs to follow a plan which is based on theoretical foundation and this will allow one to arrive at conclusions that are rooted in evidence. These conclusions will ultimately present solutions to a particular problem and may well lead to additional research questions. Research is a recursive process in that it starts with a specific question and in the process of finding answers to that specific question, will inevitably lead to the discovery of new questions that will require answers.

Chapter 3 provides insight into the research methodology used in this study. In Section 3.2 the different research methodologies are introduced and in the following three sections the three types of methodology namely qualitative, quantitative and mixed research are defined and discussed respectively. Section 3.6 discusses the specific research methodologies utilised in this study as well as the reasons for selecting qualitative research methods. The sections that follow define and discuss the validity and reliability, the population and sample selection as well as the ethical considerations of this study. Section 3.11 discusses the construction of the research instrument that was used in this study and thereafter the pilot test, problems experienced in collection of the data as well as the data collection and data analysis processes are defined and discussed. Section 3.16 concludes this chapter.

3.2 Research Methodology

The three types of research methodology that are available are qualitative, quantitative and mixed methods of research. According to Creswell (2003), the three research design methodologies are not necessarily as distinct or as discrete as many people assume. Additionally, qualitative and quantitative methodology should not be regarded as polar opposites or as dichotomies. Qualitative studies usually tend to be defined in terms of words, whereas quantitative research is mostly framed in terms of numbers. Mixed methods of research incorporates features of both qualitative as well as quantitative methodologies.

Further Saunders & Thornhill (2012) noted that the difference between quantitative and qualitative research is in the distinction between the use of either non-numeric data (as in the use of words, images etc.) or the use of numeric data (numbers). Qualitative data includes data collection techniques such as interviews and data analysis (as when categorising data). Quantitative data on the other hand makes use of data collection techniques such as the use of questionnaires and may also include the use of graphs and data tables.

In Table 3.1, various differences between qualitative and quantitative research are highlighted and will be discussed in more detail in the sections to follow. It should be noted from the table that Quantitative research is objective and singular with deductions made to show cause and effect. Qualitative research on the other hand is more subjective and multiple, thus allowing for inductive patterns and theories to be developed for better understanding.

Table 3.1 follows over leaf

Table 3.1 The Differences between Quantitative and Qualitative Research

Quantitative Methods	Qualitative Methods
Based on measurements of quantity and applicable to phenomenon expressed in terms of quantity	Concerned with qualitative phenomenon relating to quality or an investigation of reasons for particular behaviour
Reality is objective and singular, apart from the researcher	Reality is subjective and multiple, as seen by participants in a study
The researcher is independent from that being researched	Researcher interacts with that being researched
What is being investigated is causality	What is being determined is meaning
Language is formal and based on definitions, impersonal voice and use of accepted quantitative words	Language is informal and based on evolving decisions, personal voice and accepted qualitative words
The research process is deductive; involves showing cause and effect; relationships are analysed and the static research design is used, with categories being isolated before the study. It is context-free and generalizations lead to predictions, explanations and understanding.	The research process is inductive; mutual simultaneous shaping of factors and emerging design categories are identified during the research process. It is context-bound, patterns and theories are developed for understanding.
The process is accurate and reliable through validity and reliability.	The process is accurate and reliable through verifying.

Source: Adapted from Research Design: Qualitative, Quantitative & Mixed Methods Approaches. Creswell, 2014:205-211

3.3 Qualitative Research

Saunders & Thornhill (2012) noted that Denzin and Lincoln (2005) stated that qualitative research is usually associated with interpretive philosophy. It is interpretative because the subjective as well as the social construed meanings need to be studied and reasoned. According to Creswell (2014), qualitative research design lends itself towards the exploration and ultimately the understanding of meaning as well as the values of either individuals or group. Data is often collected in the participants' own settings and then analysed in an inductive manner that would apply to both specific as well as overall themes.

Golafshani (2003) stated that Hoepfl (1997) stated that unlike quantitative research which seeks causal determination, prediction and generalisation of findings, qualitative research seek instead illumination, understanding and extrapolation. As per Henning (2013) in qualitative interviews "variables" are not usually controlled, and this allows for freedom and natural development of actions and representation.

3.3.1 Qualitative Research Approach

This type of research is usually associated with an inductive approach, where both a naturalistic (as research done in its natural setting or research context) and emerging research designs allow for a deeper more full theoretical perspective (Golafshani, 2003).

Saunders & Thornhill (2012) stated that Denzin and Lincoln (2005) proposed that qualitative research which is conducted in natural settings or content and may also be called naturalistic research, lends itself to more participation, trust and a deeper understanding of the research topic.

3.3.2 Qualitative Characteristics

Qualitative research studies the meaning, and how these meanings are related to one another. The data is collected in a standardised way, to allow freedom of change and this facilitates more interaction and a far more naturalistic approach. The researcher therefore needs to build relationships as well as rapport with those being interviewed, and also needs to demonstrate sensitivity and understanding as personal information may be shared (Golafshani, 2003).

3.3.3 Qualitative Research Strategies

Creswell (2014) noted that there are many strategies that researchers have adopted in the past. Below is a list of the most common qualitative research strategies that can be used.

3.3.3.1 Ethnography

Ethnography entails the researcher spending extended periods of time observing and interviewing different cultural groups within their natural settings. This research process is flexible and evolves as the researcher intentionally immerses himself or herself in the participants' lives and reality (Creswell, 2014).

3.3.3.2 Grounded Theory

Grounded Theory involves the researcher developing an abstract theory of a particular process or interaction that is founded in the views as well as the experiences of the participants being studied. The data is refined during phases of collection and always compared against emerging categories of information.

Additionally different groups are sampled to allow for observation of similarities and differences between each group (Creswell, 2014).

3.3.3.3 Phenomenological Research

Creswell (2014) noted that phenomenological research can be described as both a methodology for research and a philosophy that entails the researcher capturing and describing the essence of human experiences that relate to some particular phenomenon that the participants have describe to the researcher. Creswell (2014) quoting Finlay (2009) mentioned that this type of methodology typically involves small sample groups and that the researcher develops an intense engagement with the group to establishing meaning. The researcher has to be aware of the experiences of the participants and needs to be able to put aside his or her own experiences and opinions.

3.3.3.4 Narrative Research

Narrative research involves understanding of the life experiences of one or more participants by narrating their life stories and ultimately combining the participant's life stories with the researchers own life experiences in a collaborative manner (Creswell, 2003).

3.4 Quantitative Research

Golafshani (2003) quoting Bogan and Biklen (1998: 4) regarding quantitative research found that:

“Charts and graphs illustrate the results of the research, and the commentators employ words such as 'variables', 'populations' and 'results' as part of their vocabulary...even if we do not always know just what all of the terms mean...[but] we know this is part of the process of doing research. Research then as it has become known publicly, is a synonym for quantitative research”.

Further to this, Golafshani (2003) also noted that quantitative research is especially used with predetermined and highly structured data collection techniques.

3.4.1 Quantitative Research Approach

This type of research is usually associated with a deductive approach, where the aim is to test data and confirm a predetermined theory. Alternatively the data may be used to develop a theory by using an inductive approach (Saunders & Thornhill, 2012).

3.4.2 Quantitative Characteristics

Quantitative research examines the relationship between variables where numeric data is analysed using different statistical techniques. Data is collected in a standard way and care needs to be taken to ensure that all questions posed to respondents are clear and understandable. Probability sampling may also be used to allow for generalisation (Saunders & Thornhill, 2012).

3.4.3 Quantitative Research Strategies

Quantitative research is mostly associated with surveys as well as experimental research. Survey research makes use of structured interviews, structured observations and questionnaires (Saunders & Thornhill, 2012).

3.4.3.1 Survey Research

Survey research involves gathering data by mean of questionnaires and/or structured interviews within a sample and making generalisations that are then extended to the entire population of the study. Quantitative techniques are used to then describe trends as well as attitudes to the population (Creswell, 2014).

3.4.3.2 Experimental Research

Experimental research typically involves two groups that are observed by the researcher, where one group is subjected to certain controlled changes while the other group remains unchanged, the aim of the research is to observe and compare the outcomes from the group exposed to changes in relation to the unchanged group (Creswell, 2014).

3.5 Mixed Research

Creswell (2014) noted that mixed research methods is a combination of both qualitative as well as quantitative research and involves philosophical assumptions as it entails going beyond merely collecting and analysing two different types of data, but rather implies that the two types of data are used parallel to one another. The assumption is that this type of research strengthens the overall quality of the

study as it is a mixed method of research utilising both qualitative and quantitative research.

3.5.1 Mixed Research Approach

Mixed research is usually associated with a deductive approach or inductive approach or may use both. For example, theoretical propositions may be researched using both qualitative and quantitative research (Saunders & Thornhill, 2012).

3.5.2 Mixed Research Characteristics

Either qualitative or quantitative data collection or analytical procedures can be utilised and is referred to as the mono method. Alternatively a multiple method can be used, as it overcomes the weaknesses that are associated with using only one procedure (Saunders & Thornhill, 2012).

3.5.3 Mixed Research Strategies

Creswell (2014) noted that mixed research may address issues relating to bias in one method, which could nullify the weaknesses of the other method. A mixed methodology is well suited to research issues such as marginalised rights which include race and gender inequality as well as discrimination found in religion and ethnicity.

3.5.3.1 Sequential Mixed Research

Sequential mixed research involves conducting research in accordance with a specific research design and then following up the research with an alternative research design. For example, once a qualitative study has been compiled it may be followed up by a quantitative study. This type of mixed research may also apply to the sequential approach where a quantitative study is followed up by a qualitative study (Creswell, 2014).

3.5.3.2 Concurrent Mixed Research

Concurrent mixed research involves a single study which incorporates both a qualitative as well as a quantitative research design. The aim is to achieve a comprehensive understanding of the research problem as both quantitative and qualitative research designs are actively utilised (Creswell, 2014).

3.5.3.3 Transformative Mixed Research

The transformative mixed research approach involves the research problem being addressed from a different point of view and thus requiring data to be collected and analysed differently from the way the researcher may have originally envisaged (Creswell, 2014).

3.6 The Research Methodology Employed in this Study

Panarby (2006), noted that in depth qualitative interviews were conducted on a face to face basis and with focus groups where possible, so as to better explore car guard"s opinions and suggestions regarding their intimate life experiences. This

ultimately allowed for better understanding of existing car guarding business models in operation. Where focus groups were not possible, the respondents were interviewed individually and all respondents were encouraged to answer the questions in detail, so as to better understand their situation and concerns.

A questionnaire was chosen rather than a survey, as surveys are limited as they only gather information about the specific questions asked, whereas questionnaires allow for in depth information to be gathered (Panarby, 2006).

3.7 Validity and Reliability

According to Mouton (2014) when collecting data, measuring instruments need to be utilised and these may include questionnaires, interviewing schedules and psychological tests amongst others. The questionnaires used may be either existing questionnaires or may have been designed and constructed specifically for the study. Designing one's own questionnaires requires a high level of validity and reliability. According to Davis (2014), reliability and validity are terms most commonly used in quantitative research. In qualitative research different terminology is used namely trustworthiness, which simply means that the data needs to be credible, transferable, dependable and confirmable.

Golafshani (2003) defined validity as how accurate the measuring instrument is, and also if this instrument accurately measures what it is supposed to measure, while reliability is defined as how replicable the generated results are. According to Winstanley (2009) validity can also be defined as data that is well founded, convincing and justified, additionally research methods that are reliable and objective need to be utilised.

Henning (2013) noted that Kvale (2002) stated that validation is dependent on the investigation been conducted with good craftsmanship, which amongst others relies on continually questioning, interpreting and checking the findings of the study. In

addition validation can be confirmed by asking others, especially the research participants.

According to Davis (2014), validity is all about if what is been measured is measured correctly by the research. Validity may be internal or external. Internal validity measures whether the research method or research design actually answers the research questions. External validity relates to the ability to take the information to a larger sample from a smaller sample size, this involves generalising and inflating the data to the larger population.

Davis (2014), noted that reliability relates to a research method or instrument where the aim is to determine; if the results would be the same if the research was done by another researcher at a different time. Further Davis (2014), quoting Mouton (1994: 144) states “reliability refers to the fact that different research participants being tested by the same instrument at different times should respond identically to the instrument”.

3.8 Population

The total population of car guards is unknown, as no accurate records are available regarding the number of car guards in Durban or other regions. This is mainly due to the fact that most car guards are not formally employed, but rather act as independent agents. Convenient sampling was done at six venues, which included two hospitals, two shopping centres and two places of interest. Car guards were approached randomly at these venues and given the opportunity to take part in the study.

3.9 Sample

According to Mason (2010) the sample size of a qualitative study depends on a number of factors that are unique to every study. The guiding principle in selecting the sample size is that it should be large enough to address the research problem, and yet be able to increase or decrease accordingly as new themes that emerge or stop emerging. The sample size of car guards interviewed at the six different venues in Durban, consisted of five car guards at each venue, as a larger study would not have suited a qualitative approach.

3.9.1 Sample Selection

The criteria used to determine who to include in the sample, depended on two factors. Firstly, only individuals that were actively car guarding were approached and these car guards had to be willing to be interviewed.

As noted by Ritchie, Lewis, Nichols and Ormston (2013) qualitative sampling can utilise many sampling strategies such as convenient sampling, purposeful sampling and theoretical sampling. In this study convenient sampling was used as it entails the researcher selecting the most easily accessible subjects in the sample. Additionally, as there was no sampling framework from which to randomly select respondents, availability sampling was used.

3.10 Ethical Consideration

The participants were informed that participation in the study was voluntary and each participant gave signed consent to be interviewed and recorded. They were also advised that the findings from the study would be made available in the public domain, without divulging their identity.

The standard ethical principles of confidentiality and „do no harm“ were adhered to throughout the research. Approval for the Durban study was obtained from the Ethics Committee of the University of KwaZulu-Natal.

Creswell (2014) noted that at any point in the research process ethic issues may arise and the researcher needs to anticipate what issues may arise, as well as put measures in place to address these issues. Additionally, the research should be able to adapt to any unforeseen issues.

In this study none of the car guards approached refused to be interviewed and no ethical issues arose during the interviewing process.

3.11 Construction of the Research Instruments

A qualitative interview schedule was developed based on studying available literature on car guarding and preliminary discussions with car guards at various venues. This allowed for a basic understanding of the issues and concerns car guards face. The interviews were unstructured, open-ended and in-depth to obtain as much information as possible regarding car guarding and the life experiences of those interviewed. The duration of each interview was approximately thirty minutes, and the interviews were terminated when all questions had been asked and the data received became saturated. In total close to fifteen hours of data was collected. The audio-taped interviews were transcribed and the process of analysis followed as explained in the methodology section. As per Winstanley (2009) open-ended questions allowed for the respondents to generate their own answers with different degrees of elaboration as appropriate.

Turner (2010) stated that there are three types of open-ended qualitative interviews, namely informal conversational interviews, semi-structured interviews and standardised open-ended interviews.

3.12 Pilot Test

Initial discussions with car guards at various public areas regarding their work experiences and concerns were used to formulate questions. The pilot study was conducted on car guards at a shopping complex in Umbilo in Durban and only small changes were required to the questions posed, the overall interview questions were deemed to be adequate.

3.13 Problems Experienced in Data Collection

Five potential problems were anticipated namely misunderstanding due to language barriers; car guards reluctance to being interviewed, the study being limited to Durban only; car guards being led by the questions and misunderstanding of the questions.

The language barrier was foreseen to be a possible problem, as many car guards are foreigners, and for many English is not their mother language. However all participants that were interviewed had sufficient understanding of English.

Another concern was that not all car guards would participate and thus exclude themselves as possible participants in the study. This did not however transpire as all the car guards who were approached, were more than eager to be interviewed. The intention to interview car guards in groups of five proved to be very difficult, as the car guards were reluctant to leave their posts, firstly so not to get in trouble by the shopping management, and secondly as they did not wish to lose out on any tips. Thus car guards were predominantly interviewed individually.

This study was conducted on a small population of car guards in Durban only, due to time and cost factors. In addition the results of this study should be read bearing in mind the limitations of non-probability sampling strategies, especially availability sampling. Therefore, interpreting and generalising the findings to car guards elsewhere should be done with caution.

A concerted effort was made to ask open-ended questions without leading the respondents, thus allowing for varied opinions and responses that were not influenced by pre-determined cues (Davis, 2014).

Face-to-face interviews can dilute data due to the respondents' own views, or due to interviewees not being very articulate or eloquent in their responses (Caswell, 2014). In this study care was taken to ensure that the car guards were able to understand the questions and questions were repeated or elaborated if there was lack of understanding.

3.14 Data Collection

Car guards were interviewed at public domains, at six different sites, namely two hospitals, two shopping centres and two places of interest in Durban. An additional interview was conducted with a prominent member of the Durban Community Police Forum, who assists car guards in Durban. A total of 31 interviews were thus conducted and the data collected by audio recordings and note taking during the interviews.

3.15 Data Analysis

According to Mouton (2014) analysis involves "breaking up" the qualitative data into manageable themes or trends. The aim of the analysis is to better understand the various elements of the data. This is made possible by inspecting the relationships that exist between the different concepts and variables and determining if any patterns or trends could be identified or established.

In conducting content analysis of the various interviews done on car guards in the greater Durban area, themes were extracted and classified in tabular format based on the various car guard responses.

The interpretation involved relating the findings to existing theoretical frameworks and then determining if these support new interpretations (Mouton, 2015). The results obtained from the extensive in-depth interviews were interpreted and are presented in the following chapter.

3.16 Conclusion

This chapter presented the research methodology and justified the reasons for adopting a qualitative approach. In addition issues pertaining to the population; sample size; data collection and analysis as well as validity and reliability, were examined. The construction of the research instrument as well as ethical issues and problems experienced in data collection were also discussed amongst others.

In chapter 4 the data collected from the interviews of car guards and a representative of the Community Police Forum (CPF) is presented and discussed.

CHAPTER FOUR

PRESENTATION AND DISCUSSION OF FINDINGS

4.1 Introduction

In this chapter data collected from interviews with thirty car guards at six different locations around Durban is presented and is briefly discussed. This is accomplished by presenting the five objectives that pertain to this study individually, with all the relevant data collected from questions pertaining to that objective tabulated under the objective.

Two of the locations where interviews were conducted, namely the first hospital (referred to as Hospital A), as well as a shopping Centre (referred to as Shopping Centre in Umbilo) have not been identified due to the nature of the findings presented in this study. In addition, the identity of a prominent member of the North Beach Community Policing Forum (CPF) has not been mentioned by name as consent was not obtained. Numerous attempts to interview a representative from the Umbilo Community Policing Forum, which regulates the St Augustine's Hospital car guards was unsuccessful.

In addition most tables presented in this chapter, have numerical presentations based on the number of car guards who mentioned a concern. These have been presented simply for completeness and out of interest. A qualitative methodology was employed as outlined in Chapter 3, in order to explore car guard's concerns.

4.2 Objective One: To Explore Whether Car Guarding is a Viable Form of Employment

The findings from interviews at six different locations are presented below.

4.2.1 Shopping Complex in Umbilo, Durban, KwaZulu-Natal

Table 4.1 below presents the findings on Car Guard activities, earnings and selected expenses at a shopping complex in the Umbilo area of Durban.

TABLE 4.1 Overview Of Car Guard Activities, Earnings And Selected Expenses

Criteria	Person A	Person B	Person C	Person D	Person E
Estimated Earnings from Car Guarding					
Daily	R150	R50	R80 - R100	R100	R50
Weekly	R1000	R250	R500	R500– R600	R250
Monthly	R3000- R4000	R1000-R1500	R2000- R2500	R2500	R1000-R1200
Hours Worked Per Week					
Monday		7am- 4pm		8am- 1pm	
Tuesday	7am- 7pm	7am- 4pm	1pm - 7pm	8am- 1pm	10am- 3pm
Wednesday	7am- 7pm	7am- 4pm	1pm - 7pm	8am- 1pm	10am- 3pm
Thursday	7am- 7pm	7am- 4pm	1pm - 7pm	8am- 1pm	10am- 3pm
Friday	7am- 7pm	7am- 4pm	1pm - 7pm	8am- 1pm	10am- 3pm
Saturday	7am- 7pm				10am- 3pm
Sunday	7am- 7pm				
Best Earning Time Frames					
Times	4pm	1- 3 pm	1pm	12pm - 2pm	12pm - 3pm
Days/ Nights	Everyday	Everyday	Friday	Weekend	Saturdays
Additional Factors that Affect Earnings					
	Cold weather earn less	Rainy weather earn less	Cold and rain affects income	People not able to pay	Rainy weather Cancer of Mouth
General Breakdown of Income (on Expenditure)					
Accommodation (Cost per month)	Shelter R800	Share room R750	Rent room in flat R1500	Share room R800	Shelter R800
Alcohol	No	Yes	No	Yes	Yes
Tobacco	No	No	No	No	No
Additional Findings	Saving to study & go back to DRC		Saving to go home		Pension of R1400
Family and Dependents					
Age and Gender	38 Male	28 Male	35 Male	38 Male	64 Female
Country of origin	DRC	DRC	DRC	DRC	SA, White
Years car guard	1 year	3 years	3 years	5 years	15 years

Table 4.1 provides findings on car guards interviewed at a shopping complex in Umbilo. Earnings from tips range from R1000 to R2500 a month. One car guard stated that he earns up to R4000 a month, possibly as he is the only car guard at this location that works longer hours and six days a week, which include weekends. The hours that these smartly dressed, more formal car guards work is predetermined, and cannot be changed. When a car guard starts to work for a car guarding agency a parking area is allocated, and with it the times the car guard may work.

Car guards also mentioned that in addition to working weekends, earnings are influenced by where the car guards are positioned, relative to the shopping centres main entrances. Those guarding cars nearest the entrances and close to the shops show higher earnings than those situated at the far ends of the shopping complex.

The car guards all mentioned that the weather affects their earnings, especially when it rains as most shoppers are eager to get into their vehicles, and reluctant to open the window once in the car, due to the rain, and thus do not tip the car guard. In addition it was mentioned that as Umbilo is a relatively low income area, many people are either unable or unwilling to tip.

During sunny days, car guards are exposed to the sun's relentless heat and therefore more prone to the negative health risks of excessive sun exposure. An elderly white female car guard interviewed, mentioned that she has cancer of the mouth and was advised by her doctor to stay out of the sun, but due to the sheer necessity of earning a living she has no choice but to endure exposure to the sun's radiation and guard cars. In addition she mentioned she can barely afford to buy sun block.

Most of the car guards lodge at shelters, as they offer reasonable sleeping facilities with communal showers. One car guard rents a room, while the fifth shares a room. Shared rooms may house up to four individuals who share a room by separating the living area with a curtain. The rental paid is proportional to the space each individual occupies. All the car guards interviewed live close to where they work.

None of the respondents smoke but three admitted to consuming alcohol, often due to the hardship of their circumstances.

It was also noted that two of the non-South African car guards mentioned they are saving to return to the DRC due to their financial situation as well as free of xenophobic violence and racism.

Additionally it was found that one of the car guards (an elderly white lady) receives a pension of R1400, but still guarded cars due to her financial situation.

All the car guards pay R25 a day to an agency that regulates and monitors the car guards at this venue, yet none of the car guards interviewed received any equipment to assist them with car guarding such as radios or reflective jackets. These findings were similar to those found by Steyn *et al.*, (2015) who stated that the equipment given to car guards usually included no more than a name badge and a bib.

In addition the uniforms which are compulsory and must be worn by the car guards daily, and cost R250 and are paid for by the car guards, from their daily earnings. In addition the car guards also pay additional for their shirts, pants and caps.

Most of the car guards at this site are from the DRC, in addition one local South African had been car guarding for 15 years.

Overleaf, a discussion follows of the findings for Glenwood Village Spar complex.

4.2.2 Glenwood Village Spar, Glenwood

Table 4.2 below provides an overview of the findings of Car Guard Activities, earnings and selected expenses at Glenwood Village Spar.

TABLE 4.2 Overview Of Car Guard Activities, Earnings And Selected Expenses

Criteria	Person A	Person B	Person C	Person D	Person E
Estimated Earnings from Car Guarding					
Daily	R100	R100	R100- R140	R70- R80	R120
Weekly	R700	R500	R600	R300- R500	R800
Monthly	R2200- R2500	R2000	R2500- R3000	R1500- R2500	R2500
Hours Worked Per Week					
Monday	8am – 5pm	8:30am – 5 pm	8am – 6pm	8am – 5:30pm	8am – 6pm
Tuesday	8am – 5pm	8:30am – 5 pm	8am – 6pm	8am – 5:30pm	8am – 6pm
Wednesday	8am – 5pm	8:30am – 5 pm	8am – 6pm	8am – 5:30pm	8am – 6pm
Thursday	8am – 5pm	8:30am – 5 pm	8am – 6pm	8am – 5:30pm	8am – 6pm
Friday	8am – 5pm	8:30am – 5 pm	8am – 6pm	8am – 5:30pm	8am – 6pm
Saturday	8am – 5pm	8:30am – 5 pm		8am – 5:30pm	9am - 2pm
Sunday				Church	
Best Earning Time Frames					
Times	Midday	10-12	3 – 5pm	All day	4-5 pm
Days / Nights	Saturday & Monday	Tuesday (Pensioners)	Month End	Tuesdays	Daily
Additional factors that Affect Earnings					
		Small Tips	Few Tip When Raining	Stand A lot	
Additional Sources of Income					
Income Source 1	None	None	Odd jobs	None	None
General Breakdown of Income (on Expenditure)					
Accommodation (cost per month)	Share a room R900	Divided Room R1500	Rent room R1500	Room R1500	Not Pay Rent Family Home
Alcohol	No	Yes	No	No	No
Tobacco	No	No	No	No	No
Family and Dependents					
Age and Gender	26 Male	38 Male	44 Male	41 Male	31 Male
Country of origin	Benin	DRC	DRC	Rwanda	Zulu
Years car guard	1.5 years	9 years	9 years	10 years	1 year

Table 4.2 provides findings on Glenwood Spar car guards who all earn between R1500 and R3000 a month. The earnings at this shopping centre are slightly higher than those at the Umbilo based shopping centre and may be due to the fact that most of the car guards in addition to working long hours, also work on Saturdays.

Most car guards mentioned that pensioner's day (Tuesdays) and Saturdays are the busiest days and thus an opportunity to earn most from tips. Rainy weather as well as the fact that people mostly give small tips, affects the car guards earnings.

One car guard who has been guarding cars outside the shopping centre for a number of years has built up such a good reputation with patrons and home owners who live close to the shopping complex, that on occasion he secures work as a gardener and general labourer to supplement his income. Sadly, this same car guard has had to open a case at the South African Police Services as his life was threatened when he tried to prevent the theft of a motor vehicle at the shopping centre. These findings were similar to those of McEwen & Leiman (2008) who found that car guards are often exposed to danger in performing their duties such as when confronting potential robbers.

None of the foreign car guards interviewed were planning to return to their country of origin. In addition none of the respondents smoked and only one admitted to drinking alcohol regularly. One car guard mentioned he has back problems due to standing for many hours.

These car guards are exempt from paying daily fee, partly due to the fact that many patrons park on the public road and due to the centre management's intervention, in addition the formal car guard uniforms were sponsored. McEwen & Leiman (2008) further mentioned that venues where car guards are exempt from paying these daily fee have been due to public outcry or from bad publicity that has highlighted the plight of car guards and forced the entities in question, such as shopping mall management to rule that car guards no longer need to pay daily.

4.2.3 Hospital A, Durban Surrounds

Table 4.3 below provides an overview of the findings of Car Guard Activities, earnings and selected expenses. Due to the nature of the findings the identity of the Hospital has not been revealed.

TABLE 4.3 Overview Of Car Guard Activities, Earnings And Selected Expenses

Criteria	Person A	Person B	Person C	Person D	Person E
Estimated Earnings from Car Guarding					
Daily	R100	R90	R100	R150	R50- R80
Weekly	R500	R500	R400- R500	R600	R300
Monthly	R2000- R2200	R2000- R2600	R1600- R2200	R1600- 2000	R1200-R1500
Hours Worked Per Week					
Monday	8am- 2pm	8am- 2pm	8am- 2pm	8am- 2pm	6am – 8pm
Tuesday	8am- 2pm	8am- 2pm	8am- 2pm	8am- 2pm	6am – 8pm
Wednesday	8am- 2pm	8am- 2pm	8am- 2pm	8am- 2pm	6am – 8pm
Thursday	8am- 2pm	8am- 2pm	8am- 2pm	8am- 2pm	6am – 8pm
Friday		8am- 2pm	8am- 2pm	8am- 2pm	6am – 8pm
Saturday		8am- 2pm	8am- 2pm		6am – 8pm
Sunday		8am- 2pm	8am- 2pm		
Best Earning Time Frames					
Times	Visiting Hours	Visiting Hours	Visiting Hours	Visiting Hours	Visiting Hours
Days/ Nights	Everyday	Monday & Tuesday	Everyday	Monday- Wednesday	Everyday
Additional Factors that Affect Earnings					
	Weather affects tips	When quiet no money	Few people pay tips	-	-
General Breakdown of Income (on Expenditure)					
Accommodation (Cost per month)	Shelter R900	Share Room R700	Share Room R750	Share Room R700	Share Room R400
Alcohol	No	No	No	No	No
Tobacco	No	No	No	No	No
Additional Findings	Still new in South Africa	Earnings vary. Has a Pension	Want to go back to Congo	Save for Child Support	Saving to return to DRC
Family and Dependents					
Age and Gender	25 Male	34 Male	45 Male	24 Male	52 Male
Country of origin	DRC	DRC	DRC	DRC	Barundi
Years car guard	1 month	9 years	10 years	3.5 years	1 year

Table 4.3 provides findings on the car guards interviewed at a hospital in Durban, who all earn relatively low incomes ranging from as R1200 to R2600. This partly due to the fact that the car guarding agency restricts the number of hours each car guard can work, so that others may also have an opportunity to guard cars. In addition, the hospital's parking bays are only really busy during visiting hours, as noted by all the car guards. Two of the car guards interviewed were able to work on weekends, and therefore earned more than the rest of the group.

The car guards at this hospital also mentioned that rainy and cold weather, the fact that the hospital parking bays are generally only busy during visiting hours and the fact that many people do not tip, all affect their income.

All the car guards pay minimal amounts for accommodation, living either in shelters or sharing rooms and none admitted to smoking or drinking.

Two of the car guards are saving to return to their home countries due to their bleak financial situation, and the intolerance they experience from many local South Africans.

These car guards each pay R35 a day to a car guarding agency yet are unable to earn sufficient tips by working a full day. In addition to the parking bays only being really busy during visiting hours and most visitors' parking for the full duration of their visit unlike at shopping centre, where there is greater movement of vehicles over a two hour period.

It was noted that the car guarding agency benefits from having two shifts of car guards working each day, with each car guard paying the agency R35 a day to guard cars. In addition all the car guards were non South African, and desperate for work, so thus have to tolerate these conditions. The limiting of the hours car guards may work was not mentioned in any of the literature reviewed, and seems unique to this particular hospital.

4.2.4 St Augustine's Hospital, Berea

Table 4.4 below provides an overview of the findings of Car Guard Activities, earnings and selected expenses at St Augustine's Hospital.

TABLE 4.4 Overview Of Car Guard Activities, Earnings And Selected Expenses

Criteria	Person A	Person B	Person C	Person D	Person E
Estimated Earnings from Car Guarding					
Daily	R120	R60	R130	R70- R110	R200- R400
Weekly	R800	R400	R450- R800	R500	R1500
Monthly	R3000- R3200	R1800-R2000	R2500-R3000	R2000- R2500	Up to R6000
Hours Worked Per Week					
Monday	9am- 5pm	8:30am- 6pm	7am- 5pm	8am- 4:30pm	6:30am- 4:30pm
Tuesday	9am- 5pm	8:30am- 6pm	7am- 5pm	8am- 4:30pm	6:30am- 4:30pm
Wednesday	9am- 5pm	8:30am- 6pm	7am- 5pm	8am- 4:30pm	6:30am- 4:30pm
Thursday	9am- 5pm	8:30am- 6pm	7am- 5pm	8am- 4:30pm	6:30am- 4:30pm
Friday	9am- 5pm	8:30am- 6pm	7am- 5pm	8am- 4:30pm	6:30am- 4:30pm
Saturday	9am- 5pm	8:30am- 6pm	7am- 5pm	8am- 4:30pm	8am- 4:30pm
Sunday	9am- 5pm	8:30am- 6pm			
Best Earning Time Frames					
Times	Visiting Hours	Visiting Hours	3- 5pm	Visiting Hours	Visiting Hours
Days/ Nights	Weekends		Daily	Weekends	
Additional factors that Affect Earnings					
	Not have ID book to guard		Weather not affect tips much		Weather bad less tips
General Breakdown of Income (on Expenditure)					
Accommodation (cost per month)	Share room in Mayville R300	Share room in Mayville R300	Share room R750	Own house in Cato Manor	Esplanade flat R3600
Alcohol	No	Yes	No	No	No
Tobacco	Yes	No	No	No	Yes
Additional Findings	Child Support		School Fees	School Fees	
Family and Dependents					
Age and Gender	45 Male	38 Male	51 Male	59 Male	48 Male
Country of Origin	SA, Zulu	SA , Zulu	SA, Zulu	SA, Zulu	SA, White
Years Car Guard	13 years	4 years	5 years	18 years	15 years

Table 4.4 provides findings on car guards at St Augustine's Hospital, who all earn between R1800 and R3200 with one car guard mentioning that he can earn up to R6000 per month. All the car guards interviewed work long hours to earn a liveable income from tips, but unlike the findings of the hospital in the previous section, these car guards are able to determine their own working hours and are regulated by the Umbilo Community Police Forum (CPF).

As mentioned by car guards at the other hospital the busiest hours are visiting hours, and weekends. In addition rainy weather also affects earnings. One car guard was concerned as he did not have a green South African id book, a copy of which is required by the CPF.

A number of car guards mentioned that they share rooms, with one staying in a flat with his family, and another staying in his family's home. The exception was one car guard who resides on the Durban beachfront and pays R3600 rent a month (paying R120 a day). Of interest is that this same car guard earns up to R6000 a month.

The majority of these car guards have been working at this hospital as car guards for a number of years and all are South African.

One car guard has built good relations with motorists over the years and assists hospital staff by parking their cars in the limited parking bay when these become available. They thus leave their car keys with him.

Many of the car guards mentioned that they enjoy their independence, as they can determine their own working hours, and are free to be their own bosses. These car guards do not pay any daily fees, and are more informal, as they have no uniforms and are not closely regulated by the CPF.

All the car guards interviewed were South African and the majority having guarded cars for a number of years.

4.2.5 South Beach, Durban

Table 4.5 below provides an overview of the findings of Car Guard Activities, earnings and selected expenses at South Beach, Durban.

TABLE 4.5 Overview Of Car Guard Activities, Earnings And Selected Expenses

Criteria	Person A	Person B	Person C	Person D	Person E
Estimated Earnings from Car Guarding					
Daily	R50- R100	R20- R150	R150	R150	R50- R70
Weekly	R1800- R2000	R100- R800	R400- R600	R700	R400
Monthly	R5000- R8000	R4000- R3500	R2000- R3500	R2500	R2000- R2200
Hours Worked Per Week					
Monday	7:30am- 6pm	9am- 4pm	4pm- late	7am- 4pm	9am- 5pm
Tuesday	7:30am- 6pm	9am- 4pm	4pm- late	7am- 4pm	9am- 5pm
Wednesday	7:30am- 6pm	9am- 4pm	4pm- late	7am- 4pm	9am- 5pm
Thursday	7:30am- 6pm	9am- 4pm	4pm- late	7am- 4pm	9am- 5pm
Friday	7:30am- 6pm		4pm- late	7am- 4pm	9am- 5pm
Saturday	7:30am- 6pm		4pm- late	7am- 4pm	9am- 5pm
Sunday	7:30am- 6pm	9am- 4pm	4pm- late	7am- 4pm	
Best Earning Time Frames					
Times	Month end	Early afternoon	2- 6pm	11am -3pm	All day
Days/ Nights		Weekends	Weekends	Weekends	Weekends
Additional factors that Affect Earnings					
	Weeks very quiet	People differ in what pay	Cold weather and rain	Government drivers not tip	Tourists pay most
General Breakdown of Income (on Expenditure)					
Accommodation (cost per month)	Shelter R35 per day	Flat R3475	Shelter R35 per day	Shelter R35 per day	Shelter R35 per day
Alcohol	No	No	Yes	No	No
Tobacco	No	No	Yes	Yes	Yes
Additional Findings		Husband pension		Save for child	Save to go to UK
Family and Dependents					
Age and Gender	35 Male	63 Female	28 Male	50 Male	52 Male
Country of origin	SA, White	SA, White	SA, Zulu	SA, White	SA, White
Years car guard	1 year	20 years	1 year	1 year	1 year

Table 4.5 provides findings on the South Beach car guards who are fortunate to have access to parking bays that are busy most of the weekend as well as partly busy during the week. Although the majority of the car guards work long hours, their earnings are relatively more than those interviewed at the shopping malls and hospitals. Earnings range between R2000 and R3500 a month, with one car mentioning he can earn up to R8000 a month.

As mentioned by most car guards weekends are the busiest times for car guards and best opportunity to earn most from tips. Tourists (South Africans as well as foreign tourists) visiting the Durban beachfront were also more likely to give bigger tips. Week days are generally quiet, as well as when it is cold or rainy as less people come to the beach. Of interest is that one car guards felt government officials (South African Police Service and Metro Police) may park for long periods and yet never give tips.

Of those interviewed four stayed in shelters as it was close to the beachfront and offered cheap accommodation and one car guard stayed with her family in a rented flat, partly paid for by her husband's pension. Three car guards mentioned that they smoked and one mentioned he drinks regularly.

The streets on the beachfront are public domain and regulated by the North Beach CPF (Community Police Forum). These more informal car guards have no uniforms and only have a reflective vest with their unique number for identification. Each car guard pay R2 a day to the CPF, who keeps the funds to assist car guards. (An interview with a prominent member of CPF follows in section 4.7.1).

All the car guards interviewed were South Africans, with all but one being white. From observations the vast majority of car guards on Durban beachfront are whites.

4.2.6 North Beach, Durban

Table 4.6 below provides an overview of Car Guard Activities, earnings and selected expenses at North Beach, Durban.

TABLE 4.6 Overview Of Car Guard Activities, Earnings And Selected Expenses

Criteria	Person A	Person B	Person C	Person D	Person E
Estimated Earnings from Car Guarding					
Daily	R200- R250	R300- R400	R200- R250	R100	R200- R400
Weekly	R1500	R1500	R1200	R500	R1000
Monthly	R4500- R6000	R4500- R6000	R4200- R4500	R2000	R4000
Hours Worked Per Week					
Monday	5am- 11pm	6am- 9pm	6am- 6pm	7am- 3pm	3pm 12am
Tuesday	5pm- 11pm	6am- 9pm	6am- 6pm	7am- 3pm	3pm 12am
Wednesday	5pm- 11pm		6am- 6pm	7am- 3pm	3pm 12am
Thursday	6am- 3pm	6am- 9pm	6am- 6pm	7am- 3pm	3pm 12am
Friday	6am- 3pm	6am- 9pm	3pm – 12am	7am- 3pm	
Saturday	6am- 3pm	6am- 9pm	3pm – 12am	7am- 3pm	3pm – 4am
Sunday	6am- 3pm	6am- 9pm		7am- 3pm	3pm – 4am
Best Earning Time Frames					
Times	Early Morning	3pm- 9pm	Early Morning	Afternoons	Mornings
Days/ Nights	Surfers	Surfers	Surfers	Weekends	Weekends
Additional factors that Affect Earnings					
	Surf Bad, No tips	Beggars take Tips	Weather	Weather	Rain Earn Less
Additional Sources of Income					
Income Source 1	None	Pension of R600	Small Pension	None	None
General Breakdown of Income (on Expenditure)					
Accommodation	Shelter	Shelter	Shelter	Shelter	Shelter
Alcohol	Yes	Yes	Yes	Yes	Yes
Tobacco	Yes	Yes	Yes	Yes	Yes
Additional Findings		Cancer of Bladder Long hours Stand			
Family and Dependents					
Age and Gender	51 Male	54 Male	48 Female	28 Male	59 Male
Country of Origin	SA, white	SA, White	SA, White	SA, White	SA, White
Years Car Guard	22 year	1 year	3 years	2 years	5 years

Table 4.6 presents the findings for North Beach car guards who on average earn better than the car guards interviewed at other location, with monthly incomes ranging from R2000 to R6000.

These car guards work very long hours, especially those based outside popular late night beachfront restaurants and night clubs. Some car guards have been able to developed unique relationships with motorist not found at other locations. In addition to guarding cars, many offer a secondary service by keeping the car keys of surfers. Over time these car guards have been able to build such trusting relations with some surfers who often pay a premium for the peace of mind, knowing their cars and keys are safe with the car guards. Not surprising the majority of the car guards mentioned that early mornings and evenings when surfers came to the beach were when they earned most. Christie (2009) noted that in Cape Town some car have forged strong positive relations with business owners by keeping parking lots and storefronts clear of drunk and vagrants.

Their concerns include beggars intercepting motorists who may give the beggar a tip which may lead to the car guard getting nothing. To add to their misery, car guards are often verbally abused and threatened by these beggars. Rainy weather, as mentioned by car guards at all locations, is also a concern that affected their earning potential.

All the car guards interviewed stay in shelters and all smoke and consume alcohol. All mentioned that they were generally satisfied with their lives, as they are able to work for themselves. One white male car guard mentioned that he has cancer of the bladder and stands long hours, but has to guard cars due to his dire financial situation.

Of interest is that all the car guards interviewed on the Durban beachfront were white South Africans.

4.3 Objective Two: Explore the Problems Car Guards Face While Performing Their Duties

Table 4.7 below provides an overview two specific groups of concerns, namely the general problems encountered on a daily basis and the specific work problems encountered.

The number of respondents who mentioned different concerns are included simply out of interest and should not be viewed in terms of a quantitative assessment.

TABLE 4.7 Challenges Faced By Car Guards Whilst Performing Their Duties

Criteria	TOTAL	Shopping Complex Umbilo	Glenwood Spar	Hospital A	St Augustine Hospital	South Beach	North Beach
General Problems Encountered Daily							
Verbal Abuse	Ten	Four	Three			One	Two
Threatened by Rude Drivers	Eight	One	One	One	One	Three	One
Racism	Six	Two	Two	One			One
Criminals	Four	One	One			One	One
Drunk Drivers	Three	One				One	One
Beggars take Money	Three					One	Two
Exposed to Hot Sun	Two			One	One		
Raining Less Tips	Two				One	One	
Long Hours/ Standing	Two		One				One
Specific Work Conditions Faced By Car Guards							
Little Money Earned	Seven		One	Four	One	One	
Easily Dismissed	Three	One		Two			
No Support From Management	Three	Two		One			

Table 4.7 presents the finding from interviews with car guards at six different venues in Durban. Of interest is that about a third of all car guards interviewed mentioned they had been exposed to verbal abuse, while many had been threatened by drivers; exposed to racist and possible xenophobic violence and experienced criminal activity (at the shopping centres and beach front, but not at the hospitals).

Drunk drivers and beggars were a problem that was isolated to the beachfront whilst the effects of exposure to the sun, was mentioned specifically at the two hospitals, where little shade was available. Rainy weather was a concern to car guards where less shelter is available.

Specific concerns or problems mentioned were the low incomes earned and noted mostly by car guards at the hospital where work hours are limited, as parking bays are predominantly busy only during visiting hours and very high daily bay fees are charged. Steyn *et al.*, (2015), stated that the Employment Conditions Committee had expressed concern about the financial exploitation of car guards.

Concerns regarding easy dismissal of the car guards, for any damage or theft, even if the car guards are unable to see or react to the situation, as well as lack of support from the car guarding agency management, was mentioned specifically by car guards at the un-named hospital and shopping centre where high daily fees are charged.

4.4 Objective Three: To Explore the Levels of Education and Skills That Car Guards Possess

Table 4.8 and Table 4.9 provides a summary of interviews with car guards regarding their different level of education, past training completed as well as car guards' past professions.

As with the previous objective, a table is provided to quantify responses for illustrative purposes only as this was a qualitative study.

TABLE 4.8 Car Guards' Average Levels Of Education And Skill

Criteria	TOTAL	Shopping Complex Umbilo	Glenwood Spar	Hospital A	St Augustine Hospital	South Beach	North Beach
Level Of Education Completed							
No Schooling	One				One		
Primary School	Three			One	Two		
Grade 8-9	One						One
Grade 10-11	Thirteen	Four	One	Three	One	Three	Two
Grade 12 (Matric)	Twelve	One	Four	One	One	Three	Two
Undergraduate	Three		Three (incomplete)				
Postgraduate							
Additional Training And Expertise							
Security Guards	Four		Two	One			One
Code 10 Driver	Four	One	Two				One
Code 8 Driver	One	One					
Boiler Maker	One			One			
Book Keeper	One						One
Commercial Diver	One					One	
Fitter and Turner	One					One	
Post Office	One	One					

Table 4.8 provides a summary of the findings of car guards at various locations, and it was found that the majority of car guards had high school educations with only one car guard having no schooling and three Glenwood based car guards (two from the

DRC and one from Rwanda) having all started but not completed their undergraduate studies (in Public Relations, Political Science and Engineering respectively). These findings were also mentioned by Steyn *et al.*, (2015), who found from a Tshwane study of car guards that the level of education between locals and immigrants car guards varied noticeably. Most South Africa car guards had not completed their secondary schooling while many migrant car guards had at the very least completed secondary schooling, and possibly also studied at a university.

Few car guards had any additional training unless it was directly linked to their previous employment. A number of car guards had previously had security guard training, but left security due to the long hours and having to work at night, as well as the life threatening danger associated with security.

Some car guards who have code 10 truck driver licences, are not driving trucks due to their age.

TABLE 4.9 Car Guards' Previous Professions.

Criteria	TOTAL	Shopping Complex Umbilo	Glenwood Spar	Hospital A	St Augustine Hospital	South Beach	North Beach
Level of Education Completed							
Casual worker	Nine		One	Three	One	Three	One
Security Guard	Four	One	Two		One		
Labourer	Five		One		Two		Two
Informal barber	Three	One	One	One			
Post office worker	Two	One				One	
Truck driver	One	One					
Boiler maker	One						
Book keeper	One						One
Cleaner	One						
Diver	One						
Miner	One						
Student	One						

Table 4.9 provides information relating to the fact that close to half of car guards interviewed had previously been casual workers or labourers. One of the car guards mentioned that he could only earn R80 a day as a casual worker and had to work for a boss, while as a car guard he could earn more than R80 a day and be his own boss.

A few car guards had previous security training, but none had any additional security training since becoming car guards, due to the cost, loss of income while attending training and no real need for training, given as the main reasons for not attending training.

Another car guard who had been an informal barber, cutting hair on a street corner in Durban, mentioned that as a barber he had to share his earnings with the other barbers to help cover expenses, so he did not earn much.

In addition two car guards had previously been employed at the post office; others had held a wide range of positions such as a commercial diver; book keepers; miner and boiler maker.

4.5 Objective Four: To Explore Car Guards' Financial Situation and Life Styles

Table 4.10 below provides an overview of car guards' financial situations as well as their life style choice, while Table 4.11 provides information regarding the challenges car guards face while performing their duties.

The tables provide a broad picture however the analysis was based on the qualitative research and responses.

TABLE 4.10 Car Guards' Financial Situations and Life Styles

Criteria	TOTAL	Shopping Complex Umbilo	Glenwood Spar	Hospital A	St Augustine	South Beach	North Beach
Retrenched/Lost Job	Twenty	Three	One	One	Five	Five	Five
Previously Unemployed	Ten	Two	Four	Four			
Family And Dependents							
Age							
20-29	Six	One	One	Two		One	One
30-39	Seven	Three	Two	One	One		
40-49	Six		Two	One	Two		One
50-59	Nine			One	Two	Three	Three
60-65	Two	One				One	
Male	Twenty Seven	Four	Five	Five	Five	Four	Four
Female	Three	One				One	One
Country Of Origin							
South African	Seventeen	One	One Zulu		Five	Five	Five
DRC	Ten	Four	Two	Four			
Rwanda	One		One				
Benin	One		One				
Burundi	One			One			
Black	Twenty one	Four	Five	Five	Four	One	
White	Eleven	One			One	Four	Five
Years Car Guarding							
Less than 1 year	Five			One		Two	Two
1 to 2 years	Seven	One	Two	One		Two	One
2 to 5 years	Seven	Three		One	Two		One
6 to 10 years	Five		Three	Two			
11 to 15 years	Two				Two		
16 to 20 years	Three	One			One	One	
21 to 25 years	One						One
Single	Nine	Two	One	Three	One	One	One
Live with Partner/ Dependents	Eighteen	Three	Four	One	Four	Four	Two
Car Guards Place Of Residence							
Shelter	Seventeen	Three	One	Five	One	Three	Four
Own Accommodation	Eight		Three		Two	Two	One
Share Room	Five	Two	One		Two		

As per the findings in Table 4.10 it was noted that a number of car guards had either lost their jobs or been retrenched, and thus became car guards. The rest had been unemployed and in need of income, and thus car guarding was seen as an opportunity. Car guards from the DRC, Rwanda and as far as Benin had left their countries and professions to come to South Africa looking for better career opportunities or trying to escape civil war.

The vast majority of car guards interviewed were between thirty and sixty years of age which could be due to the fact that younger people either find more suitable work due to their age, or are less willing to work long hours for little money.

Close to a third of the car guards interviewed were from the DRC with only one foreigner from Benin and one from Burundi. In addition it emerged from the interviews that different locations are dominated by specific races/ethnic backgrounds. For example, most of the car guards at the beachfront were white males while at shopping complexes like Glenwood Mall most of the car guards were from the DRC.

Additionally, a large number of car guards who were interviewed had been car guards for five years, and around a third had been car guards for more than ten years. This may indicate that they had become comfortable with the routine of car guarding.

From the interviews it was further noted that the majority of local car guards stayed with their wives and children, but most non South African car guards stayed alone or at best with their partners and sent money back to their home country whenever they could afford to. These findings were supported by Steyn *et al.*, (2015) who found that the majority of immigrant car guards' families rarely came to South Africa, instead, when possible, savings are sent home to their families.

Possibly due to the low income earned from car guarding and the uncertainty of what will be earned daily, most car guards interviewed stayed in shelters with very few being able to afford rent.

TABLE 4.11 Car Guards' Challenges

Criteria	TOTAL	Shopping Complex Umbilo	Glenwood Spar	Hospital A	St Augustine	South Beach	North Beach
Challenges Faced							
Verbally Abused	Seventeen	Five	Two	One		Five	Four
Language Barrier	Six	Three	One	Two			
Xenophobia/ Fear	Six	Three	Two			One	
Poor Relations with SAP	Five					Three	Two
Concern Regarding How Car Guarding Is Performed							
Low Income / No Benefits	Twenty Three	Five	Four	Five	Two	Four	Three
No Job Security	Nine	Two	Three	Three		One	
Long Work Hours	Nine	Three	One	One	One	Two	One
Not Pay for Uniforms	Three					Two	One
Opinions Regarding What Work Well In Current Model							
Earn an Income	Nineteen	Two	Five	Four	Three	Two	Three
Customer Relations	Eighteen	Three	Two	One	Four	Four	Four
Own Boss	Four				One	One	Two
Management Support	Four		Two	One	One		
Problems Faced In Performing Duties Due To Current Model							
No Equipment/ Training	Eleven	Three			Two	Three	Three
Unappreciative Drivers	Nine	Two				Two	Five
Criminal Element	Nine	One	Two			Three	Three
Drunk Drivers / Abusive	Seven					Two	Five
Beggars Take Tips	Six					Three	Three
Not Choose Hours	Five	One		Three	One		
More Parking Bays	Three				Two		One
Daily Guarding Fee		R25 per day	No Charge	R35 per day	No Charge	R2 per day	R2 per day

As per the findings in Table 4.11, car guards from all but one location felt that they had in the past been exposed to verbal abuse, especially those guarding cars on the beachfront and the shopping complex in the Umbilo area.

In addition car guards on the Durban North and South Beaches felt that their relationship with the South African Police Service (SAPS) were often strained and needed to be improved. According to the car guards, the police were usually inclined not to listen to nor consider their version of incidents that occurred on the beachfront, but rather blame the car guards for being the culprits and being guilty of wrong doing.

Unique to the beachfront are beggars who often approach motorists for money. Inevitably if the beggars receive a donation, then the car guards lose out on any potential tip from the driver. In addition most cars guard had been verbally abused, some even threatened by beggars.

Many car guards interviewed are appreciative of car guarding as a means of earning some form of living. In terms of business strategy, many car guards realized the importance of building good relationships with customers so to ensure better tips.

4.6 Objective Five: To Explore Car Guards' Concerns and Opinions Regarding Existing Car Guard Business Models and the Problems They Encounter

Table 4.12 and Table 4.13 provide data on car guards' concerns and opinions regarding existing car guard business models, the conditions, physical work environment and the training and skills development that is required.

TABLE 4.12 Suggested Ways In Which Car Guarding Can Be Improved

Criteria	TOTAL	Shopping Complex Umbilo	Glenwood Spar	Hospital A	St Augustine Hospital	South Beach	North Beach
Suggested Ways To Improve Conditions Of Car Guarding							
Rather get Better Employment	Eleven	Three	Four	Four			
Better Standards for Car Guards	Ten			Two	One	Three	Four
Tipping Made Compulsory	Five	One	One	One	Two		
Stop Paying Daily Fees	Four		One		Two	One	
To be Employed by Management	Three		One	One	One		
Keep Record of all Activities	Three	Three					
Better Relations with SAP	Two					One	One
People Made Aware of our Plight	Two	One				One	
Government Salary and Pension	One	One					
Suggested Ways To Improve The Physical Work Environment							
Places to Sit and Shelter	Nine	One	Two	Two	Two	Two	
Sponsored Uniforms	Six	One				Three	Two
Be Issued with 2 Way Radios	Three	Two					One
Training And Life Skills Needed							
Security Training	Fourteen	Three	Two		Two	Three	Four
English	Nine	Three	Two	Four			

Table 4.12 provides a summary of the suggestions offered by car guards interviewed at different locations in Durban. The intention was for car guards to provide viable solutions to improve the overall conditions they find themselves in.

From a financial view point, suggestions included ensuring that people were more aware of the plight of car guards or possibly making tipping of car guards compulsory. Local municipalities or the council could employ car guards, so that in addition to just receiving tips, car guards could also earn a small fixed and regular salary. In addition car guards felt that car guarding agents should not be allowed to charge car guards high daily bay fees.

To improve the standards of car guarding, standardised uniforms could be issued free of charge as well as radios, batters, torches and a guarding hut. Car guards should also keep written records of the registration and occupants of vehicles parked in their allocated area. In addition relationships with the SAPS could be improved by having regular meetings and discussions.

Many car guards expressed the needed for security training, especially in terms of handling hostile crime. If car guards do go for training it is at their own expense. Instead, the CPF, municipality or sponsors could pay for their training.

Many car guards also expressed a need to learn English, especially the car guards from neighbouring countries where English was not necessarily their first language.

TABLE 4.13 Benefits Car Guards Provide

Criteria	TOTAL	Shopping Complex Umbilo	Glenwood Spar	Hospital A	St Augustine Hospital	South Beach	North Beach
Suggested Benefits Car Guards Can Provide (Affect Performance)							
Customers Relations	Ten	One		One	One	Three	Four
Be Friendly	Five				One	Two	Two
Keep Keys for Surfers	Four					Two	Two
Send SMS of Surf	One						One
Push Trolleys	One	One					
Park Cars When Parking Available	One				One		

As per the summary in Table 4.13, many car guards realized from a business aspect the need and value of developing good relations and being friendly towards customers so as to possibly get better tips.

In terms of initiatives to improve earnings, many car guards especially those on the beachfront, have developed unique ways to assist motorists. These include texting selected surfers regarding the surf conditions, as well as keeping the car keys while surfers catch an early morning or afternoon wave. In addition Arde (2014), confirmed that a Durban study of car guards revealed that many car guards developed loyal followers amongst the surfers.

One car guard at St Augustine's Hospital assists by keeping staff member's keys and parking their cars when a parking space becomes available.

4.7.1 Summary of Interview with a Prominent Member of the Community Police Forum, North Beach Action Group (who did not wish to be named)

Car guards on the beachfront are regulated by the North Beach Community Police Forum (CPF), which is a statutory body linked to the North Beach Police. The members of the CPF offer their time and services for no financial reward and members include both local business people and the community.

Regulation of Car Guards on Durban Beachfront

Amongst other functions, the CPF assists street children in the Durban area and also helps lost or abandoned children on the beachfront, and regulate car guards in our designated area, which includes the beachfront area up to the Blue Lagoon.

It must be understood that car guarding is ultimately a community service to ensure that all people using the beachfront can do so safely and that their vehicles are safe. Car guards also play a vital role in that they are able to advise the police on any suspicious activities on the beachfront and play a vital role in reducing and preventing crime.

The car guards are regulated in terms of the days and times they are able to work. Duty rosters are drawn up and each car guard is allocated a specific zone and expected to advise the CPF if they are unable to come to work, so alternate arrangements can be made to have someone fill their designated area.

Before allowing car guards to patrol designated areas they need to be registered on the CPF data base and valid identification documents or a valid work permit are required (a valid work permit can be obtained from the Durban Home Affairs office). In addition some form of proof of residence is required and a police clearance check is done on each car guard. The car guards are then issued with reflective vests with their name tag, unique number and the area in which they are registered. The car

guard's personal details and information is registered against their unique number, so that any misconduct or criminal activities can be dealt with.

A challenge the CPF face is that many car guards do not have permanent residential addresses, and stay in shelters which often do not ask for identification, so criminals can easily move around undetected.

By issuing vests and unique numbers to the car guards we attempt to keep unregistered car guards who may be involved in criminal activities off the beachfront.

Some car guards have built up good relations with surfers and keep the surfers' car keys while they are in the water. The CPF does not condone this and the car guards have been advised that the CPF will not accept any liability if keys or other valuables go missing. In addition, car guards are not meant to keep any personal items for any member of the public, including any personal documents or valuables. We advise the car guards not to keep keys, but if they do, to keep motorist's keys in a concealed moon bag, as walking around with keys on a large ring increases the chance of potential theft and criminal activity.

Daily Bay Fees

The car guards each pay R2 a day. These funds are saved and used for any potential medical or other emergency, or where car guards need legal assistance. The North Beach Action Group is a Section 21 company.

There have been numerous incidents where car guards have been blamed for being rude and disrespectful or being negligent or even willfully damaging vehicles and each of these cases are investigated. Often the car guards are not in the wrong.

Lack of Resources to Fully Monitor and Assist Car Guards

Social welfare, the local council, the Department of Parks and Recreation as well as local businesses have all been approached to assist car guards with the necessary equipment required, such as two-way radios, security training and uniforms. To date no one has offered any financial or other assistance. The CPF does not receive any funding and we assist the car guards at our own personal expense.

Suggestions to Improve the Plight of Car Guards

Car guards have the potential to earn well over R4000 a month and some spend their spare time and hard earned money in the pubs having nothing to show for all the hours they worked. Social welfare is aware of the situation, yet to date has offered no assistance.

Car guards are required to get a minimal D grade in security training, which costs about R600, but car guards need to pay for the training themselves, and in addition lose out on their only source of income while attending the training course. If local businesses were able to assist in sponsoring the cost of training or even assist in buying uniforms for the car guards it would make a big difference. Local businesses feel that they are already paying high taxes, and the welfare of car guards is not their concern.

The CPF has approached the local council to erect lockers on the beachfront so that people can store their keys and valuables safely while they go to the beach, yet to date this has not happened. It would reduce the risk car guard's face as well as reduce potential theft. The Parks and Recreation Department are aware of the dilemma.

4.8 Conclusion

Car guards interviewed at six different locations in Durban, revealed a wide range of concerns and needs.

At one extreme car guards are forced to pay high daily “bay fees” and even restricted in the number of hours they can work. These respondents showed more dissatisfaction than car guards who were less regulated and able to determine their own working hours and who do not pay high daily “bay fees”.

In addition to the long hours and been exposed to all weather conditions, most car guards to a greater or lesser degree are exposed to verbal abuse, drunk drivers, racism and intimidation, either by the police or on occasion by local beggars. Car guarding is a means to survival where working long hours and been dependent on the generosity of drivers who show little appreciation is the norm.

In Chapter five the conclusions from the literature study and research are discussed and recommendations are made.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The primary intention of this study was to determine and recommend alternative business models for car guarding in Durban, and South Africa. This chapter focuses on the findings from the literature review presented in Chapter 2, as well as the findings from the primary research discussed in Chapter four.

5.2 The Research Problems

Car guards earn a living solely from tips received from charitable motorists. They work long hours, exposed to harsh weather conditions, often verbally abused by motorists, and on occasion harassed by the South African Police Service, private security guards and even beggars. Further they are exploited by managing agents that charged high daily parking bay fees and not being protected by legislation.

5.3 Objective One: To Explore Whether Car Guarding is a Viable Form of Employment

The viability of car guarding was explored by posing a number of questions to car guards regarding their estimated earnings, hours worked, factors that affect their earning potential, their general expenses and additional factors.

5.3.1 Findings from the Literature

Steyn *et al.*, (2015) noted that formal car guard activities are coordinated by agencies, and many car guards paid more than R40 a day to work as formal car guards. Bay fees varied depending on where the car guard was situated in the parking lots.

As per the report of 2009, the Employment Conditions Committee (ECC) investigated the car guarding industry in the context of the Sectorial Determination 6: Private Security Sector (2009), the report found that most car guards were exploited and had no union representation in addition those working in shopping complexes and at private organisations were at the mercy of the shopping centres' self-appointed parking area handlers. Informal evidence indicated the prevalence of an illegal exchange between car guards and security companies, where car guards are charged a user fee to operate in allocated parking areas.

McEwan & Leiman (2008) noted car guarding is merely a survivalist activity, a last resort out of desperation. As per McEwan and Leimann (2008) and Blaauw & Bothma (2003) car guarding is rarely an occupation of long term duration, but rather is viewed as a short term survival strategy or means to supplement the household income. Importantly, none of the interviewees identified it as a preferred occupation.

5.3.2 Findings from the Research

From the Empirical study it was found that car guards at a shopping complex in Durban are charged R25 a day for parking bay fees, while a unnamed hospital in Durban restricts the number of hours each car guard may work, allowing two shifts of car guards to work each day, and charges each car guard R35 per day. Car guards on the beachfront that are regulated by the CPF pay R2 a day.

Car guards at the beach front especially work very long hours, due to restaurants and clubs been open till early hours of the morning. Car guards stay to watch cars as they desperately need the income received from tips.

5.3.3 Conclusion

Literature and empirical reviews confirm that car guards work long hours for minimal wages and that exploitation does occur, especially where car guards have to pay high daily fees for their bays.

Unlike the findings of Steyn *et al.*, (2015), more than a third of Durban car guards have remained car guards for more than three years, possibly due to the economy, or Durban's favourable year round good weather, that allows for guarding cars outdoors most of the year.

5.3.4 Recommendations

The car guarding industry needs to be better regulated in terms the high fees that car guarding agents or parking management charge car guards. In addition car guards need to be assisted so earn sufficient to improve their lives. Parking bay fees have been discontinued at many venues, and has always been as a result of public outcry and pressure from bad publicity highlighting the plight of car guards, this approach may be required to eliminate bay fees been charged, at the car guards expense.

5.4 Objective Two: To Explore the Problems Car Guards Face Whilst Performing Their Duties

5.4.1 Findings from the Literature

Bernstein (2003) noted that in Cape Town, drivers tend to confuse local and foreign car guards. This may lead to foreigners been blamed for harassment. Sharges (2015), of *Cape Town Magazine* noted that some car guards seemed to warrant irritation and this may be due to some viewing car guards as no more than glorified beggars.

McEwen & Leiman (2008) during the Cape Town study noted that car guards themselves are often exposed to danger in performing their duties such as when car guards confront potential robbers. There is the threat of violence from potential thieves and hooligans and also from local homeless people who complete with car guards to solicit money from drivers.

Halim & Omar, (2011) noted that people who stand for long periods of time may experience severe health problems such as chronic venous disorders, circulatory disorders, increased risk of strokes and degenerative damage to joints of the spine, hips, knees and feet. According to Jennings, Kari, Jambusaria-Pahlajani, Whalen & Schmults (2012) non-melanoma skin cancers (NMSC) are the most common cancers worldwide and have increased dramatically, especially since increase levels of exposure to UVB that cause direct DNA damage leading to carcinogenesis (cancer). A cumulative lifetime of sun exposure (e.g. occupational exposure) has been associated with higher risks of squamous cell carcinoma (SCC).

5.4.2 Findings from the Research

From the empirical study it was found that many car guards have been exposed to racism, criminal elements, drunk drivers and beggars that compete with the car guards for income off motorists.

Many foreign car guards revealed their concern regarding racist remarks from the public, especially at shopping centres and the beach front. In addition, one car guard at Glenwood Spar was threatened when he tried to stop a car being stolen and had to apply for a court order, against the third parties as his life was being threatened.

Due to standing for many hours, some car guards have developed back problems, in addition more than one car guard has cancer and working in the sunlight is a grave risk.

5.4.3 Conclusions

It was found from the empirical research as well as from the literature that car guards are exposed to aggression, verbal abuse and criminal violence, some feel that car guards warrant aggression.

Car guards may be exposed to life threatening criminal activity, while guarding our vehicles, as well being exposed to health risks from prolonged standing. Moan *et al.*, (2007), stated that solar radiation is ultimately the main cause of skin cancers worldwide, and car guards are vulnerable as they predominantly work outdoors.

5.4.4 Recommendations.

People need to be more aware of the plight of car guards and have a higher level of empathy for and tolerance towards others. Racism and aggression towards car guards needs to be address. Car guards should be provided with the means to handle criminal activity, as well as have shelter and chairs available, while guarding cars.

5.5 Objective Three: To Explore the Levels of Education and Skills That Car Guards Possess

The following section examined the education level and skill, as well as the employment history of thirty car guards interviewed at six different locations throughout Durban

5.5.1 Findings from the Literature

Mc Ewan & Leiman (2008) noted a startling difference in the level of education between local and foreign car guards in Cape Town. No local car guards that had been interviewed had any undergraduate qualifications and few had even completed school, unlike most foreign car guards who had completed a tertiary qualification or at the very least been to university, but not completed their studies.

Steyn *et al.*, (2015) noted that the level of education between locals and immigrants car guards varied noticeably with most South Africa car guards not having completed their secondary schooling while many migrant are guards had at the least completed secondary schooling and had possibly also studied at a university.

Bernstein (2003) stated that a large portion of informal car guards have high levels of education and the government should utilise these skilled people. McEwen & Leiman (2008) noted that car guards who had been searching for alternate jobs had given up searching, of the vast majority of whom were foreigners. The reason for this was that employers refused to hire them without a green ID book- a document they cannot easily obtain legally, yet the law entitles foreign nationals on a refugee permit to work in South Africa but this is not common knowledge amongst employers or even government officials.

5.5.2 Findings from the Research

From the empirical study it was found that less than half of the car guards interviewed had finished their schooling. Three foreign car guards had studied at university but not completed their studies due to political strife in their home countries.

The Durban study also revealed that some car guards had previously worked as security guards and received security training, in addition on the job training of car guards included boiler making, fitter and turner, commercial diving and book-keeping.

5.5.3 Conclusion

In contrast to the findings of Christie (2009), who had noticed no car guards ever read books or newspapers during the long hours of car guarding, most literature as well as the interviews conducted with Durban car guards, clearly reveal that many foreign car guards are studying or have studied further, even if not completing their studies, and on average have higher levels of education than most local car guards, yet often cannot enter the formal sector due to not obtaining legal work permits.

5.5.4 Recommendations

As mentioned by Bernstein (2003), the skills and knowledge of foreigners as well as local car guards should be better utilised, so they may enter the formal market or be assisted to use their skills in the informal market, and better contribute to society at large. Better communication is also needed between government and business in the informal and formal sector regarding the actual requirements for non-South African car guards to work in the formal sector.

5.6 Objective Four: To Explore Car Guards Financial Situation and Life Styles

This objective examined the financial as well as lifestyles of car guards in terms of their ages, gender, country of origin, time period they have been car guards, their family locations, where car guards live as well as their opinions regarding the challenges and advantages of being a car guard.

5.6.1 Findings from the Literature

Steyn *et al.*, (2015) noted that a large number of car guards are refugees and the majority originated from the DRC. In addition it was found that the families of the immigrants who worked as car guards rarely joined them in South Africa. Instead, where possible, they sent any savings home to their families.

McEwan & Leiman (2008) noted that out of twenty car guards interviewed none were white or Asian, with the vast majority being black males in addition to two black females. Further it was noted by Blaauw and Bothma (2003), that the majority of the one hundred and forty car guards interviewed were white Afrikaners, thus pointing to the existence of different car guarding demographics in South Africa.

Steyn *et al.*, (2015) quoting Bernstein (2003) found that the cost of the training course which includes the training, registration, a uniform and name-tag may add up to well over R600 which the car guard has to pay from their own pocket. Informal car attendants do not comply with the definition of formal workers and thus do not usually register or pay the monthly fee or attend training. Nair (*TIMESLIVE*, 18 June 2015) noted that the Private Security Regulatory Authority (PSIRA) is once again requiring that every car guard should possess a Grade E security certificate. Most car guards do not earn a basic salary and cannot afford training.

5.6.2 Findings from the Research

From this small empirical study it was found that the car guards on Durban North and South Beachfronts were predominantly white South African men.

Close to half the car guards interviewed were not South African, coming to Durban from as far as the DRC, Benin and Burundi, in addition more than half of the male foreigners were married, yet stayed alone or with a partner, and sent money home, when they can afford too. In addition more than half the car guards interviewed, as well as almost all the car guards that work on the beachfront stay in shelters. A number of car guards had previous security training, but none of the car guards interviewed had attended any security training since becoming car guards, due to not been able to afford the training and loss of income while attending training given as the reasons for not attending.

5.6.3 Conclusion

From the interviews and literature it was found that in Durban, specifically on the beachfront most car guards are white males, this confirms the findings of Blaauw & Bothma (2003), which pointed to the existence of different car guarding demographics in South Africa. In addition this study found that as mentioned by Steyn *et al.*, (2015) many foreigner car guards send money home to their families when they can afford to.

As per the findings of Nair (2015) PSIRA requires car guards to attend security training, but car guards are unable to afford the training.

5.6.4 Recommendations

Car guarding remains a means of survival only, and the cost for security training remains unaffordable. In addition, without any real financial benefits associated with paying for training, car guards will not be eager to attend, as they will lose financially. PSIRA instead of enforcing training, should find alternatives to have the cost of the training sponsored and possibly also offer car guards additional training courses to better their lives, and assist them to become more employable.

5.7 Objective Five: To Explore Car Guard's Concerns and Opinions Regarding Existing Car Guard Business Models and Problems They Encounter

Car guards interviewed were given the opportunity to voice their concerns and opinions regarding existing car guard business models, their physical work environment, training and skills requirements, as well as how car guards can provide additional benefits to motorists and society at large.

5.7.1 Findings from the Literature

According to Hans (*The Mercury*, 23 March 2015) Zulu King Goodwill Zwelithini's commented that foreigners should go back to their home countries as they are enjoying the wealth reserved for local South Africans. According to Ngcobo (*The Mercury*, 6 December 2015) the Human Rights Commission (HRC) found King Goodwill Zwelithini's comments hurtful to foreigners, but not a call to arms.

McEwan & Leiman (2008) noted that none of the car guards interviewed rated job satisfaction highly in his questionnaires.

Christie (2009) noted that in Cape Town some car guards have forged strong positive relations with business owners by keeping parking lots and storefronts clear

of drunks and vagrants. Additionally, car guards assist business owners cash up at the end of business. Sanpath (*The Independent on Saturday*, 7 November 2015) reported that musician Riziki, from the Republic of Congo came to Durban seven years In 2015, Riziki signed a deal with Sony Music/RCA and an international record label with Ultra Records.

5.7.2 Findings from Research

From the empirical study it was found that a few of the car guards felt that they were exposed to xenophobic hatred, as they were foreigner. Others felt that there was little that could be done to improve car guarding except to find better employment.

Others felt car guarding could be improved if standards were set, in terms of sponsored uniforms, the general public being educated about the plight of car guards, and bay fees been abolished.

Many felt building good relations with motorists was importance to ensure good tips. In addition car guards in Durban add value by keeping keys for surfers, as well as sending daily SMS"s to surfers regarding the wave conditions on the beachfront, as well as park patron"s cars when limited parking bays became available.

5.7.3 Conclusions

From the literature and the interviews conducted with car guards it was found that some foreign car guards felt threatened by the xenophobic outbursts, and the statements by leaders such as Zulu King Goodwill Zwelithini noted by Hans (*The Mercury*, 23 March 2015).

Car guards interviewed in Durban, like car guards in Cape Town (Christie, 2009) add value by assisting motorists and the public, beyond just guarding cars. Durban

car guards also keep surfers keys, SMS surfers regarding the waves and even assist by parking cars.

In addition, proudly Durban, Sanpath (*The Independent on Saturday*, 7 November 2015) reported that musician Riziki, previously a car guard, has signed a deal with Sony Music/RCA and an international record label with Ultra Records.

5.7.4 Recommendations

Car guards are here to stay, and businesses and all parties need to assist car guards as we can. Education and better understanding of foreigners, as well as improving the standards of car guarding will be a good start. It is also good to note that some car guards are able to break out of car guarding, by sheer hard work and skill.

5.8 Suggestions for Further Research

Further studies would be beneficial in determining how different CPFs (Community Police Forum"s) can work closer with car guards in their local area. Further studies are also needed, and suggestions presented to the PSIRA in terms of regulating informal car guards in South Africa. Finally an in-depth study may determine a feasible way in which car guards are able to contribute into at the very least a pension fund of sorts.

5.9 Concluding Comments

This study aimed to explore and provide suggestions on how car guarding and the current business models could be improved by answering the objectives set out at the beginning of the research. From the study it is clear as per previous studies, that car guarding is simply a means of survival. To improve working conditions and earnings, a better approach is required, where individuals can be trained and the many car guarding agents that charge exorbitant daily bay fees need to be regulated.

There is definitely a need for better partnerships to be created between the public sector (e.g. social development and housing) and the private security industry. This would allow for better social welfare, and go some way towards formalizing car guarding. A national plan that involves PSIRA and all other parties would ensure that the best interests of car guards are considered, and ensure that car guards are involved in all relevant decisions.

In conclusion, if local Community Policing Forums (CPF), councillors and interested parties co-operate and endeavour to regulate car guarding, so that they can earn a living whilst providing a service and helping to reduce crime; the lives of car guards will be significantly improved.

Members of the public need to show more empathy and support the guards with suitable tips and set aside racial and status prejudices then the truly South African, Ubuntu spirit, compassion and humanity will prevail.

This research has identified areas where the car guarding industry can be improved and has highlighted the plight of car guards and the need for regulation of the industry. If regulated car guards and car guarding associations would contribute to UIF, worker compensation, medical ids and possibly a pension fund, all which would add to long term value to the lives of car guards and thus ensure that in old age or in ill health these car guards would be catered for.

Role players such as political parties, Community Policing Forums and property owners could play a role in achieving this and thus improve not only the lives of car guards, but by ensuring that car guards are better trained and skilled, benefit motorists as well.

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APPENDIX 1: QUESTIONNAIRE

QUESTIONNAIRE

1. EXPLORE CAR GUARDING AS A VIABLE FORM OF EMPLOYMENT

- What are the potential earning capacities from car guarding on an hourly, daily and weekly means?
- How many hours a week do car guards work on average?
- What times of the day and night and what days do car guards earn more?
- What additional factors affect earnings?
- Do car guards have any additional incomes? (E.g. savings, pension, disability funds)?
- What is the average income vs. expenditure of car guards
- What do car guards spend their income on?

2. EXPLORE THE PROBLEMS CAR GUARDS FACE DURING PERFORMING THEIR DUTIES

- What problems do car guards face daily?
- How are the work conditions and related factors (such as relations with customers, other car guards and site landlords and management)

3. EXPLORE THE LEVEL OF EDUCATION AND SKILLS THAT CAR GUARDS POSSESS

- How many car guards have completed the following level of education:

Primary school Grade 8-9 Grade 10-11 Grade 12 Undergraduate Post graduate

- What additional training/ expertise do the participants have
- What was the car guards" previous employment?

4. EXPLORE THE FACTORS THAT RESULTED IN INDIVIDUALS BECOMING CAR GUARDS.

- What factors led to the individual becoming a car guard?
- How many dependents does car guard have?
- Where do the car guards reside?
- What additional challenges do car guards face?

5. EXPLORE CAR GUARDS CONCERNS AND OPINIONS REGARDING EXISTING CAR GUARDING BUSSINESS MODELS AND THE PROBLEMS THEY ENCOUNTER.

- What concerns do you have regarding the way car guarding is performed?
- What do you think works well in the way car guarding is performed?
- What problems do you face in performing your functions

6. EXPLORE SUGGEST WAYS IN WHICH THE CAR GUARDING INDUSTRY CAN BE IMPROVED.

- What changes would you make to car guarding to improve conditions?
- What can be done to improve the working environment?
- What training and life skills training guards face are needed?
- What added benefits can the car guards provide? What are the effects of selection and recruitment on employee work performance?
- What are the effects of rewards and compensation management on performance of the employees?

APPENDIX 2: INFORMED CONSENT FORM

UNIVERSITY OF KWAZULU-NATAL
School of Business Management and Leadership
M Com Research Project
Researcher: John Foster (082 780 3215)
Supervisor: Alec (082 334 4477)
Research Office: Mrs. I Mohammed 031-2601383

Dear Respondent

I, John Robert Wilfred Foster am a Masters student in the School of Business Management and Leadership, at the University of KwaZulu-Natal.

You are invited to participate in a research project entitled

Developing a relevant business model for the South African informal car guarding sector

The aim of this study is to improve the business model of Durban car guards in terms of improved work conditions as well as assist in basic education and implementation of at least a pension policy.

Through your participation I hope to understand the unique daily work conditions and challenges Car Guards in Durban face daily. The results of this survey are intended to contribute to an improved business model and improvements to the daily conditions of car guarding in Durban.

Your participation in this project is voluntary. You may refuse to participate or withdraw from the project at any time with no negative consequence. There will be no monetary gain from participating in this research project. Confidentiality and anonymity of records identifying you as a participant will be maintained by the University of KwaZulu-Natal, UKZN.

If you have any questions or concerns about participating in this study, please contact me or my supervisor at the numbers Listed above.

It should take about 15 minutes to complete the questionnaire

Investigator's signature _____ Date _____

APPENDIX 3: INFORMED CONSENT (AUDIO RECORDING)

Graduate School of Business & Leadership
UKZN, Westville Campus
University Road, Westville, 3630

Dear Participant

My name is John Foster; I am a Masters candidate studying at the University of KwaZulu-Natal, Westville Campus, South Africa.

I am interested in learning more about business models that exist in car guarding in Durban, KwaZulu Natal and South Africa, and how to improve the current conditions and incorporate benefits such as the option of contributing to a pension fund and better work conditions.

I am studying cases in the central Durban area at selected venues where car guards are present. Your community is one of my case studies. To gather the information, I am interested in asking you some questions.

Please note 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 15 minutes and will be done in groups.
- Any information given by you cannot be used against you, and the collected data will be used for purposes of this research only.
- Data will be stored in secure storage and destroyed after 5 years.
- You have a choice to participate, not participate or stop participating in the research. You will not be penalized for taking such an action.
- The research aims at knowing the challenges of your profession relating to work conditions, and how your services are co-ordinated and can be improved.
- Your involvement is purely for academic purposes only, and there are no financial 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:

	YES	NO
Permission to Audio Recorded		

Name: _____ Signature: _____ Date: _____

I can be contacted at: Email: johnf@webafrica.org.za Cell: 0826703215

My supervisor is Mr. Alec Bozac who is located at the Graduate School of Business & Leadership UKZN, Westville Campus, University Road, Westville, 3630 Telephone No. 0823344477

You may also contact the Research Office through:

Eileen Mahomed, Administrative Officer: Graduate School of Business & Leadership, UKZN, University Road, Westville, 3630, Telephone No. 031 2601383 E-mail: mahomede2@ukzn.ac.za

APPENDIX 4 : ETHICAL CONSENT



08 July 2015

Mr John Robert Wilfred Foster (992414852)
Graduate School of Business & Leadership
Westville Campus

Dear Mr Foster,

Protocol reference number: HSS/0732/015M

Project title: Developing a relevant business model for the South African informal car guarding sector

Full Approval – Expedited Application

In response to your application received on 12 June 2015, the Humanities & Social Sciences Research Ethics Committee has considered the abovementioned application and the protocol have 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.

The ethical clearance certificate is only valid for a period of 3 years from the date of issue. Thereafter Recertification must be applied for on an annual basis.

I take this opportunity of wishing you everything of the best with your study.

Yours Faithfully

.....
Dr Shenuka Singh (Chair)

/ms

Cc Supervisor: Mr Alec Bozas
Cc Academic Leader Research: Dr Muhammad Hoque
Cc School Administrator: Ms Zarina Bullyraj

Humanities & Social Sciences Research Ethics Committee

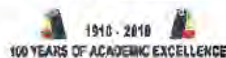
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Founding Campuses: Edgewood Howard College Medical School Pietermaritzburg Westville

APPENDIX 5 : EDITING

Proofreading and Correcting

TO WHOM IT MAY CONCERN:

This letter serves to state that I have proofread a copy of the following Dissertation/ Thesis/ Journal Article and have made suggestions to the researcher in terms of corrections which s/he may choose/choose not to put into effect in the final copy:

TITLE: *DEVELOPING A RELEVANT BUSINESS MODEL FOR THE SOUTH
AFRICAN INFORMAL CAR GUARDING SECTOR*

RESEARCHER: JOHN FOSTER (M Com)

The general areas covered in this proofreading include:

- Spelling - with special reference to English UK spellings of specific words.
- Correction of grammatical errors: syntax, concord etc.
- General editing to improve the language and vocabulary used and to, where necessary, adjust to make the work more academic in tone and style.
- Comments on general layout in terms of consistency in style: bullet lists, Figure and Table headings, Chapter headings and sub-headings.
- Comments and corrections of the Reference List entries



Date: 24 November 2015

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