



UNIVERSITY OF  
**KWAZULU-NATAL**

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**YAKWAZULU-NATALI**

*Criminological Analysis on mechanisms used to control shoplifting in Durban Central  
Business District*

By

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A dissertation submitted in fulfilment of the requirements for the degree of

Master of Social Science

In Criminology and Forensic Studies


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June 2020

## **DECLARATION**

This hereby confirms that this dissertation is my own work, it has not been submitted to any other institution. The works of others have been cited accordingly and a comprehensive list of such references has been provided.

Signature of candidate..... 

On the.....30 June 2020.....

## **ABSTRACT**

*The act of taking consumer items from retail stores is deemed as punishable criminal offence. To date, there are high levels of consumer goods theft. Shoplifting can be dangerous in nature due to psychological alteration upon apprehension of the criminal, should they resist security. Physical alteration is not the only cause for concern, retail shrinkage and job loss due to bankruptcy can occur in cases of severe shoplifting. As a result, communities suffer the consequences of economic and social micro-levels. This study intended to identify the motivations behind shoplifting in Durban Central Business District by focusing on the victimization of the retail store and the store chosen prevention measures. This was a deliberate attempt to uncover whether retail stores and the communities are aware of such dangers. The Criminal Justice System and security department of the store are aware of such and have a number of preventative measures against shoplifting, in place. This study analysed shoplifting and the store prevention measures in Durban Central Business District. The main objective of the study was to analyse the impact of shoplifting within the Durban Central Business District. Whilst identifying the mechanisms that have been put into place to combat shoplifting in food and clothing retail stores, furthermore, assessing the effectiveness of these mechanisms within the retail stores are in curbing the high levels of shoplifting. Making sure to identify legislations used by the specific retail store in order to prevent shoplifting. In order to achieve this, a qualitative approach was used, in conjunction to convenient sampling and purpose sampling methods. Semi-structured Interviews were conducted on participants that were purposively selected. The data was then analysed thematically. Main findings of this study revealed that the issue of shoplifting in the DCBD was a geographical issue in accordance with the crime pattern theory, as well as gender based, were shops with female guards or female staff experienced higher levels of shoplifting than male staffed stores. Findings also highlighted that most crimes occurred when there were high volumes of traffic, the shops closer to the main network of people interaction. The Workshop Mall experienced more cases of shoplifting than the shops furthest away as it is not as crowded. The issue of shop theft is a great challenge to combat within the police and retail system, as a respondent confirmed that shoplifting is now a part of their everyday lives. The study revealed that shops have become accustomed to being victimized by offenders and have in place their own regulations and security measure. Other shops acknowledged the effectiveness of measures, whilst others denied any security measures in curbing shoplifting. Based on this study's findings, the researcher recommends that SAPS needs to be visible in patrol areas around town to ensure that shoplifters are aware that a law*

*enforcement official is on patrol. Police further ensure that they are highly responsive when a crime is reported. Retail businesses spend large sums of money on security measures to combat theft, therefore it is unfortunate when a criminal is released from police custody without any charges as shoplifters continue to steal. Also, organisations such as community safety, SAPS and retail stores should formulate programs that are aimed towards de-normalising the act of shoplifting in the Durban Central Business District and across other communities. Only the authority can safe guard a business by working together with it, which is one of the responsibility of a Criminal Justice System. A more severe punishment of five years from the judiciary system must be enforced, the reason stores keep being victimized is because a fine and a few months in jail is the only available punishment system in place. Furthermore, offenders tend to work in groups or a pair therefore constant inventory should be done in the retail stores the moment a crowd walks in, vigilance on the employees staff and 3 months training programmes must be given.*

**Key words:** Mechanisms, Shoplifting, Retail, Shrinkage, Fraudulence

## **ACKNOWLEDGEMENTS**

I would like to thank God, our Heavenly Father, for being with me throughout this academic journey and for showing me the light through the darkness. My endless prayer and trust in him is what kept me going.

I would also like to deliver my heartfelt appreciation to the people mentioned in the following for making this study a success:

My supervisor, Prof SB Singh for her support, guidance, and steady hand leading me to the finish line.

Dr. Samuel F. Cinini, for his patience, support and guidance. May God shower you with all the blessings you need.

My Father, Jones Singini, for your understanding and support when I chose to further my studies and for believing in me and my dreams, willing to find any means to aid me and holding my hand along the way . I love you so much.

My Mother, Marth Singini for motivating me, praying for me, crying for me, willing to ask even a stranger for the aid of your daughter and for being the reason I never give up. I love you so much.

My Brother, Onesimus Singini, Uncle Chiku Migochi, Uncle Maxwell Phiri and Aunty Isabel Phiri and the rest of my Aunties for supporting me financially when you did not need to.

In memory of Mr Mothibedi Gordon Kegakilwe MEC for his generous donation concerning my school fees in my last semester, I am forever and ever grateful, this Corona Virus may have taken your life but I pray your soul rest in peace.

My supportive friends, Busi Chibambo, Aisha Hussein, Tammy Rhoda, Prince Dlamini Thank you so much for motivating and being there through hard times.

The participants of this study for taking their time and availing themselves. This study would not have come to fruition without your input. Thank you so much. I am dedicating this study to you in gratitude and respect.

## **DEDICATION**

This dissertation is dedicated mainly to the retail industry and their hard working security departments, a crime is a crime no matter how petty

## **ACRONYMS**

DCBD-Durban Central Business District

CBD- Central Business District

SAPS - South African Police Service

NSBC- The National African Federated Chamber of Commerce, National Small Business Chamber

BUSA- Business Unity South Africa

GRTB- Global Retail Theft Barometer

EAS-Electronic Article Surveillance

CGC-Consumer Goods Council

CGCSA -Consumer Goods Council of South Africa

NOMS- National Offender Management Service

LP-(Loss Prevention)

## **TABLE OF CONTENTS**

• DECLARATION`	ii
• ABTRACT	iii-iv
• ACKNOWLEDGEMENTS	v
• DEDICATION	vi
• ACRONYMS	vii
• TABLE OF CONTENTS	viii-x
<b>CHAPTER 1 INTRODUCTION AND BACKGROUND OF THE STUDY</b>	<b>1</b>
1.1 Introduction	1-2
1.2 Background of study	2-4
1.3 Conceptual Framework	5
1.3.1 Shoplifting	5
1.3.2 Police system in response to shoplifting	5
1.3.3 Merchant's Authority to Detain	5
1.3.4 The Main Groups of Shoplifting Offenders	6-7
1.3.5 Determinants	7
1.4 Problem Statement	7-9
1.5 The Rational of the study	10
1.6 The Objectives	10-11
1.7 Key Questions	11
1.8 Organization of Chapters	11-12
1.9 Conclusion	12
<b>CHAPTER 2 LITERATURE REVIEW</b>	<b>13</b>
2.1 Introduction	13
2.2 Tracing the history of the consumer's Retail Store	13-16
2.3 The social significance of the shoplifting custom	16-17
2.3.1 The three sub groups of shoplifters	18-19
2.3.2.1 Amateurs	19-21
2.3.2.2 The kleptomaniac shoplifters	21-22



<b>2.3.2.3 The professional shoplifters</b>	<b>22-25</b>
<b>2.4 Methods of shoplifting</b>	<b>25-27</b>
<b>2.5 The impact of shoplifting using worldwide using the Global retail theft barometer</b>	<b>28-34</b>
<b>2.6 The consequences of shoplifting in Africa</b>	<b>35-36</b>
<b>2.6.1 The impact of shoplifting in Durban South Africa</b>	<b>36-39</b>
<b>2.7 Consumer visits per month per shopping centre in South Africa</b>	<b>39-40</b>
<b>2.7.1 The Consumers Average dwell time in South Africa</b>	<b>40</b>
<b>2.9 The victimization of the retailer</b>	<b>40-43</b>
<b>2.10 The consequences of shoplifting in regards to the store, the police and shoplifter</b>	<b>43-44</b>
<b>2.11 Determinants of the amount of shoplifting</b>	<b>45-46</b>
<b>2.12 Mechanisms put in place to control shoplifting</b>	<b>47-49</b>
<b>2.13 Legislations put in place to combat shoplifting</b>	<b>50-53</b>
<b>2.14 Conclusion</b>	<b>54</b>
<b>CHAPTER THREE THEORETICAL FRAMEWORK</b>	<b>55</b>
<b>3.1 Introduction</b>	<b>55</b>
<b>3.2 Crime Pattern Theory</b>	<b>55-58</b>
<b>3.2.1 Crime Generators</b>	<b>58-59</b>
<b>3.2.2 Crime Attractors</b>	<b>59-60</b>
<b>3.2.3 Criminal networks</b>	<b>60-62</b>
<b>3.2.4 Awareness Space</b>	<b>62-63</b>
<b>3.3 Opportunity model</b>	<b>64-66</b>
<b>3.3.1 Exposure</b>	<b>66</b>
<b>3.3.2 Guardianship</b>	<b>66-67</b>

<b>3.3.3 Proximity</b>	<b>67</b>
<b>3.3.4 Target attractiveness</b>	<b>67-68</b>
<b>3.3.5 Properties of particular offences</b>	<b>68</b>
<b>3.3 Conclusion</b>	<b>68-69</b>
<b>CHAPTER 4 RESEARECH METHODOLOGY</b>	<b>70</b>
<b>4.1 Introduction</b>	<b>70</b>
<b>4.2 Nature of the study</b>	<b>70-71</b>
<b>4.3 Location of the study</b>	<b>71-72</b>
<b>4.4 Sampling</b>	<b>73-74</b>
<b>4.4.1 Characteristics of the participants</b>	<b>74-75</b>
<b>4.4.1.1 Managers</b>	<b>75</b>
<b>4.4.1.2 Security guards</b>	<b>75</b>
<b>4.4.1.3 Floor employee</b>	<b>75-76</b>
<b>4.5 Research instrument</b>	<b>76</b>
<b>4.6 Data Collection</b>	<b>76-78</b>
<b>4.7 Data analysis</b>	<b>78-79</b>
<b>4.8.1 Ethical Consideration</b>	<b>80</b>
<b>4.8.1.1 Permission</b>	<b>80</b>
<b>4.8.1.2 Ensuring Trustworthiness</b>	<b>80</b>
<b>4.8.2 Procedure followed</b>	<b>80</b>
<b>4.8.3 Informed Consent Letter</b>	<b>81</b>
<b>4.8.4 Limitations of the Study</b>	<b>81</b>
<b>4.9. Conclusion</b>	<b>82</b>

<b>CHAPTER 5 DATA PRESENTATION AND DISCUSSION</b>	<b>83</b>
<b>5.1 Introduction</b>	<b>83</b>
<b>5.2 Background Information of Participants</b>	<b>83-84</b>
<b>5.2.1 Participants general expressed daily issues of the retail environment</b>	<b>84-87</b>
<b>5.2.2 Level of shoplifting experienced by stores annually</b>	<b>87-89</b>
<b>5.2.3 Incident reports identified by participants</b>	<b>89-91</b>
<b>5.2.4 Number of people caught /</b>	<b>91-92</b>
<b>5.2.5 Group of organization theft</b>	<b>93-94</b>
<b>5.2.6 Comparison of shoplifting, employee theft and delivery fraud</b>	<b>94-95</b>
<b>5.2.7 Typical characteristics if a shoplifter</b>	<b>95-96</b>
<b>5.2.8 Percentage of juveniles and repeat goods</b>	<b>97</b>
<b>5.2.9 Particular shoplifting methods</b>	<b>97-98</b>
<b>5.2.10 Loss of income for store due to shoplifting</b>	<b>98-100</b>
<b>5.2.11 Natural surveillance effectivity</b>	<b>100</b>
<b>5.2.12 Employee training in correlation to shoplifting</b>	<b>100</b>
<b>5.2.13 Evasion strength of culprits</b>	<b>100-101</b>
<b>5.2.14 Presence of security department</b>	<b>101-102</b>
<b>5.2.15 Set of policies put in place on apprehending shoplifting</b>	<b>102-104</b>
<b>5.2.16 Effectivity of shoplifting mechanisms</b>	<b>104-105</b>
<b>5.2.17 Legislation of specification by manager, in capturing</b>	<b>105-107</b>
<b>5.3 Data Discussion</b>	<b>107</b>
<b>5.3.1 The impact of shoplifting within the Durban central business district, Objective 1:</b>	<b>108-110</b>

<b>5.3.2 The mechanisms that have been put into place to combat shoplifting in food and clothing retail stores located within the Durban Central business district, Objective 2</b>	<b>110-112</b>
<b>5.3.3 The effectivity of these mechanisms within the retail store in curbing high levels of shoplifting, Objective 3</b>	<b>112-114</b>
<b>5.3.4 Identifiable legislations used by the specific retail stores in order to prevent shoplifting, Objective 4</b>	<b>114-117</b>
<b>5.4. Conclusion</b>	<b>117</b>
<b>CHAPTER 6 CONCLUSION AND RECOMMENDATIONS</b>	<b>118</b>
<b>6.1 General conclusions</b>	<b>118-119</b>
<b>6.2 Respondents Recommendations</b>	<b>119</b>
<b>6.2.1 Recommendations made by retail staff that can be used by the police force and judicial system</b>	<b>119</b>
<b>6.2.2 Researchers Recommendations</b>	<b>119-120</b>
<b>6.3 Conclusion</b>	<b>120-121</b>
<b>REFERENCES</b>	<b>122-130</b>
<b>LIST OF TABLES, IMAGES, FIGURES, ILLUSTRATION AND APPENDICES</b>	
<b>Table 1: The rank order of some items stolen from merchandise retailer</b>	<b>27-28</b>
<b>Table 2: countries which took part in the study of Bamfield 2009</b>	<b>32-33</b>
<b>Table 3: The countries which took part in the study of Deyle 2016</b>	<b>34</b>
<b>Table 4: Demographic data of the participants</b>	<b>83-84</b>
<b>Figure 1: The mind map set in a criminals mind.</b>	<b>63</b>
<b>Figure 2: Mapping of the Durban Central</b>	<b>73</b>
<b>Illustration 1: Incident Report</b>	<b>90</b>
<b>Illustration 2: Number of offenders captured</b>	<b>92</b>

<b>Illustration 3: Loss of the individual store because of shoplifting</b>	<b>99</b>
<b>Appendix 1: Ethical approval letter</b>	<b>131-132</b>
<b>Appendix 2: Gatekeeper’s letters</b>	<b>132-136</b>
<b>Appendix 3: Informed consent documentation</b>	<b>137-138</b>
<b>Appendix 4.1: Questionnaire -Managers</b>	<b>139</b>
<b>Appendix 4.2: Questionnaire-Security Guards</b>	<b>140</b>
<b>Appendix 4.3: Questionnaire-Floor Employee</b>	<b>141</b>
<b>Appendix 5: Editors Letter</b>	<b>142</b>



## CHAPTER 1

### INTRODUCTION AND BACKGROUND OF THE STUDY

#### 1.1 Introduction

Shoplifting can be seen as the beginning of a criminal career for an individual. Research by Morodi (2009) and Smith (2013) suggest that for those engaged in criminal intent anti-social behaviours, shoplifting is often their first time offence. In fact, problems arise when shoplifting is seen as the most reported crime and a major problem for stores, but is rarely considered a serious crime. Clarke and Petrossian (2013) point out that many of the shoplifting issues can fuel drug trafficking, items sold from shoplifting can provide income for an addict who need to buy drugs. Therefore, the abuser continues to rob shops to maintain the drug habit, continuing a cycle of criminal activity. Shoplifting can severely erode profits and result in stores going bankrupt, according to Cardone (2006) in cases of poor communities, retailers raise prices in order for stores to counter shoplifting, resulting in community members driving far for cheaper items.

There are a lot of retail shops in the central business district in Durban. Whether it is the objective of the store or the opposite of it, items in store carry a subtle message telling the consumer to possess them, buy them, these messages confine us, manifested through the tiniest entail of product wrapping to the wholesale ecological effects of illumination and formation. Whilst to a felon, notions in the retail's enclosed space are quite contrasting. Usually, when a shoplifter comes into a retail structure they survey the store checking to see if the item they want to steal is protected by any security tags before making an escape with the items(s). Shoplifting can also be a huge threat to the livelihoods of retail staff as more shoplifting occurs, the more money the retail business loses which can result in cutting down the number of staff members. The ability to estimate and grasp exactly how retail staff shed light on shoplifting felons in the retail region, and break the pitfalls and recourses within it, would be vitally important to administration level retailers, retail interior designers, criminologists, police, and researchers alike.

Shoplifting is restricted to activities such as pilfering, adjusting price tags from overpriced to basement negotiating or devouring the products of a shop at no expense (Bowman and Narayandas, 2004; Haenlein, Kaplan, and Beeser, 2007; Vitell and Muncy, 1992). By their own acknowledgement, more than thirty per cent of workers encountered shoplifting at least once in their lifetime, and researchers have a rough calculation that the statistical likelihood could

be twice as high (Kallis and Vanier, 1985; Klemke, 1982; Krasnovsky and Lane 1998; Kraut, 1976). Beginning with the Global Retail Theft Barometer, consumer theft cost shopkeepers around the globe \$46.89 billion (including 38% of the absolute overall decrease) in 2014-15 (Bamfield 2016). Shoplifting declines have been due to a high proportion of retail rates and a high fee of policing methods (Haenlein and Kaplan, 2009; Mittal, Sarkees and Murshed, 2008). Mazar, Amir and Ariely (2008) together with Wirtz and Kum (2004) used the price advantage viewpoint to describe why clients behave corruptly to take advantage of a business, in order to better understand shop larceny actions and to discover appropriate and efficient resolution to the contested issue. A retail criminal, though, does not automatically seek raise to the content of the paper. Daunt and Harris (2012) revealed the reasoning for dishonest buyer conduct was conceived self-conceit inclusion and revenge that could also invoke deceptive behaviour in addition to products. Therefore, in addition to material gains, personality traits are also linked to shoplifting activity (Rallapalli, Vitell, Wiebe, and Barnes, 1994; Verbeke, Ouwerkerk and Peelen, 1996) as they reflect interpersonal differences between people by patterns of behaviour, perception and emotion (Mischel, Shoda and Smith, 2004). The activity of shopping, in this case retail shopping comes with a great threat to consumers and the shop itself. In order for retail centres to survive they need to attract a large number of customers (Gold and Lang, 2012). However more people, cars and item goods attract crime. The crisis involving criminal activity in the retail industry requires innovative solutions, one solution may be better policing methods in place by the retail store.

## **1.2 Background of the study**

The term 'shoplifting' was first used in England in the seventeenth century, in 1964 (Walsh, 1978:24). The introduction to Parliament Act William III c states (1978:25) that 'the act of privately stealing merchandise from shops and warehouses is commonly referred to as shoplifting.' Wherever retail businesses are based, they become focal points for crime, from stolen cars to shoplifting and pickpocketing (Ragophala, 2014). Even with the advent of modern and innovative technology aimed at reducing these forms of crime, shoplifting levels and frequency have not stopped in recent years but rather increased (Walsh, 1978). To prevent theft, it would be easy to keep retail businesses safe if security could discern between who comes with criminal intent and be able to keep them out of the store (Mofokeng and Ragophala, 2014). This is, unfortunately, almost unlikely.



Shoplifting is a global phenomenon and may be traced lower back to the industrial movement of the 17th centennial. This had an operational effect on urban retailing that made people aware of the retailers' vulnerability to shoplifting (Walsh, 1978). Durston (1996) notes that shoplifting has risen since the 1950s, and that the rapid rise in labour costs has driven the transition from over the counter retail to self-service shops. Self-service shops require goods to be on display so that customers can see, touch and purchase without sales staff intervening. Furthermore, self-service stores possess the following benefits for example, as all products are priced, more consumers are at ease handling goods without the sense of obligation. The consumer is therefore more likely to get what they wanted while at the same time getting value for their money. Self-service, however, gives rise to robbery of shops, vastly increasing theft opportunities, exacerbated affectively by the development of consumerism and pastime "shopping". The latter study on the nature and extent of shoplifting in retail stores reveals that shoplifting is indeed a serious problem among store management and that it impacts deleteriously on the culture of the retail economy. In order for the South African courts to interdict a shoplifting criminal two things have to take place and been shown. According to the National Department of Agriculture (2000:5) the person needs to have taken the goods that are under the control of the shopkeeper away, usually by hiding it from the employees' sights. Secondly the person needs to be in control of the goods that have been taken through hiding and only the offender must know where goods were placed. There is no literature covering the history of shoplifting in South Africa, however, in the modern times on average a number of 170 people get caught every day shoplifting according to the latest crimes (Oukula, 2019). Most offenders are let go as stated by a caller in Oukula study "*I was chained to the back area for most of the day, I was arrested. My case was postponed several times and eventually it was withdrawn*". Stores continue to be victimized by offenders and the courts continue to let them out to malls and shopping outlets.

Anon as cited in Lutchminarain and Minnaar (2012:67) argues "malls and shopping centres are private properties". The land preserves its private identity although it is allowed to be used by the general public for defined purposes. As stated above the retail store is designed to encourage customers to visit and search. Retail shops are therefore considered successful if they have the potential to attract customers and focus their attention on selling products and making profit.

Based on the theory of crime trend analysis and incentive model (TPB) (Ajzen, 1991), indicates that store location and its surrounding environment as well as custody can provide shoplifting activity to a clientele through his / her shoplifting target as an intermediary. Comparatively, it

is argued that in a brick and mortar retail environment the relationship surrounded by shoplifting commitment and conduct is dependent on connection with both employee skill and customer similarity.

It can be argued that the motives of the offender and their modus operandi are more important by identifying them before examining the existing mechanisms to reduce the shoplifting. However, this study argues that the surrounding area and victims are triggers for the offender. By ignoring the motives of the offender and concentrating on the event and victims form of protection this study looked at the efficiency of the mechanisms put in place to deal with shoplifting. It is against this background that this study attempts to analyse mechanisms used to control shoplifting in Durban central business district using a criminological perspective

### **1.3 Conceptual Framework**

#### **1.3.1 Shoplifting**

Retail theft (commonly known as shoplifting or shop theft) is defined as theft from shops by (customers or employees) through the wrongful taking of merchandise, without paying for the goods, or without paying the full price (Nelson and Perrone, 2000; Tonglet, 2002; Yaniv, 2009). Retailer call it shrinkage, while it is called 'boosting' to street criminals.

Shoplifting often happens when it is recorded at the time when offenders has been arrested, but the breach of the thieving statute does not rely on the perpetrator being behind bars, but on the criminal's conduct, whether caught or not. Snyman (2005:469) description of theft or property fraud is "the unlawful appropriation of movable corporeal property which belongs to and is in the possession of another provided that the intention to appropriate the property includes an intention to permanently deprive the person entitled to the possession of the property.

#### **1.3.2 Police system in response to shoplifting**

Mncadi cited in (Ncholo, 1994:1) advises that "the word" crime "should not be mistaken with the noun" police, "which is why it is important to discuss the difference between the definitions of policing models." Shearing (1998:1) clearly describes "police control as what the police are doing or the police officers ' actions. "On the other side, Nell and Williamson (1993:4) say, "Policing requires keeping the peace so that individuals and properties remain free of conflict and can peacefully go about their business".

Holtzman and Nina cited in (Ncholo, 1994:1) conclude, "Policing is an operation marked by defending individuals in order to maintain a safe and healthy social order." For the intent of this report, policing requires peacekeeping to preserve a safe and stable order in society. The word "crime" is often understood to refer to the South African Police Service and not to other entities including Municipal Police Officer. So, police define what is done and not who does.

### **1.3.3 Merchant's Authority to Detain**

Being present and observing shoplifting activity immediately as it unfolds is extremely rare for the law enforcement. In most cases, retail staff workers call the police onto the scene as soon as they catch the shoplifter. Retailers are usually concerned with the repercussions of shoplifting in the store, however, the close contact they have with the thieves raises more concerns. In fact, there is a danger of staff behaving without sufficient justification, or of violating the suspected offenders' human rights through the apprehension process (Clarke and Petrossian, 2012).

In each state, rules are in place for a merchant's ability to arrest and keep a shoplifting suspect before police arrive. These laws may be focused on language in the applicable shoplifting law, or they could be an interpretation of constitutional principles. Security guards or other personnel usually need to have "probable cause" to believe a crime was committed before a perpetrator is detained. Probable cause can be found through the reports of staff or customers, comments made by the suspect in response to questions, video surveillance documents or a mixture of these and other considerations (Clark and Hemmings, 2018).

### **1.3.4 The Main Groups of Shoplifting Offenders**

#### ***Petty Thieves***

These shoplifters vary little from the regular client base of a store. Most of them appear to assume thievery hurts nobody however associate in being in unknown company. Outlets that attract juveniles, particularly males, have a higher probability of experiencing thievery, and a few behavioural signs are found to be characteristic of shoplifters, like coming into the shop, however not getting and manipulating packaging. Some studies have tried to tie crime to psychological reasons, however this work has very little significance for the strategies of policing (Clarke and Petrossian, 2013).

### ***More Determined Thieves***

Shoplifters who steal frequently to sustain a drug habit or provide income, provide further evidence, such as clothing adaptation to encourage thefts. Retailers also deal with lower-level fences, which dispose of the goods by selling them to higher-level fences or from their own homes, in flea markets or taverns, on the Internet, or through the gas stations, bodegas and pawnshops they run (Clarke and Petrossian, 2013).

### ***Organized Groups***

Organized shoplifting teams consist of immigrants from the East Africa, South America or Asia, where shoplifters will sell stolen goods to immigrants who run small businesses globally (Clarke and Petrossian, 2013:20). In explicit, they focus their operations in states like golden state, Texas, Georgia, sunshine state and the big apple. Their presence in an exceedingly large city might be marked by a rise in news of huge quantities of merchandise being shoplifted. The community consists of members with distinct roles such as “boosters” steal the products; "handlers" sell the goods to immigrant business owners or fences; are answerable for transport and supplying. Boosters behave either on their own, or in teams.

A “fence map” or network of corrupt personal of the things to be taken and also the amounts demanded is usually given to them (Clarke and Petrossian, 2013:20). Offenders have a tendency to bring devices to get rid of security tags, in fact they have a tendency to use foil-lined baggage to bypass electronic tags and that they will use, cell phones to attach once larceny with different cluster members.

They are able to modify bar codes, therefore at checkout ("ticket switching") product registers are abundant lower in worth. They will use taken credit cards and use the receipts for money returning stolen merchandise to the shop. They will in some cases openly take wheel carts packed with merchandise out the doors of a waiting getaway truck. Before being transported to the group's home base, the taken merchandise could also be held in hired storage units. Sometimes, the products are sold-out to fences that clean and repackage them to appear contemporary and so sell them to wholesale diverters, United Nations agency may mix them with legal merchandise for retail sale (Clarke and Petrossian, 2013).

### **1.3.5 Determinants**

Weisstein (2018:1) states that determinants has two definitions “a factor which decisively affects the nature or outcome of something. For example pure force of will was the main

determinant of his success” and its mathematical definition “a quantity obtained by the addition of products of the elements of a square matrix according to a given rule”. The literature review of this study will use the first definition in the subheading.

#### **1.4 Problem Statement**

Theft comes in a variety of criminal charges, from car theft, breaking and entering households and taking valuables to high class embezzlements. Shoplifting is a common punishable crime within the Criminal Justice System (CJS) (Clarke, 2003). Many countries have put into place legislative consequences for people who steal within retail stores. The Middle Eastern believe in extreme consequences till today inclusive of cutting off an offenders hand if caught shoplifting or flogging in public (Zen, 2014). Consequences in the North America include immediate arrest upon capturing, and serving time in jail resulting in a fine. Or having the perpetrator pay a fine. European countries are similar in their judicial system, the 2014 Anti-Social Behaviour, Crime and Policing Act states that anyone found stealing merchandise less than 200 Euros can be arrested and be prosecuted, but they are allowed to plead guilty. An offender will only appear in front of a judge when they choose to deny the claim (Clark and Hemmings, 2018). The South African Criminal Procedure Act (Sec 42 of Act 51 of 1977) states that a person who does not work for law enforcement have a right to detain a shoplifter. This means that security guards as well as store managers have the right to detain anybody using security measures as evidence for theft in their stores. As retail stores are equipped with signs on the walls that state they may search anyone in their store who is suspected of shoplifting this does not infringe on a person’s right to exercise freedom in a private institution, therefore in correlation to the legal implications within the scope of Section 35(1) (c) and (5) of the Constitution of the Republic of South Africa (Act no 108/1996) (News Retail Industry 2010).

In South Africa fines can range between R1000 to R1500 fine for a first time offender and up to 2 to 3 years in jail for a second time offender (News Retail Industry 2010). Yet with all this legal framework put in place the Global Retail Theft Barometer (GRTB) (2015) continues to report an annual shrinkage and billion dollars in loss for retail stores worldwide. Thirty two countries worldwide continue to lose the \$98,630 million in retail sales because of shoplifting, the highest being India, Thailand and the US(Beck, 2017).

Retail stores do not lose money based on shoplifting alone, they lose the equivalent of \$25,590 million in retail sales due to global loss preventative measures (Global Retail Theft Barometer 2015). In order to protect their shops, business owners have to hire security employees which

accounts for 54 % of loss, while the security equipment like CCTV and security tags loses the company 32.4% a rough estimate of \$8,290 million (Beck, 2017). Clarke and Petrossian (2012) further emphasize that shoplifting is a global issue that affect both small and large retail stores. Shoplifting is a criminal act that keeps growing no matter the decade. The main reason for producing this study is in relation to the victim's position in relation to the shoplifting case, as well as the efficacy of selected combative methods used to prevent the occurring criminal act. Researchers have attempted to isolate the cause of crime and have failed due to of the emphasis on criminals alone, with the belief that they vary from the average human. Nevertheless, criminology will concentrate on the criminal case and the victim's relationship, as well as the offenders ' characteristics. For many factors, very little is known about shoplifting victims, among example access to the representative groups, which proved difficult for the literature review (Cardone, 2006: Carter, 1974: Clarke, 2003: Clarke and Petrossian, 2013: Gold and Lang, 2012).Research continues to focus primarily on apprehended offenders, dissecting their behaviours hoping to find trends and correlations in their actions that will ideally explain why the crime is committed and to this study, the problem lies there.

According to Lamper (2015) a shoplifter cannot be confirmed based on age or gender. Women and men shoplift equally though age plays a factor. He further states that Twenty percent of shoplifters are children while Seventy Five counts for adults with Fifty Five percent of them starting in the adolescent years.

It is the most destructive crime in the American and South African retail industry second to employee theft (Hart, 2011: Shteir 2011: Harrendorf, Heiskanen, and Malby, 2010).Shoplifting cost retailers over \$45 billion per year and 40 % of total retail loss (Lambat, 2015). According to the Global retail theft barometer (2012) South Africa is one of the top five countries that is hit hardest by economic shrinkage. Shoplifting has taken a huge toll on the global retail industry costing retailers billions in preventative measures and stock losses with a loss of \$51, 5 billion in cost. The South African law states that if any amounts of more than R500, 000 is taken from a shop illegally the person must get sentenced to fifteen years for first time offenders and up to fifteen years jail time for second time offenders (Gold and Lang 2012).

According to Mofokeng and Ragophala (2014) shoplifting is seen as an invisible crime, most shoplifters pay for the simple cheap items they have visibly stolen at the time making them seem like perfectly legitimate customers. Shteir (2011) highlights that this is the most basic

strategy for both professional and amateur shoplifters take in order to deceive the retail store they are buying a cheap item.

Furthermore, society has been led to believe that shoplifters simply steal items of a lower amount like a shoe worth R80 when it is more than that (Mofokeng and Ragophala, 2014). Most have been led by the moral code of society to over sympathise with the shoplifter claiming that shoplifting occurs as a result of poverty and being in dire need of the item (Gold and Lang, 2012). Buckle and Fakkmqton (1984) and Mullins (2011) state that there is a variety of reasons why people shoplift, ranging from desperation, psychological problems, oppressive-compulsive disorders and thrill seekers. Most shoplifters according to the National retail federation (2015) shoplift items such as chewing gum, Advil, cell phones, deodorant, perfume, diapers, electronic items as well as brand clothing. The federation future states that shoplifters do not take what they need, they take what they desire. According to police statistics (News24, 2016) retailers nationally lose between R2-billion and R3-billion through shoplifting every year. Therefore showing the retail loss pattern that emerges from such “harmless” theft.

South African retail stores are plagued with Shoplifting, with viral YouTube video circulating of men and women getting caught shoplifting. From the years 2017 to 2018 all nine provinces reported an annual of 170 cases a day of shoplifting with Gauteng leading at 19436 and the lowest being Western Cape at 1309. , at first glance there seems to be a limited gap. Retail shops such as Shoprite and Checkers become victims of shoplifters due to their stores size and large crowds of consumers. Non-vigilant security guards and large crowds of customers are perfect conditions for an offender, as items are easier to hide. However, with control mechanisms set in place, such as CCTV and guards at every post infiltration should be near impossible, despite that it is not and weakness in the strategic structure of defence for the shop is evident. It for these reasons a gap was found leading to the criminological analysis on mechanisms used to control shoplifting.

### **1.5 The Rational of the study**

The study was highly motivated by the observed lack of security within retail stores in the community of Durban Central Business District. There is limited existing literature around the issue of retail theft in South Africa resulting in the researcher being highly motivated to contribute to the existing literature and knowledge around shoplifting in the central business district in Durban. The literature is so limited that most of the studies literature review consisted of none recent literature.

Furthermore, motivation for this study was to make a worthy contribution to the discipline of criminology through looking into the effects of shoplifting by offering a new perception on the major effects of shoplifting by investigating retail stores who are the victims. Furthermore, this study brings to light the different challenges faced by retail stores in combating shoplifting in different types of retail stores, from clothing stores to food stores. There is a gap in research on the prevalence of shoplifting as a major crime that affects businesses exclusively and how these retail stores respond on a micro-economic level. Durban Central Business District has been chosen as it is one of the busiest economic hubs in South Africa. The researcher aims to support organizations such as the National Association for Shoplifting Prevention, The National African Federated Chamber of Commerce, National Small Business Chamber (NSBC): this affiliate-based organization supports and promotes small businesses, Business Unity South Africa (BUSA): represents South African companies at national and international level. This work aims at making a valuable contribution by investigating the shoplifting problem and how it affects the progress of industrial enterprises

### **1.6 Objectives of the study**

The purpose of this study is to analyse measures that are put in place in retail stores to tackle retail theft within the Durban Central Business District. In order to achieve that, the following objectives were used.

The objectives of this are to:

- \* To analyse the impact of shoplifting within the Durban Central Business District.
- \* To identify the mechanisms that have been put into place to combat shoplifting in food and clothing retail stores located within the Durban Central Business District.
- \* To describe how effective these mechanisms within the retail stores are in curbing the high levels of shoplifting.
- \* To identify legislations used by the specific retail store in order to prevent shoplifting.

### **1.7 Key research questions**

Research questions should allow the researcher to offer a brief, simple and unambiguous response to the inevitable question: 'so what exactly are you doing?' (Campbell and Holland, 2005:35). The following specific research questions will be answered in order to understand



the impact of shoplifting in DCBD and the stores mechanisms and legislations in light of the retail industry.

- What is the impact of shoplifting within the Durban Central Business District?
- What are the mechanisms that have been put into place to combat shoplifting in food and clothing retail stores located within the Durban Central Business District?
- How effective are these mechanisms within the retail store in curbing the high levels of shoplifting?
- What are legislations used by the specific retail store in order to prevent shoplifting?

## **1.8 Organization of Chapters**

CHAPTER 1 Introduction: This chapter is the blue print of the study, it informs the reader about what is to be encountered within take. It takes one through the aims of the dissertation, the objectives, the problem statements as well as the main questions of the study.

CHAPTER 2 Literature Review: This is the section that discusses in detail issues around retail theft, the main objectives are addressed with supporting literature.

CHAPTER 3 Theoretical Framework: This is the theoretical framework that is used to substantiate the research. Here, the researcher utilised the General Strain Theory as well as the Rational Choice Theory. Theory forms foundation to any academic deductions hence this section links literature with a theoretical framework

CHAPTER 4 Research Methodology: This section is a description of the academic technicalities that were applied in obtaining data for the study. It describes the research design as well as the methods that were used to conduct this research. This chapter explain the sample size, data collection technics, study area as well as the method of analysis. Ethical issues as well as limitations to the study are discussed in this section that guides it.

CHAPTER 5 Data Analysis: This is the sections that presents and analyses the data that was obtained during interviews. Raw data is presented and analysed, linking it with existing literature and theoretical framework. This section reflects where society stands in relation to electricity theft. The main research questions are addressed in this section through empirical data.

CHAPTER 6 Recommendations: This is the recommendations section. It provides the reader with possible solution to the issue of electricity theft, these stem from both the participants and the researcher. This section is also a conclusion and sum up of the dissertation.

### **1.9 Conclusion**

This chapter summarized the report, looking at the investigation's context. This then explained the issue argument, that shoplifting is a global phenomenon with cases mounting and addressed the study's justification, that a gap needs to be filled, there is such little information on shoplifting because people see it as a petty crime, when it is a billion dollar profit loss industry. The above defined the study's goals as well as the analysis issues. In addition, brief reference was made to the methodology, and the focus of each chapter was summarized in a chapter outline. The chapter to follow discusses the analysis of the literature in review format and illuminates the results of earlier research on subjects related to shoplifting and mechanism by different authors.

## Chapter 2

### LITERATURE REVIEW

#### 2.1. Introduction

This literature review explored shoplifting according to the National and International standard. The literature revealed that the impact of shoplifting, past and present continues to flow in a liner pattern of criminal growth. The various policing methods that have been put in place by the retail managers in order to combat shoplifting in different parts of the continent and the global sphere will be discussed. Furthermore, a discussion focusing on the limited information regarding the country itself and the retail stores victimization will be provided.

The literature review focused on the different types of challenges faced by managers and security guards in the creation of effective policing strategy to combat shoplifting as well as policies and legislations. It also briefly addressed the role of the South African Police Force, the offender's modus operandi and how the police react to case reports of shoplifting by the retail industry.

#### 2.2 *Tracing the history of the consumer's Retail Store*

The twenty century European shop which is known as an economic and architectural institution can be traced back to the medieval fair. Such fairs took place naturally, and reappeared cyclically on special festivities days. Entertainment, gossip, magic, friction and human interactions within these the festivals allowed people to buy and sell food and livestock, in particular. They were the forerunners of the historic industry. Markets-Markets in effect, were the origin of early shops that have rapidly and elaborately transformed into today's costly shops (Walsh, 1978).

According to Walsh (1978:1) "A market is a large collection of open and distributed transferable land publicly owned and private owned, but only temporarily displayed." As a result, medieval fairs or street markets was a common place for robbery.

Walsh (1978) believed that the medieval market stall owner who practiced incompetence in safe guarding his mechanise would have probably gone out of business for his foolish

behaviour. Henceforth, a practice was established over the evolution of human markets and Industrialization Avenue. To reduce robbery happening, a special in-order method of purchase and sale was developed. It is common for the buyer to stand on one side of a wooden board or marble slab and the seller standing on the other. This is to make sure that the customer does not come around the other side where selling goods are kept. The customer noticed that going across their limits would indicate an open intent to rob. Therefore, the shop keeper learned after a lot of robberies to never leave his stall unattended, no matter the reason, for even a second. For by doing so they were mindful and understood that they would be giving a chance to a criminal, in which the criminal has been waiting for. Today's remaining street stalls are direct descendants of the medieval, and still see robbery as a normal and tiresome occurrence. The modern market stallholder rarely leaves his stall unattended, however, and prefers having an assistant by his side, with more than one at weekends or busy seasons. It's not that the stall manager has no faith in society, past experience has just taught him to be watchful, as people will steal whenever they can (Walsh, 1978)

Candescence (2014) examined that there were no windows in the earliest shops and stalls and this made it easy for people to steal by simply reaching in and taking whatever thing they needed from the counters. The invention of glass plates came to pass so as to reduce the thief's chances. France was the first to develop glass plates in 1688 with the Huguenots to bring them to England in 1773, but only in the twentieth century there would be common windows for large shops, with stores using clear glass set in lead frames or wooden frames.

The permanent shop gradually developed itself as a separate entity over the years. Hordern (1905) researched that many shops were usually owned by one owner in the nineteenth century, and they were clean, effective, reasonable, and made profit. They represented their best customer's strong belief and as such were a solid and sober trading place, did not believe in the extravagant products or show, nor did they value advertisement. They sold goods of quality and had confidence in their products with catering primarily to the members of the higher society. Hordern (1905) continues to assert that these high-ranking shops avoided low-class members of society as they was a prevalent mind-set that, given the chance, most people would steal. The shop keeper tried not to give the chance to a criminal, and had to do so by actively patrolling their stores to keep out the disadvantaged people. The smaller shops in turn had greater problems with fraud because they could not afford to be exclusive to their customer.

From around 1875, department stores started to appeal to the middle and upper classes of society. The rationale behind this was that under one roof the buyer could meet all their needs by splitting one shop into different variations selling different products. The giants of their age were those turn of the century stores. The structure was built for anticipation, beauty, fashion, and culture. Many people from childhood shopping trips still recall them with great affection. Other shops built their own factories over time, finding it more lucrative and competitive by making their own brand of products like, but not limited to, furniture, bicycles, ironworks and food lines. The retail cooperative movement that started in Britain in the late nineteenth century also developed into a similar movement in the other British colonies (Fiber, 1978). Counties such as Sydney founded civil-service stores in 1872 responding to the demands of rising middle-class priced household goods while shops were built elsewhere to supply lower priced goods to families in provincial towns and to supply more remote agricultural settlements such as those in the Riverine and the South Coast (Hordern, 1905).

Throughout the nineteenth century, however, none of the shops in England were able to stop robbery, so every shop was structured in an attempt to lessen it. The outcome of which ensured that a perfect solution to counter fraud had been created regardless of the type of shop. Structural and architectural arrangement ensures consistent servicing of the area while preventing other people from continuously waiting for customers and giving them their undivided attention, allowing a carefully contrasted balance to take place in the shop. In order to run a business, the shopkeeper needed to be knowledgeable and filled with knowledge, a tragedy came upon a shopkeeper who was not watchful or able to teach (Candescence, 2014).

Before World War 1 and 2 when new forms of shop organisations were implemented, very little change occurred for shops. According to Candescence (2014) study that shook the initial shop balance by adding customer purchasing groups, new merchandising strategies such as self-service and self-selection. It was first produced to the scorn and terror of existing and experienced English, shop managers in America. They had finally managed the shop robbery and had really been allowed to help themselves by the idea of having the customer do their own shopping. There were however more than 500 self-service stores by the year 1950 and ten years later there were 6500. Self-service stores were very successful, given all the criticisms and assumptions. The clients appreciated the ability to touch the nice and find discount where products were not in the best condition. Self-service tables and refrigerated show cabinets were used to refit shops. Customers got acquainted with manipulating chromium turnstiles, picking

their purchases and queuing up at a set of cash registers. Clear indoor lighting and coloured outdoor neon lighting shows allowed consumers to test and purchase.

Chain stores, expanded and people flocked to them for bargains. The casual shopping style adapted to the new self-service period. Low cost household goods and a minimal counter service gave them the ability to effectively and secretly handle large numbers of shoppers. Back in the 1880s Moran and Cato had been leading food chain stores in Australia. In 1924 the first ever Woolworths Stupendous Bargain Basement opened at the Imperial Arcade in Sydney. In fifteen years Woolworths had built 78 shops. The business spread branches across metropolitan Sydney and NSW nation over the next two decades (Candescence, 2014). However, given the expansion of the networks of the chain stores, country stores remained relatively unchanged and people in rural NSW usually shopped in the old ways until well into the 1960s. As the 20th century progressed, hundreds of department stores emerged, creating a global battle with stores from various regions. Such stores were the places where the brands could really flex their muscles and in the end, as families moved from the city to the suburbs, such stores became the hubs of the suburban and regional malls.

However as Fiber (1978:7) stated “self-service and lesser extent self-selection provide more opportunities for theft: losses tend to increase when either is first adopted”. Every changed retail evolution called for a change and learnt ideologies to be forgotten if retails were to keep up with shop theft under control.

### **2.3 The social significance of the shoplifting custom**

Individuals enjoy shopping, whether it is for food, new clothing, or a new hand-held device. As this study focuses on the retail stores and shoplifting the custom of shopping as a form of motivation for shoplifting was explored. Masses enter retail stores in order to purchase items. Crowds are happy when they buy things they want, things they can afford and things that will better their lives. This can be attributed to Abraham Maslow's Hierarchy of Needs. According to Maslow (2012) human action is motivated by the desire to achieve certain things. There are 5 stages that society must fulfil in order to function fully within society, physiological needs, security and safety, social needs, esteem and self-actualization.

Cherry (2018) claims that shopping achieves 2 of this stages, physiological needs: food, water, breathing, shelter and clothing and social needs: interaction other people, family, friends and

general populations. Shopping allows society to buy the food that they need and the experience of shopping allows for interaction with their individual family members in the form of group activities. Walsh (1978) further explains that to certain people shopping is a tradition, for some it is a ritual. . Most households have spouses and the full-on adult individuals who retail more than erstwhile in a week, often going back to buy the same things but in little amounts. Reasoning may include financial uncertainty or other factors.

According to the following researchers Ajzen (1991), Beck (2017) ,Dean, Richard and Laura (2004) males are less likely to enjoy shopping as they see shopping as a simple means of purchasing or transaction word for anything they find inaccessible. Nevertheless, dressing up and spending a large amount of their time window shopping before purchasing the basics and one or two expensive items here and there for the unemployed shopping means an opportunity to socialize. Every shop has a special significance, developed out of habit and practice, and is used on the specified ritualized basis for special reasons.

For the shopper, it is not just about purchasing a single item it is finding their favourite baker, avoiding queues or the shop could be inexpensive in some way. Some studies have taken this routine to the conclusion that the amount of time spent shopping gives accessible shoplifter cover. Study by Walsh (1978) made it clear that the shopper's leisure time encourages robbery to take, for example, walking more than they need, peering longer than necessary and spending a lot of time in the shop in the process makes it easier for the shoplifter to work while being confused with the actual shopper. The many experiences involved in shopping creates several different types of shoppers, which can all be the camouflage for shoplifters. Greyvenstein (2015) further asserts that when customers do shopping without floating and shopping at the door, such as supermarket shoppers and mega store shoppers, it would be easier for the shoplifter to work without detection, the amount of time people spend shopping is beyond insanity. The sheer number of people in a store makes it possible for the shoplifter to wander undetected in and out of crowds, while the other shoppers ' physical presence makes it harder for the assistant to do anything. Walsh (1978) once again states that the shoplifting is made easier by the post-second world war encouraging shoppers to just wander around without duty. Before this time, people were going to shops with a clear plan, never assuming they didn't know what they wanted. They were neither allowed to walk unattended or without interference therefore limiting the shoplifter.

### ***2.3.1 The three sub groups of shoplifters***

There are many types of shoplifters, however, this literature review focused on the three most prominent findings. Lampert (2015) highlights that there are many reasons why a person results to shoplifting and deviates from social norms and what is expected of them, further explaining that peer pressure and wanting to be accepted by friends is one of the driving factors. Peer pressure leads to young adults feeling pressured to do acts of crime in order not to be seen as weak and to not feel left out from their group of friends. Furthermore, Lampert (2015) study found that some criminals do not consider shoplifting to be a big deal that could result in drastic consequences.

The Hamilton Police (2018) confirm that many shoplifters are looking for the challenge and the thrill and excitement that comes with shoplifting. Through theft, some people are getting the attention they crave. Kempen (2015) study indicated that most offenders stated that the reason why they shoplift is due to their need to attract attention and publicity further indicating that some shoplift due to boredom. Many people steal because they need the items they steal or they need the money because they sell the stolen items (The Hamilton Police, 2018).

Sennewald and Christman (1992:7) claim “there are different types of shoplifters, who fall into two categories: non-professional (amateurs / snitch) or skilled shoplifters (boosters). Their motive for shoplifting is seen as a determining factor. There are many types of shoplifters, however, this literature review focused on the three most prominent findings. Lampert (2015) highlights that there are many reasons why a person results to shoplifting and deviates from social norms and what is expected of them, further explaining that peer pressure and wanting to be accepted by friends is one of the driving factors. Peer pressure leads to young adults feeling pressured to do acts of crime in order not to be seen as weak and to not feel left out from their group of friends. Furthermore, Lampert (2015) study found that some criminals do not consider shoplifting to be a big deal that could result in drastic consequences.

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Sennewald and Christman (1992:7) claim “there are different types of shoplifters, who fall into two categories: non-professional (amateurs / snitch) or skilled shoplifters (boosters). Their motive for shoplifting is seen as a determining factor in the categorization process. They cheat as a means of earning a living. Those who loot are referred to as amateur shoplifters, for other reasons. Before addressing specific types of shoplifters, it should be noted that no one can draw attention to a particular person who fits the description of a particular type of shoplifter because they come in different sizes,”

Naudé (1976: 121) and Livingston (1996:232) note that “shoplifters do not share common characteristics and can be differentiated as follows, the modus operandi and brand they apply, their primary reasons for stealing, the features and personality traits they usually display and the different opinions they hold regarding shop lifting.”

In regards to these requirements, shoplifters in the disguise of customers can be narrowly categorized into two distinctive groups, each with its own sub classification. Bartol (1995:332) follows Cameron's (1964) analysis of shoplifters being divided into two categories; amateur and professional shoplifters. Sometimes known as the snitch or the Amateur. Murphy (1986:245) describes a snitch as a “pilferer and opportunist shoplifter, and distinguishes this sort of shoplifter from a skilled shoplifter, since a snitch steals mainly small merchandise for personal use.” He further states that they seem to be Snitches are usually law-abiding when caught and have no prior criminal records. Snitches usually do not regards themselves and criminals and are usually highly concerned about being caught and arrested, Nonprofessional shoplifters justify their actions when they are caught shoplifting by claiming that they have taken the merchandise as a result of absentmindedness

### ***2.3.2.1 Amateurs***

Naude (1976) defines amateurs' shoplifters as those who steal items for their own personal use. Bennet and Hess (1981) states that usually when amateurs' shoplifters are arrested, they usually have money to pay for the stolen goods. There are exceptional cases, such as people wandering

through the streets who may not have money to pay for a bottle of beer or a drug addict who may not have cash to pay for a compact camera.

Non-professional shoplifter's motives to steal is to turn the stolen goods into cash by reselling them to the black market, in order to support their expensive drug habit (Clark and Hemmings, 2018). A few non-professional shoplifters take items out of the shops as they are usually caught. Generally, they target small product pieces that are easy to conceal and, more importantly, they take advantage of any theft opportunity presented to themselves.

Livingston (1996:232) refers to non-professional shoplifters as "opportunists and snitches, occasionally stealing from stores, only taking goods because an opportunity has presented itself, although there was no preconceived motive when they entered the store". This view is also supported by Naudé (1990:9) as well as Bennett and Hess (1981:374), who find the purchase of products from stores to be an impulsive act and cannot be defined as an aspect of intention.

Nevertheless, Brown, Esbensen and Geis (1996:446) disagrees with the above-mentioned researchers stating that "non-professional shoplifters are regarded as compulsive, uncontrollable individuals with mental-related issues". Police see them as people who deliberately come to stores with the intention of taking items out of shop without paying for them, and continue their shop-theft activities until they are arrested. Bennett and Hess (1981:347) claim that the "non-professional shoplifters believe that the shops are in a position to handle small and insignificant robberies. Furthermore, there are non-professional shoplifters who shoplift as they believe that merchandise prices are too high and believing that the store generates a lot of money and have bad customer services.

Naudé (1976:124) notes that, "when stealing, non-professional shoplifters are lone traders, and hardly ever use instruments while stealing. If devices are used, they typically take the form of shopping bags, or they conceal the products on their person or walk away freely with the product. Amateur shoplifters are the most prevalent of all recognized types of shoplifters, comprising ninety percent (90 per cent)". Curtis (1960) found that a large number of people shoplift and that the majority that is caught and detained are non-professional shoplifters. 95% of those arrested do not trade stolen goods on the black market or fence, nor do they need or rely on merchandise for personal reasons. It may also be noted that the high figures show that

the involvement of the non-professional shoplifters in stealing products poses a serious problem for shops, even if they take small items per visit.

The non-professional shoplifters do not see themselves as thieves or criminals, but see themselves as decent, law-abiding citizens who abide by society's norms and values. They see themselves as people strongly opposed to criminal activities, display no other signs of deviant self-image behavioural patterns, and justify their actions when apprehended, and are anxious and over-friendly, with moving eyes. Cant (1991:149) points out that “non-professional shoplifters are impulsively stealing products they can afford to pay for, and are usually marked by self-awareness and uncomfortability”.

### ***2.3.2.2 The kleptomaniac shoplifters***

Sennewald and Christman (1992:9) note that “kleptomaniacs are persons marked by psychiatric dysfunction and exhibit uncontrollable urges to withdraw goods from stores, without the consent of the owner or any form of payment, because they add symbolic significance to the specific merchandise. People are quickly tempted by the temptation of taking something for nothing, and avoiding this lure is impossible for them.” Fischer and Green (1992:352) find this “group of shoplifters to be compulsive robbers, people unable to control the urge to steal items out of the shops”. These are rare, and are not a significant difference or revenue loss for retail institutions. Cant (1991) and Naudé (1976) found kleptomania to be a phenomenon closely associated with an irrational desire or temptation to rob. No apparent reason would justify their misappropriation of products from shops except for childishness, since the stolen goods have no sentimental value to the shoplifter. Moreover, when arrested, the kleptomaniac kind of shoplifters cannot compensate for their behaviour. Cant (1991) notes that one’s psychological condition is one explanation that might justify why kleptomaniacs rob. They take merchandise from shops because it gives them sensations of anticipation and satisfaction, which they equate with the act of theft. According to Naudé (1976:127), “kleptomaniacs take items from shops to fulfil their neurotic compulsions, instead of profiting from the stolen merchandises”. The latter is strongly associated to both the individual's deepest and darkest needs and desires, their actions are merely a symptom and it is very complicated to explain the negative effects of deeply entrenched emotional human needs. Kleptomania is interpreted as an unreasonable tendency to do crime, with no commercial incentive. Kleptomaniacs are also the rarest type of service shop lifter, seeing as they represent only 1% of total shoplifters (Naudé 1976). Many

shop robbery linguistic anthropology that focused almost exclusively on kleptomania had an emphasis on linking the obsessive compulsive disorder to anxiety and depression. Stress was also shown to be a common symptom shown by people caught committing crimes such as shop lifting. Modern research studies no longer support previous psychoanalytical reports, but suggest that it seems to be a rare occurrence, if kleptomania does exist. In a qualitative research study carried out by Sarasalo (Clarke, 2003) and company in Sweden, 50 shop lifters, comprising of 25 men and 25 females found that none of the participants fit in the DSM-IV selection criteria standards for kleptomania.

Theft talk (2004) found that kleptomaniac individuals feel the desire to rob due to their ego-dystonic. These individuals are very much mindful of this unethical act. We think of both the fear of repercussions and very often feel stressed and embarrassed of their cheating behaviour as the condition can trigger constitutional and neurotic tendencies. Kleptomania is a “rare genetic disorder that appears to represent less than 5% of all shoplifters” (Theft talk 2004:5). This tends to be a disease that is more common in mothers, and an illness that is more likely to continue for years, regardless of how many times the kleptomaniacs are being punished. The kleptomaniacs can sometimes guard the stolen merchandise or secretly return the items to the store. While people with kleptomania disease may avoid taking goods when they are more likely to be arrested, they do not prepare their actions in advance, such as skilled shoplifters, or acknowledge the possibility of incarceration. Kleptomaniacs collect things from several other people or organizations lacking help, and do not adhere to anyone.

Kleptomania could be distinguished from regular shop-theft actions. Either impulsive or systematic, ordinary stealing is calculated and inspired by the assigned financial value to the product. Store theft is relatively common, whereas kleptomania remains extremely rare. The signs of kleptomania are often invented to avoid the criminal prosecution individuals involved in shop lifting activities.

### ***2.3.2.3 The professional shoplifters***

Livingston (1996:234) notes “the word booster is used to refer to a skilled shoplifter, and is a more severe type of shoplifters using the most sophisticated methods when stealing from stores”. The words skilled shop lifter or lifter can be used pejoratively, and entail one or another item. Bennett and Hess (1981:347) Sennewald and Christman (1992:7) and Cant (1991:150)

note that “accomplished thieves are pinpointed as knowledgeable technicians who are well-educated on the subject of methods that may be employed specific to their occupations”. Their behaviour prevents mistrust and shows interest in rare and costly items that can be sold to the highest bidder. When carrying out their duties, the police are cautious and do not take anything for granted when collecting commodities because the police plan their actions accordingly. Fischer and Green (1992:352) suggests that skilled shoplifters tend to be average buyers, blending carefully into the environment of the shops they enter, looking for high resale value products and items readily sold on the black market.

Livingstone (1992) and Conklin (1995) studies found that professional shoplifters view their theft as a continuous source of income, and use technologically advanced strategies. Furthermore, they reveal that their strategies involve entering stores quietly and not taking products for theft reasons, yet targeting specific items with a high resale value, and therefore more specifically stolen property. When charged, they do not increase the likelihood of psychological and physiological distress as shown by quasi-professional shop lifters, they see the issue as a practical one to be handled as a vertigo experience.

Fischer and Green (1992:352) suggest that the “skilled shoplifters are a real threat to the retail industry as they are connected to fences and attorneys, and are vendors in the illegal merchandising network”. We focus further on professional shoplifters as follows: not only do they cause significant damages for either the licensed seller yet they still implement a policy whereby they compete internationally with their victims ' actual goods. Sennewald and Christman (1992) and Butler (1994) state that skilled shop lifters are liable for enormous economic damage for every shop lift incident, although there are substantially fewer knowledgeable shoplifters compared to average-professional shop lifters. These are often seen as finance-oriented individuals who retain only the contraband towards their own private use. The items are then sectioned by corporations and individuals dealing with the same kind of goods. Van Blerk (2000) also speaks in favour of this opinion and points out that skilled shoplifters make a living by shoplifting specific goods. Offender work with lords of violence, and with members of criminal gangs reselling goods. Professional shoplifters usually steal in easily accessible department stores and sell at the stolen items such as clothes, beauty products, and trinkets. Professional shop lifters will take multiple amounts of items from the shops, such as liquor cases as well as other bulky items. Shoplifters usually hide stolen goods on their bodies such as between their thighs etc. Cant (1991:152) confirms that “most professional

female shoplifters train themselves to carry merchandise between their legs and under their skirts”. Cameron (1964:43) names them “crotch staff, and can hit interesting rates”. Whenever the genital personnel continues to hold large items within their thighs and can still function normally, their target has now been met and their planned attack has been successfully completed.

Murphy santar (1986:245) findings states that “the techniques of the skilled shoplifter includes a highly organized troupe (a squad of experienced shoplifters) often a party of three made up of the lifter, the projector and the system often involves a spotter to keep an eye out for the protection of the store and is often followed, unseen, by one or more handlers whose job is to move goods from the shop.”

Certain techniques involve cutting tags from clothing, utilizing razor blades and scissors, booster boxes and bad bags which Murphy (1986) confirms as “bags with the store's emblem, regularly folded and used in which shoplifters conceal the stolen merchandise, providing the false impression of a lawful transaction.”

Maughan (2002) states the use of unorthodox techniques by skilled shoplifters to conduct their illegal trade. For examples, they would put razors into frozen chickens to smuggle them through the checkpoint area (cashiers). According to Moorad (2018), there is a syndicate that created by “stealing and reselling one carrier bag full of Canderel (artificial sweeteners) tablets between R600 and R2000”. They usually operate in a squad of three to four people going from one shop to another, packing items in bags and then fleeing the shops as quickly as possible to avoid identification. Certain tactics employed by experienced shoplifters are deemed very subtle, as shown in the following example. Product lakes bins are filled, and sheets are put in the bags, which are then numbered so that they can be easily identified by their aides. The accomplices then carry the crates for payment to the cashier counter, and little monetary is paid for the illegal commodities, R20 rather than R1000, which was the onset amount advertised on the products.

Livingston (1996:235) defines skilled and un-professional hoist service. According to Livingston, the professional timetables his / her duties appropriately and sees establishing a deadline as an important factor. Offenders even figure out an emergency escape route from the town shops. Offenders function in either a collective context (never alone as do many other

pseudo-professional shop lifters) as well as typically a strike force of three, and each has to undertake a specific mission (Clarke and Petrossian, 2013).

For illustration (Clarke and Petrossian, 2013): a driver of a patrol vehicle, who is sitting in the car while the engine is running, ensures the contraband are carried along, and prevents simple trepidation. Also there is one person who acts as either a manager to draw the attention of the shop assistants, whereas the final member guarantees that the commodity being prepared is taken off the shelves.

Walsh (1978:27) states “teenagers, in particular the professional male shoplifters, are liable for huge numbers of cases of shop lifting”. They attack jewellery stores and other high monetary value merchandise selling shops. Such shoplifters claim to be nice yet impatient buyers, and pose for a broad range of goods, such as chains, to be shown and then appear as if they are confused. We then inquire for other items to be displayed, until the counter is full of the product needed. They will wait a while talking to the shop assistant, n will also plan for a confederate to come in good time to divert the attention of the store assistant and then carefully remove the products that are available to them.

Walsh also points out that some shoplifters may see the ideal product displayed on the counter or through the store window, and schedule their robberies ahead. Offenders buy a cheap copy of the intended product, for instance a pin. After entering the store, they will inquire to see such a bracelet, and they will secretly swap the false with the real. The shoplifters then pocket the real ring and retrieve the cheap copy that completes the robbery, called the ring swap. Many shop syndicate leaders may join the store independently, as if they are not connected to each other, as each group member is tasked with a specific job.

## **2.4 Methods Of shoplifting**

Professional or amateur thieves can steal almost anything from chewing gum packages to priceless jewellery pieces. Research indicates that the stealing requirement is usually that goods follow one or more of three criteria: guardianship (how readily they can be stolen); tacit specific rate of return (how well the costs equate with potential gains); and inequity (the quality is seen as unfair or profitable) (Bamfield, 2011, 2012; Johns and Hayes, 2003).

Hayes (1997) and Clarke (1999) found that nicotine products (particularly cigarettes), health products (including pain relievers, possibly because they are used in the manufacture of illicit drugs), filmed music and videos, and clothing that ranges from athletic shoes to children's clothing, with a preference for "de-signer brands" are the most stolen items in America and Britain. (Perhaps the most frequently requested items in these categories are usually expensive and in high demand in the supermarket for criminals and consumers. Men's garments and household furnishings were noticed to be less commonly robbed—judging from items in the hands of those arrested for burglary in shops. The term 'craved' was coined by Clarke to describe the factors that make things desirable to thieves: "concealable, reusable, accessible, useful, fun and disposable" (1999:5). However, posts seized against offenders are not necessarily a reflection amongst all stolen property. Those reported as stolen indicate places that are being more closely guarded by security in-store.

The daily operation hypothesis developed by Cohen and Felson (1979) is a valuable framework for evaluating shop-theft events. It means that the choices people make (both possible criminals and future guardians) minimize the chances for a criminal committee as they go about their daily routine in turn maker. The theory suggests that a motivated offender has to appear across a potential option even though there is no custodianship for a crime to occur (Hayes, 1997).The shift to self-service shops (that are likely to provide objectives) and fewer shop staff (custodians) also generated a suitable environment for encouraged offenders. The sense of competition of the retail market means that manufacturers have to assess if customers access to goods (that is also supposed to boost revenues) and savings in operating costs resulting with less shop floor staff outweigh the cost of risking stolen merchandise. There seems to be dozens of ways to execute robbery in markets, with the exception of "taking and leaving" or concealing products on either the manager or perhaps in wallets, infants ' baby carriages, and many more, that are the most reliable methods of doing so. Stores too become annoyed by:

1. Elimination of the packaging which is then scrapped in the store (In addition to providing the appearance of becoming ' owned, ' this can also remove certain digital branding which can sometimes cause an alarm).
2. Conversion of a starting price to a cheaper value.
3. Removal of forgery — theft of items that can then be exchanged for refund or replacement.



4. Shoplifters use the following to conceal items: Bulky garments (coats, skirts, maternity outfits) are commonly used to cover objects.

5. Underflows, special items include hollowed-out comics, false casts, umbrellas, hidden bags, ties, or hooks

6. Folded newspapers or magazines protect small or flat items. Packages, boxes, backpacks and purses are hiding places and may sometimes have

The table 1 below represents the rank order of some items stolen from merchandise retailers (Clark and Hemmings, 2018:45)

<b>Table 1</b>			
<b>The Most-Stolen Merchandise From Retailers</b>			
<b>Rank Order</b>		<b>Rank Order</b>	
<b>1</b>	Cosmetics and skincare	<b>19</b>	Leather belts, designer bags etc
<b>2</b>	Ladies' apparel	<b>20</b>	Office supplies
<b>3</b>	Perfumes and fine fragrances	<b>21</b>	Hand tools
<b>4</b>	Alcohol	<b>22</b>	Men's apparel
<b>5</b>	Designer apparel	<b>23</b>	Chocolate
<b>6</b>	Razor blades	<b>24</b>	Power tools
<b>7</b>	Video games and consoles	<b>25</b>	Mobile phones
<b>8</b>	Small electronic items	<b>26</b>	Children's clothing
<b>9</b>	DVDs/CDs	<b>27</b>	Footwear and sneakers
<b>10</b>	Batteries	<b>28</b>	Infant commodities , nappies, etc
<b>11</b>	Expensive rates and mostly eatables(e.g. fresh meat, cheese, pâté)	<b>29</b>	Sports equipment and sports accessories
<b>12</b>	Instant coffee	<b>30</b>	TV/audio
<b>13</b>	Infant formula	<b>31</b>	Interior furnishings, lamps etc
<b>14</b>	Computer laptops	<b>32</b>	Jewellery

<b>15</b>	OTC medications	<b>33</b>	Hair care, other beauty products
<b>16</b>	Health products, vitamins, etc	<b>34</b>	Home security products
<b>17</b>	Watches	<b>35</b>	Toys
<b>18</b>	Accessories (apparel)		

## **2.5 The impact of shoplifting worldwide using the Global Retail Theft Barometer**

During the year 2000 the first European Retail Theft Barometer was published by the Centre for retail analysis, devoted to calculating retail shrink in Europe. According to Bamfield (2011:1) “the GRTB is a series of international reports produced by the centre for retail research which provides annual data of the changing work of retail loss prevention in a period”. The first Global Retail Theft Barometer was released by Joshua Bamfield and his colleagues, funded by Checkpoint Software, Inc.: “A comparative study of retail crime in 32 different countries around the world”. A study was conducted by Ernie Deyle in continuation of the first one with 24 Countries “The global retail theft barometer 2014–2015”, with more than five barometers circulated to date.

According to Deyle (2016:1) de-escalation valuations the world's merchants “\$98.6 billion, reflecting an average 'charge' of \$287.70 per household on responsible customers worldwide, according to the figures reported in this report” That is a significant number with only an imminent impact on the entire retail sector's margins — a business that the global economy depends on for growth and stability, especially in many developing or newly developed areas.

Bamfield (2007) study examined the shrinking trend and its effect on turnover rate are remarkably similar worldwide. The findings concluded that large inequality exists between specific countries. However there are usually less gaps than many would anticipate, given the enormous amount of international shopping including cultural diversity such as Switzerland and Thailand. The report showed that retailers around the world come to the same conclusion “investing in protective technologies is seen as a necessity and can produce good return on investment” (Bamfield, 2007:2). For starters, the research shows that in the next two years, “up to 46 per cent of retailer’s worldwide plan to expand transparent merchandising of goods. To

stop an increase in shrinkage while using transparent merchandising to boost sales, manufacturers must face some interesting challenges to secure their items. The implementation of EAS tags at source is one approach retailers employed to manage shrink globally. More than 65 per cent of retailers is projected to use this safety tool within the next two years, according to the report” (Bamfield, 2007:8).

The Retail Theft Barometer Bamfield (2011) study focused on retail shrinkage and crime levels in 32 North American, European and Asia-Pacific nations. The statistics used in this analysis was given by eight hundred and twenty retail companies, which run 138,603 stores with revenue of US\$ 948 billion. The sample represented a 12-month period until June 2007. The participating retailers accounted for 16 per cent of overall European retail sales, 13 per cent of North American retail sales and 5 per cent of Asia-Pacific retail sales. The response rate for the survey was 22.8%. The Retail Theft Barometer is the world's largest retail theft & damage report Deyle (2016)

Shoplifting crimes continue, while there is a continuation of small reduction. The Bureau of National Statistics reports ( Deyle, 2016) “that the police reported shoplifting incidents in England and Wales rose by 7 percent in 2014, while the UK Crime Stats National Crime image page mentions a rise in shoplifting crimes nationwide from 24,479 in September 2011 to 26,925 in February 2015”( Deyle, 2016:3). This condition has not improved after Baumer and Rosenbaum found out in 1984 that “we are hard pressed to find some (crime stats) that are more common than shoplifting and stealing by employees... we are hard pressed to find crimes that are more costly for our community”( Deyle, 2016:3). The UK is renowned for being Europe's shoplifting capital. According to the resources of the study a newspaper article stated that shoplifting incidents in London had declined by around 6 per cent but a substantial increase in the remaining population. The police believed that shoplifting has risen in West Yorkshire by 11 per cent and in North Wales by 21.7 per cent from 2012-2014. Deyle points out (2016:3) that the research is written by the “Centre for Retail Analysis, Nottingham, England and is funded as a contribution to dialogue within the industry through an independent grant from Checkpoint Systems, Inc”

Bamfield's (2011:) international survey findings point out that a total worldwide reduction (crime or excess supplies as nothing more than a share of consumer confidence) costs merchants of 32 jurisdictions \$98,630 million, equivalent with 1,36% of retail sales. The nations with the largest shrinkage rates were China, Thailand and the US, while Denmark, Switzerland and Iceland had the lowest rates. The study revealed that one-half of the 32 countries encountered higher shrinking rates between 2006 and 2007, while Asia-Pacific retailers drop by 4.6%. Ultimately, the overall shrinking rate increased by 1.5%, increasing from 1.34% to 1.36%. Shoplifting was the largest source of shrinkage, accounting for 42.0 per cent of shrinkage of \$41.504 million. In comparison to Deyle (2016) key findings, shrinkage across the 24 countries under review was "estimated at US\$123.4 Billion this represented 1.23% of retail sales on an average across the 24 researched countries. Not only was that, it revealed that Shrinkage has been observed to increase in most of the reviewed countries and by 0.48 pps<sup>1</sup> globally. In the 16 countries where like-for-like analysis 2 was possible, shrinkage increased in 10 and decreased in 6 Out of the 11 verticals (where like-for-like analysis 2 was possible) loss prevention spend increased across 5 but decreased across 6." Both studies reveal a growth in shrinkage in four years.

According to Bamfield (2009) disloyal workers cost 35.2 percent of the decrease or \$34,671 million, corporate misconduct and management incompetence (e.g. sales or accounting errors) was 16.5 percent (\$16,248 million) and manufacturer or distributor theft and fraud was 6.3 percent (\$6,207 million). Retailers in the United States, Canada, Australia and Iceland indicated that bribery of workers is higher than robbery of consumers, a continuing trend in Deyle's 2016(2016:9) findings which states "dishonest employee theft and shoplifting—accounting for more than 75%—were the key reasons for shrinkage; dishonest employee theft increased by 11 pps that year." The Bamfield (2009:9) study revealed that in 2007, stores arrested almost 6 million shop robbers, 87.5 per cent of which were consumer criminals and 743,499 workplace thieves. The findings further revealed that North American retailers apprehended most of the workplace robbers while European retailers arrested the bulk of consumer thefts (3,481,490). The average amount the arrested business criminals robbed or reported was \$270, while workplace thieves stole an excess of \$1,967, seven times more than consumer thieves. A noteworthy finding was that thirty-seven percent of retailers' internal defeats happened at checkout or cashpoint, 36.5 percent in the back office, stockroom or distribution bay and 32.6 percent in the sales floor. The findings of the Deyles

(2016:13)revealed that “dishonest employee theft and shoplifting were the major causes of shrinkage globally in 18 out of the 24 countries, shoplifting was the major cause .The primary causes varied across the retail and scape, depending on retailer type, size, and location .For example, shoplifting was lower in the North America region and Argentina, which were more prone to dishonest employee theft .In countries such as the UK and Brazil, administrative and non-crime loss was the major cause.”

The (Bamfield, 2009:13) study revealed that the most prevalent form of internal deception was product theft, responsible for 41.1 per cent of internal losses; 26.5 per cent cash, discounts and vouchers; 15.3 per cent repayment of fraud and fake markdowns; 10.2 per cent collusion; and 6.9 per cent major financial fraud. Reduction of financial damages saved \$25,590 million, 0.35 per cent of retail sales. Furthermore, the findings revealed that revenue investments were \$17.303 million, including \$8.287 million in capital costs. Safety personnel accounted for 54.6 percent of loss prevention spending while security equipment investment was 32.4 percent (\$8.290 million). In the case of retail fraud expenses, centred on the robbery rates of consumers, disloyal staff and retailers and distributors and loss prevention costs, was \$108.093 million, equal to \$283.61 per family. Bamfield (2009) found that within the 32 nations, the most looted retail store goods contained licensed and costly products: cosmetics and skin care, food, clothing for womenswear / ladies, perfume and exquisite fragrances, and designer wear. Many extremely robbed lines contained razor blades, DVDs / CDs, computer games and video players, fashion accessories and small electrical products. Only 61 per cent of their ten most insecure product lines (including drinks, perfumes and razor blades) were covered by retailers. The trend continued to be followed with Deyle’s (2016:15) revealing small and easy to conceal items such as “spirits, mobile accessories, batteries, fashion accessories, and razor blades, as well as high-value items with high resale value, such as tablets, were most vulnerable”.

Bamfield (2009) states that digital article monitoring was the second most-used form of security (used on 35.4 percent of lines) and 11.3 percent of goods used secure and secured crates.39.8 per cent of distributors, including 45.2 per cent in North America, 39.7 per cent in Europe and 27.4 per cent in Asia-Pacific, used electronic product surveillance source tagging (ST, adding tags through processing or the distribution chain). A further 25.5 percent of retailers plan to implement source labelling within the next two years, suggesting that 65.3 percent of retailers will use source tagging by the end of the decade. The average number of

source branded product lines was 268 (16.4 per cent of retail sales). Source branding had much greater prevalence rates in North America, which accounted for 21.3 per cent of revenue. A noteworthy finding was that the was proven to be put in affect as Deyles (2016:20) states that in 2015 “Electronic Article Surveillance (EAS) antennas, labels, and tags were the most popular solutions for loss prevention, used by 73%of retailers. Spider wraps and security pods/containers, and advanced inventory control tactics (such as secure cable devices) were also widely used”.

There are some analysts who see supermarket crime as an interesting or innocuous social phenomenon or merely as a cost of doing business. It lacks the influence of criminal gangs, foreign organized crime frequently connected with prostitution, drug-related market abuse, bribery, robbery and increasing levels of workplace brutality. It also lacks the expense to the general public of retail violence, which cost every household \$283.61 in the 12 month period up to June 2007.

**The table 2 below shows the countries which took part in the study (Bamfield 2009:14)**

<b>Table2</b>				
<b>Global Costs of Crime, 2007</b>				
	<b>Crime-related Shrink \$ million</b>	<b>LP Costs \$ million</b>	<b>Costs of Crime \$ million</b>	<b>Cost Household \$ per year</b>
<b>NORTH AMERICA</b>				
Canada	3,028	974	4,002	\$322.69
United States	33,358	11,799	45,157	\$394.04
<b>North America</b>	<b>36,386</b>	<b>12,773</b>	<b>49,159</b>	<b>\$387.08</b>
<b>EUROPE</b>				
France	5,168	1,833	7,001	\$278.71
Germany	5,833	1,701	7,534	\$191.27
Italy	3,622	1,195	4,817	\$214.70
The Netherlands	1,331	492	1,823	\$256.40

Spain	3,112	1,126	4,238	\$279.92
United Kingdom	6,264	1,533	7,797	\$298.85
Western Europe (18 countries)	31,024	10,056	41,080	\$246.25
Central Europe (7 countries)	2,592	595	3,187	\$122.20
<b>Europe</b>	<b>33,617</b>	<b>10,651</b>	<b>44,146</b>	<b>\$229.48</b>
<b>ASIA-PACIFIC</b>				
Australia	1,679	506	2,185	\$280.52
India	1,855	148	2,003	NA
Japan	7,956	1,391	9,347	\$190.05
Singapore	151	34	185	\$177.08
Thailand	859	90	949	\$55.16
<b>Asia-Pacific</b>	<b>12,500</b>	<b>2,169</b>	<b>14,669</b>	<b>\$195.05</b>
<b>Global Costs of Crime</b>	<b>82,503</b>	<b>25,590</b>	<b>108,093</b>	<b>\$283.61</b>

There is similarity and distinct distinction between Deyle (2016) and Bamfield (2009 and 2012) finding from the global survey. Nevertheless, the shoplifting development continues to rise globally with retailers suffering huge losses.

The table 3<sup>RD</sup> below shows the countries which took part in the study (Deyle 2016:14)

<b>Country</b>	<b>Cost of Retail Crime (US\$ billion)</b>	<b>Number of Households ('000)</b>	<b>Cost of Retail Crime per Household (\$)</b>
Argentina	2.39	11,930	200.42
Australia	3.40	8,875	382.96
Austria	1.64	3,704	442.20
Belgium	1.64	4,645	353.14
Brazil	5.05	59,690	84.65
China	43.63	418,440	104.26
Finland	2.23	2,571	868.40
France	11.03	27,923	395.15
Germany	12.01	40,343	297.70
Hong Kong	1.69	2,433	694.97
Italy	7.13	25,746	276.80
Japan	21.30	53,000	401.97
Mexico	6.43	31,559	203.89
Netherlands	2.93	7,550	387.79
Norway	1.30	2,259	573.91
Poland	1.53	13,660	112.19
Portugal	0.89	4,005	223.05
Russia	9.04	54,610	165.51
Spain	5.50	17,419	316.00
Sweden	0.79	4,632	171.33
Switzerland	1.40	3,362	416.0
Turkey	1.54	20,705	74.24
UK	7.24	27,232	265.76
US	75.32	122,459	615.07



## ***2.6. The consequences of shoplifting in Africa***

According to Walford (2017) western luxury brands have saturated the local market in the last few years to capitalize Africa's rapidly expanding middle-class. Affirming to last year's African Development Bank (2018:1) study, "34 per cent of the 370 million people in Africa constitute the middle class, with development projections projecting this community to comprise 42 per cent of the African population by 2060". Martines (2015) stated that Africa is now seeing a remarkable rise in people with high net worth: the new World Wealth analyst concludes that Africa already boasts the highest growth of high-net worth individuals. Africa now has about "\$165,000 millionaires (holds net assets in excess of \$1 m, around R14 m), and 49,000 in South Africa and 15,700 in Nigeria. Andrew Amoils (2018:2), a top New World Wealth researcher, reports that "16 per cent of millionaires in South African dollars come from historically disadvantaged backgrounds".

According to An Hodgson (2016:1), manager of sales and spending at the international business analysis research firm Euromonitor: "Sub-Saharan Africa has undergone solid economic development, with actual gross domestic product growth averaging 5.5 percent per year over the past decade. The impressive growth moves of the continent, in sharp contrast with the early 1990s sub-Saharan Africa, gave rise to the 'Africa Growing' story and caught the imagination of multinational businesses" Sub-Saharan Africa appears to be a particularly attractive choice for brands, Hodgson continues, particularly in view of the continued stagnation in the global economy since the global financial crisis of 2008-2009, "Because it provides a relatively empty marketplace with untapped potential and an alternate growth route for companies seeking to expand in developed markets"(2016:2). That means that developed markets will become hubs for shoplifting .

Ikejemba and Schuur (2018) reports that the consequence of shoplifting in the Middle East scarcely has literature "as Sharia, "hudud" (meaning limitations or restrictions) is taught in the Islamic legal system, and it provides for "Sariqa" (theft) to be punishable by the thief's hand amputation. This sentence is known as "hadd" which implies a penalty that prohibits or avoids more crime. Throughout different countries and by different authors Sariqa is interpreted differently, and some claim it does not include shoplifting "Yet the hands of shoplifters in Saudi Arabia may be amputated" (Ikejemba and Schuur 2018:1).

Although literature on shoplifting for the rest of Africa is scarce and the gap shows that it is evident that researchers are doing a lot of research on Africa's development. However, little to none on shoplifting people and the effect it has on their respective countries. For example Isaac (2015) article revealed that , a Jennifer Akudihor, a Nigerian woman who came to the United States of America on holiday, was arrested while stealing merchandise worth more than \$2,000 at Macy Oak Park Mall in Johnson City, it was also noted KBMC, is the only written literature that remains.

According to the news article, “ Akudihor, who went with three of her children to the States, was nabbed after a CCTV captured her stealing 66 different items including clothes and accessories, putting them under the walker and pressing through the shop's door before being arrested by police”(2015:1). Akudihor, who was charged with theft of felony, and was forced to turn over her passport while the case is pending in court with her bail fixed at \$2,500 (Isaac, 2015). The study set out to find previous studies on the consequences of shoplifting in Africa however, there were no cases or thesis in correlation. Thus, this study has seen a void in details on the effects of the African shoplifting,

### ***2.6.1 The impact of shoplifting in Durban South Africa***

The analysis is based on shoplifting throughout Durban, South Africa; therefore, the segment described, describes the shopping trends in the sense of South Africa, and the robbery of effect shops has presented.

A report conducted by Phahlane (2016:73) for the annual crime report to the minister of police also known as the South African police service crime statistics 2015/2016 states that “ the detection rate in shoplifting cases depends on business owners, staff, customers and the security personnel or systems they employ”. The findings further revealed (2016:73) the “police only arrive at the scene of the crime after the perpetrator had been arrested by owners or their personnel. Some business owners refuse to report these crimes, fearing that their staff will be kept away from their work if they later have to testify in court. In other instances security staff receive incentives for every arrest factors obviously have an impact on the shoplifting statistics”. Phahlane (2016) further expressed that in the financial year of 2015-2016 shoplifting contributed to 14.4% to all other serious crimes. Analyses conducted in Kwa-Zulu natal

revealed that the most popular targeted shops for shoplifters included supermarkets (34% of cases) and clothing stores (22%).

According to the new crime stats (2019), a total of 170 people in South Africa are caught shoplifting every day. However, not all incidents are obvious actions of robbery. Knowler (2019:1) states that, “in various circumstances, shoplifting will happen. There are skilled shoplifters, addiction-driven shoplifters, poverty-driven ones, thrill-seekers, kleptomaniacs and the absent-minded people who unknowingly shoplift”. While the protocol is to call the police at most retail outlets, Knowler believes store management can exercise discretion until law enforcement is contacted. Shoplifting does not rate as high as “homicide, attack, armed robbery, etc. in the broader picture of crime in South Africa (SA), but the truth for a store owner is that if he does not defend himself against it, it could have such an effect on his market that it could make the difference between survival and closure” (CGC, 2005:1). The shoplifting operation rose from 2003 to 2004. Basically it is not just companies that should care about retail theft. Theft in stores are affecting society at large. Shoplifting and stealing of employees are serious crimes which continue to have a negative impact on many retailers’ bottom-line earnings. Such violations continue to negatively impact the economy, paying shopper get higher consumer costs. Shoplifting also results in store closures as the store loses money. Essentially in the form of higher prices, it is customers who are suffering the most. Bread prices and clothing become more expensive and there is an influx of expensive merchandise so that the shops do not lose income.

According to the CGC Crime Prevention Programme (2005) this type of criminal behaviour often does not put consumers at ease. Since shop theft has become so prevalent in certain lines of items, a number of major supermarket companies are taking the goods off the shelf and putting them behind the designated displace or locked up. Goods are simply unavailable in some situations due to high theft rates. CGC (2005) found that the retail sector is losing an additional 6 million in shoplifting cases annually. In this difficult economic climate, businesses are putting a renewed focus on handling shrinkage to help improve productivity (CGC, 2005).

Young people in South Africa tend to be the most significant contributors to the shoplifting effect (Daly, 2017). They prefer to sell things they are not able to buy or are not allowed to purchase, including recorded music, cosmetics, clothes, tobacco products and consumer electronics. Merchandise is not taken because an object is actually required, but because it is

desired. They are not trying to unground sell products, but rather use them in their peer group to keep up with others. Most young people see shoplifting as an innocent activity with no repercussions. Yet shoplifting is not harmless. It has an effect not only on the kid and seller but also on the father, law enforcement staff, fair customers and the environment. It may lead the young adult to have a juvenile record, restricting their job opportunities. Prior to shoplifting, teenage shoplifters typically do not care about these effects (Dean, Richard, and Laura, 2004). Doug Smollan (2005:1) Coordinator of the Crime Prevention System implemented below the auspices of the CGCSA (Consumer Goods Council of South Africa) said: “survey undertaken by the CGCSA offers data on shoplifting that are useful to retailers. Evaluation of patterns, details on the age and ethnicity of average shoplifters and the number of goods robbed provides retailers with knowledge on the amount of products stolen”. While most shoplifters are “amateurs, we are seeing an increasing trend for criminals to adopt shoplifting as a 'profession', frequently operating in gangs with a remarkable degree of skill and planning. Of the people arrested for shoplifting, 61% are under 25 and as this sector of the population continues to increase, we can expect shoplifting incidents to rise too.”(2005:2)

Administrator of the Crime Prevention System Michael Broughton (2005:1) agrees with Smollan that shoplifting should never be viewed as a casual, innocuous crime committed for a thrill by young people: “This mind-set could in fact lead to a company having to close its doors. Shoplifting impacts criminals, their families and decent customers as well as businesses. Young people tend to steal things they cannot afford or are prohibited from buying, merely because they desire it.” Therefore his words agree with that of the CGC reports.

Shoplifting often creates significant discomfort for customers and distributors alike. Theft of certain items has become so widespread in some instances that major retail firms are pulling the goods out of the stand, placing them behind the counter or below the lock and switch.

Shoplifters have a unique set of skills including techniques that will support merchants implement precautionary measures by studying how they function. Smollan (2005:2) says “Some gangs use elaborate distraction scenarios. Retailers and their staff should be on the alert for such activity. Amateurs and opportunistic thieves can be deterred if simple security measures are in place, such as closed circuit television cameras and 'roving' staff, who are trained to keep an eye out for suspicious behaviour,”

The influence and amount of shoplifting in South Africa is not homogeneous, certain regions experience high shoplifting rates while others have relatively low shoplifting levels. Gauteng, Western Cape, and KwaZulu-Natal tend to be the top three of the 9 provinces with the highest shoplifting frequency (Mamsombuka, 2018). Which is why this research should concentrate on central Durban. The above studies confirm that Durban is highly impacted by shoplifting however due to the nature of the crime little literature is evident to the extent of its subjection on the city, which is what the study aims to uncover.

### ***2.7 Consumer visits per month per shopping centre in South Africa***

Burrows and Hopkins (2005) states that one of the main reasons people tend to shoplift is influenced by the amount of time people spend in the store. Super regional centres in South Africa received 4.2 visits per month in 2017. In the United States this indicator is at 3.2 visits per month. One of the main reasons is that most of the super-regional centres in the United States don't offer any grocery stores. These figures are based on 20 years of benchmarking during which almost 300 shopping centres throughout South Africa were included in the benchmark figures. All these benchmarks refer to the reaction of shoppers interviewed at each of the almost 300 centres and reflect their support for that particular centre (Peacock, 2018:1).

The trends are the following:

- Neighbourhood centres received 7.5 visits per month, community centres 6.9 visits, small regional centres
- 6.4 visits and super regionals 5.1 visits;
- In all cases the trends for 2017 is slightly lower than the 20-year average;
- One of the main reasons for the decrease is the availability of many more shopping opportunities in the same geographical area;
- The consumer has many more choices – these choices on the neighbourhood and community centre level is mainly influenced by the grocery anchors and in some centres two and even three grocery stores are present.

The average weekly support for different type centres is another method of measuring support levels.

- 48% of the shoppers to a super-regional centre support the centre at least on a weekly basis;

- surveys however clearly distinguish between real large super-regional centres (mega centres) like Gateway, Canal Walk, Menlyn and Sandton City where the weekly visits are as low as 33%;
- 61% of all shoppers visit regional centres at least on a weekly basis;
- 76% of shoppers are in a neighbourhood centre once a week;
- The weekly visits to value centres varies according to the size and the tenant mix but on average 48% of the shoppers are present on a weekly basis; In most cases this is also driven by the presence of large grocery stores.

### ***2.7.1 The Consumers Average dwell time in South Africa***

People do not go shop in centres, some take their time to simply standing around and doing nothing. According to shopping reports (2018:1):

- For neighbourhood centres is between 30 and 42 minutes per visit;
- Community centres have a longer dwell time of between 60 and 70 minutes;
- Regional centres have also dropped but is currently at 108 minutes while
- Super-regional centres is on 144 minutes dwell time;
- In all other cases the trend line over a 20 year period has remained very consistent.

Burrows and Hopkins (2005) state the main reason for shoplifting is the amount of time people spend in the store. Super regional centres in South Africa received 4.2 visits per month in 2017. In the United States this indicator is at 3.2 visits per month. One of the main reasons is that most of the super-regional centres in the United States don't offer any grocery stores.

### ***2.8 The victimization of the retailer***

Lutchminarain and Minnaar (2012) claimed that stores, their employees alongside customers often suffer or observe violence and antisocial behaviour. According to Livingston (1996) shoplifting is one of criminology's most common and enduring problems, which includes assessing who commits theft and how much violation actually happens. Similarly, Lamper (2015) analysed the features of a shoplifter, finding that it is nearly impossible to type cast a shoplifter. Most researchers (Cardone, 2006: Carter, 1974: Clarke, 2003: Clarke and Petrossian, 2013: Gold and Lang, 2012) have concluded that women and men shoplift equally though age does play a factor. A margin of twenty percent of shoplifters are children, while

seventy five percent counts for adults with fifty five percent of them starting in the adolescent years. As a result, shoplifters come in all different genres of age and gender.

According to Ajzen (1991) cited in Rodrigo (2012) state that the theory of planned behaviour gives factors as to why individuals behave a certain way, the author used it as a theoretical framework to explain the shoplifters motive to victimizing the retailer . Planned behaviour is made up of three stages, attitude, subjective norm and perceived behaviour. The attitude of someone towards a certain behaviour in this case shoplifting determines the behaviour the individual decides to take and the outcome that occurs within the action. Subject norm describes whether the individual finds the act of shoplifting acceptable or unacceptable. Lastly, perceived behaviour control measures the difficulty of accomplishing the behaviour. All three stages combined conclude the influence behaviour has on an individual and how they interact with each other leading to the crime. Rodrigo (2012) reveals that the planned behaviour theory is biased towards the criminal and does not explain in detail the victimization of the store and their experience and attitude, it does not see the location or value of item as a trigger for the attitude of the offender. Additionally, in this study shoplifting is seen as a negative act due to it being illegal. Being a criminological study it will hold preference to Walsh (1978) study. The author stated that the shopper's leisure time encourages stealing to happen, for example, wandering more than they need, peering longer than necessary and spending a lot of time in the store during the operation makes it easier for the shoplifter to function while being unfamiliar with the actual shopper.

This study's main inclination include Routine Theory, Crime Pattern Theory and Opportunistic theory all which will better elaborate on victimization of the retail store and discussed in sections to follow. As stated earlier, this study will focus on evaluating the mechanisms used to control shoplifting in Durban central business district. Whatever the size or smallness of the retail store, both forms of retailers are vulnerable to the increasing shoplifting crisis. Victimization of retailers continues as the crime continues to not be reported to the police. The absence of the extent of business crimes make it very hard to condone action against retail crime offenders. This knowledge, couple with the fear of retaliation from other members of the community discourages retailers from reporting crimes (Mofokeng and Ragophala, 2014). Leading to future victimization, without the fear of reproach offenders become motivated. According to Belson, Klemke and Moore cited in (Rodrigo, 2012) consumer behaviour theory explains the offenders' eagerness to choose retailers as victims of their crime. The theory states

that the shoppers need to rationalize their decision making processes before purchasing an item. Therefore, this allows for the offender to capitalize on the sluggish momentum of the shopper and steal from the retailer. The complex factors that occur within motivational and characteristics of shoplifting appear to be progressively treasured with researchers.

The following victimization incidents are reported by American stores in Beck, Palmer and Collins research (2017:4):

- More than 90 percent of respondents gather data on the number of shoplifting events (92 per cent).
- The survey reported 1.9 million events in the most recent 12-month span, 5 per cent less than in the previous year.
- Each retail store would report 28 shoplifting accidents on average although it was 11 or less for small and medium-sized stores and 44 for large retailers.
- The number of incidents involving violence is reported in half of respondents.
- The survey reported 22,770 shoplifting incidents involving abuse in the most recent 12-month span, 2 per cent less than in the previous year.
- 2.3 per cent of accidents involving shoplifting include aggression.
- Retail outlets may undergo lesser around 1 destructive shoplifting accident per hour worked on aggregate.

In fact, in their most recent 12-month span, “their respondents have reported just over 1.9 million accidents compared with just over 2 million casualties in the previous 12 months. This correlates to an actual 5 per cent decline between the two years of data. If the amount of stores included in the survey is factored in (for those reporting injuries), it produces an average of 28 accidents per store over the most current 12-month stretch, relative to 29 in the 12 months preceding. Nevertheless, this figure differed significantly as consideration was made of the retailer’s scale. With 44 accidents per shop, the biggest retailers had an average per store 4 times higher than for medium and small retailers, although this was lower than the previous year when it stood with 47 per customer” (Beck, Palmer and Collins, 2017:4). Of small and medium-sized stores their employees may prepare to experience a shoplifting event roughly once a month.



In total, respondents in the most recent 12-month cycle had reported 22,770 cases, compared with 23,190 in the previous 12-month span. It represents an average 2% fall. For those stores “that keep records of violent incidents, 2.3 percent of their shoplifting cases in the current 12-month span contained or threatened violence” (Beck, Palmer and Collins, 2017:5). Showing that shoplifting cases do not just conclude with the victims getting deprived of their items, but the violent perpetrator who has been arrested may deliberately harm them. Taking the number of stores into consideration, it is shown that each supermarket is likely to encounter an incident of shop lifting behaviour on average around once a cycle, and the sum has dropped since the prior year. Nonetheless, the amount varied subject to the retailer's measure, with the cost per store being linked favourably to the retailer's size.

However, despite the contribution of shoplifting research, booklets and information distribution, the stories of retail victimization have not been sufficiently told. Lack of acknowledgement for retail victimization leads to misperceptions and tensions around cause and effect. Further, the criminal justice systems have to work towards the redemption of police officials and their lack of response because it leaves the stores voiceless.

### ***2.9 The consequences of shoplifting in regards to the store, the police and shoplifter***

According to McGoey (1999) stores may not pursue official action against shoplifters because it requires time and effort to investigate, false apprehensions may contribute to litigation, the store may develop a reputation for theft if it regularly investigates shoplifting, and some retailers may fear retaliation. Van Blerk (2000) confirms that many retailers are convinced not to pursue official action because shoplifters say that this is their first crime, show fear or guilt, and/or agree to pay for the stolen items. However, certain stores believe police can do little about the situation and may not be willing to get involved. Smith (2013) reveals that others see the role of the police as merely coping with criminals who have been stopped by security personnel or shop detectives. Clarke and Petrossian (2013) reports that if shoplifting is especially obvious, or when experienced shoplifters are suspected to be working, retailers may call on the police to take some kind of protective measures, usually in the form of increased presence or patrols.

Clark and Hemmings (2018) confirm this could be of little deterrence effect, because shoplifting takes place inside the supermarket, away from the view of the police. Consequently, the emphasis of this document is on other potential protective measures by police. Yaniv (2009)

agrees that the most important task in many situations is to convince the shop owners and managers to strengthen their protection. This is complicated, according to many studies (Bradford and Balmaceda, 1983; Buckle and Fakkmqton, 1984; Caputo, 2004; Caputo, 2008b; Clark and Hemmings, 2018) this is because many merchants feel that they should be shielded by the police from dishonest people who must be caught and punished when they are caught stealing . Others are content to ignore the problem before earnings are seriously affected. Whatever the causes for this, police may have an uphill task telling distributors that their sales practices and lack of security can add to the problem.

Faced with these actions, officers are reluctant engage with shoplifting and let the repercussions fall on the stores. But there are plenty of explanations why this may be short-sighted, Clarke and Petrossian (2013:59) findings state the following consequences of shoplifting:

1. Shoplifting is often considered a crime of admission, from which teenager's progress into more serious offences.
2. Shoplifting can be said to boost drug trafficking, because it offers the money that some dealers need to obtain.
3. Shoplifting will severely erode income for shops in deprived communities and lead in store closures. This may depress the opportunities for jobs and further erode infrastructure in such communities.
4. Shoplifting is capable of wasting a large proportion of police resources in handling suspects arrested by the shop. The police are at the hands of retailers in this respect who may avoid modifying their business practices in favour of simply relying on security personnel and police to manage shoplifters. In fact, UK stores have sought to avoid the word 'shoplifting' on the basis that it implies a less severe form of theft. They choose to "theft the store."

Maughan (2002) states that professional shoplifters are frequently resorting to violence, causing injury to sales associates and clients. Furtherer revealing that most shoplifting gangs are suspected to have ties to organized crime, and illegal proceeds from licensed shoplifting can be used to finance terrorist organisations. Authorities cannot disregard the shoplifting for all of these purposes. The task they face is to perform a thorough analysis of the local problem in order to formulate a variety of preventive responses.

## **2.10 Determinants of the amount of shoplifting**

A retail store first line of combative defence against shop lifting is commonly public space. The shop is situated geographically around crowds of people or locations where a large volume of individuals gather, coming and going on a regular basis. Murphy (1986) states that since the 1970s retail stores have used many preventative measures to combat shoplifting. Beginning with shop assistants who guarded the shop by continuously trailing shoppers, mostly suspicious looking ones and keeping a firm visual lock on valuable items. Rodrigo (2012) confirms that gradually, however, shop assistants were upgraded by advancements in technology as the number of shoplifting falls have increased dramatically, particularly in urban and semi-urban areas. According to Walsh (1978) the factors that determine a shop's amount of shoplifting are as follows:

The type of goods being sold by the store. These function as a huge deterrent of shoplifting. Stores that only sell large items or heavy items, for instance washing machines and windows are less at risk than the stores selling consumer products such as bread, and small appliances because of the weight of the items. Shops that sell fresh produce that are not wrapped are also less susceptible to crime, as the items are quick to spoil.

According to Cobbs (2018) findings, desired items such as CDs, clothing and shoes that are easily concealable cannot be detected by retail staff members, making them easily removable from the store because of their ability to be highly valuable and easily disposable items, being sold quickly and effectively results in the items being very valuable and worth the risk of theft in the retail industry. This author confirms that high risk merchandise largely affects the stores determined for established offenders.

Naudé (2000) findings state that the pricing strategy is the second set law of how much shoplifting any shop can face. First some shops use the self-service policy, this allows for the buyer to handle goods as they are placed on display around the stores, consequently leading goods being sold easily and at a faster rate. Thanks to their ability to work cheaply and quickly, clothing stores and Produce stores opt for the self-service approach so fewer staff just need cashiers. Their service to the customer is quick and efficient as their sole purpose is to take the customer's money with indifference. No form of advice, sympathy, and helpfulness is relevant to the customers, therefore leading to self-service shops being popular. Tonglet (2002) confirms that their range of goods and novelty all being purchased at one place and apparent cheapness allow for favourability among customers leading to crowds and business. Self-service

shops are larger and have fewer assistance and this leads to more space for the shoplifter. It is common to see items treated and this encourages robbery. These types of shops must accept high shoplifting losses because not only do they need to contend with shoplifting but according to Smith (2013) many other sorts of losses occur, short delivery by supplier and employee theft and more. However, other stores prefer to use the counter service policy. Most of the items are put under glass shelves, in crates, cupboards or display cases and it is the assistant who carries them to the customers ' counter. Shops such as jewellery stores and cell phones are very much in favour of this approach, they rely heavily on employees and the concept of quality and loyalty to result in revenue, rather than self-service retail policies. We focus less on impulse buying, because we have a higher product turnover and their shelves are not filled up regularly. Typically they embrace this because they make sure they produce goods that will sooner or later see people coming to them. The assumption that large numbers of workers are available and willing to support any client ensures that shoplifters regard counter-service shops as a place to work unsatisfactorily. According to Walford (2011) these findings were proven satisfactory by studies undertaken in South Africa, America and Britain were an average of more than 8 percent of stores related to using the above polices. In this study self-service stores remains the main preferences the volume of victims is higher than counter stores.

Thirdly, the geographical location of the shop is an important form of persuasion from the offenders shoplifting point of view. Shop lifters prefer shops that possess many entrances and exits surrounded by busy streets in order to gain escape safely and quickly. Shops that are away from the road and have only one front and back entrance discourage shop lifters as exiting without being detected is near impossible. Upon using Meta-Analyse Dean, Richard and Laura (2004) found that offenders are strongly motivated by not only the location of the shop but also the internal setting of the shop. The shoplifter is surrounded by shops with more than four alternative exist several kiosks, hiding places as well as supporting beams emerging at intervals inside nooks where the assistants are unable to see. The most preferred shop is a simple design with a clear view of the customers.

The Web according to Clarke and Petrossian (2013), found that a study carried out in 2008 found that about 18% of all stolen goods were distributed on the Internet. In some instances, items are pre-sold on eBay until coordinated crime gangs steal them from shops. Profits on e-fence products (about 70% of retail) are much better than goods sold through a conventional fence. With today's technology apparel this can be proved true, sites like Olx, Gumtree and eBay do not need registration, and anyone can legally buy an illicit object.

### ***2.11 Mechanisms put in place to control shoplifting***

Prior studies (Ray, 1987: Sarasalo, Bergman and Toth, 1997: Shteir, 2011: Thompson and Uggen, 2012: Smith, 2013) have identified many display features within stores that function as increasers and decreases of shoplifting and a lot that can be done to reduce the amount of shoplifting. These mechanisms include security hardware such as;

- Closed-circuit television surveillance system (CCTV),
- Motion detectors by the door and high levels of security guards,
- Items such as clothing get inserted with electronic tags
- As well as signs that state that shoplifters will be prosecuted (Retail Security Resource 2018).

Clarke and Petrosian (2013) state that the store layout is very important when it comes to the effectiveness of combatting shoplifting. The below may be adopted by store owners:

- Reducing the number of doors, blind corners and recesses
- Careful positioning of mirrors
- Providing decent, balanced lighting
- Removing clutter and obstructions
- Placing merchandise away from entrances and exits
- Making consistent sight lines in aisles and decreasing show height
- Reducing crowding around exhibits of high-risk products
- Sending hot goods to higher-security areas with more staff supervision
- Speeding up checkout to reduce congestion and wait

While Hunt (2011) indicates a control of the Tightening warehouse. Inventory-control protocol (number of goods set check) would provide for the identification of shoplifting patterns and the distinction of shoplifting from employee theft. Unfortunately, these measures are in effect by very few stores, but the more common use of product bar coding and point-of-sale technologies at checkout resulted in significant improvements of stock control. With further technological developments, such advancements can be expected to increase.

However most researchers (Cardone, 2006: Carter, 1974: Clarke, 2003: Clarke and Petrossian, 2013: Gold and Lang, 2012) agree that the best prevention retailers can seek is upgrading retail security systems. . That way shoplifting is way more difficult. This may include the following:

- Limiting the number of unaccompanied minors permitted in small neighbourhood shops

- Establishing clear rules for changing rooms in clothing stores
- Placing shopping associates in changing room stations
- Just selling cassettes, CDs and DVD cases in music and video stores (alternatively one foot per pair in shoe stores)
- Holding high-value items in locked displays or locking them in locked displays.
- Encouraging customers to use store bins for sales (which eliminates the reason for putting things in their own bags or pockets) or to provide them with safe lockers for their products
- Sealing legal shopping bags to eliminate the unintentional theft
- Providing receipts and testing them against goods on exit where there is a high risk of shoplifting
- Requiring proof of purchase for refuelling

Cardone (2006) publishes warning labels on high-risk goods as reports. Most retailers display signs advising shoppers that shoplifting is a felony, and warning that shoplifters will be punished. However, there is concern that such notices have more than a slight deterrent effect on a few susceptible people. Another study showed that shoplifting was virtually eliminated after unique products were clearly labelled with large red stars as being frequently stolen by shoplifters. A more recent study showed that products next to the items marked with a sign read "Attention Shoppers!" deterrent effect was stronger as offenders stayed away. Objects labelled with the capital letters RED RIBBON are often shoplifted.

Another shared opinion by most studies (Cardone, 2006: Carter, 1974: Clarke, 2003: Clarke and Petrossian, 2013: Gold and Lang, 2012) involves the recruiting of more and better trained sales workers. Stores can employ adequate staff to properly supervise merchandise and consumers, particularly during high-risk shoplifting times. The finding of their studies showed that stores should train staff to be customer-conscious and a strong warning to criminals, the managers should also train them in shoplifting accident management procedures. Of starters, to support a lawsuit, it is generally necessary to prove that the products have not only been taken away, but that there has been purpose to prevent payment. Furthermore, waiting until the perpetrator had left the shop before apprehending them is always best or they might say that they intended to pay until leaving.

The above is secondary to the security guards they employ. Studies (Cardone, 2006: Carter, 1974: Clarke, 2003: Clarke and Petrossian, 2013: Gold and Lang, 2012) on the efficacy of

professional security guards in any setting reveals nothing-and shopping is no exception. Just one research study was published, showing that the security guards had less benefit than electronic article surveillance (EAS) or store renovation in reducing the risk of theft; nevertheless, the small sample of the analysis restricts the credibility of the results (Clarke and Petrossian, 2013).

And lastly, the recruiting departments for avoidance of injuries and security against properties. Many large retailers engage in avoidance of fraud and asset protection departments who examine crime inside the shops once it occurs. They perform various tasks, such as reviewing receipts as shoppers go out and tracking inside a store monitoring systems to detect and deter shoplifters (Gold and Lang, 2012).

Stores stop the opportunity for concealment ultimately, the use of more advanced technology is supposed to continue to scientifically progress in crime prevention. Nevertheless, upon offender apprehension the police force still continues to let down the retail owner. Mofokeng and Ragophala (2014) argue that because shoplifting is not regarded as a serious crime, the South African business community has voiced their disappointment at the South African Police Services (SAPS) lack of response. The SAPS lack of response in stopping offenders has created a lack of trust in the police. A lot of the cases go un-reported because if victims report the cases, this suggests that there is a high possibility of the police not taking action with no justice being served.

It can be argued that whilst technological security measures can be a huge advantage to retail stores, unless there are managed accurately, disadvantages do occur. Shoplifters can however find the stores camera's blind spot and use this to their advantage when stealing. Most will work in teams in order to distract the floor security or the cashier. According to Shteir (2011) aluminium lined booster bags that deactivate sensors are used to smuggle high ticket items into packages for lower- priced items, even with Mr Price receipt checks at the exits. Stealing will continue to occur if nothing is done about it.

## *2.12 Legislations put in place to combat shoplifting*

The initial preliminary research for this study indicated that there were no recovery services explicitly for shoplifters within the national group. Prisoners convicted of shoplifting were mixed in with others, and expected to attend the Probation Service's standardized group work services (Naudé, 2000). On a national level, that remains true too. Although National offender Management Service (NOMS) provides strong evidence on the limited number of high-risk criminals, the high volume of low-level shoplifters is less well known (Walford, 2017). It is this latter community, in this studies knowledge and forum discussions researched with Business Against Crime in Leeds (BACIL) and others (Cardone, 2006: Carter, 1974: Clarke, 2003: Clarke and Petrossian, 2013: Gold and Lang, 2012), that it agrees that this limitation is causing havoc to the neighbourhoods and retail sectors.

Scouring academic sources, this study was not been able to find any work on training programmes put in place for shoplifters, this study has it been able to find some limited analysis into what needs to be put in place to address the impetus for shoplifting and why it is so widespread, however it is very low . The first documented use of the word ' shoplifting' in England was called for in 1673.1 King William's Law, recognized as The Shoplifting Act, 1688 (Walsh, 1978). Walsh further states that it was first in a sequence of federal rules and actions prohibiting the selling of merchandise from shops. Convicted criminals who had not been condemned to death were generally subjected to punishment or branded by the cat-o-nine collar. “The statute... ordered that they be burnt in the most visible part of the left cheek, closest to the nose, with a red hot iron... a broad T. If he could read, checked by reading from a bible in court, fraud would be excluded from hanging less than £ 5 and the first sentence would be written on his palm” the death penalty for the shoplifting was not repealed until 1822 (Walsh, 1978:25).

In England today there are regulated by the 1968 and 1978 Theft Acts, which says “a person is guilty of theft if he dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it” (Theft Act, section 1(1)).

Previously, the Punishment Council acknowledged the need for a reform of this law and issued a briefing report in April 2014 asking scholars, magistrates, as well as the general public and local Criminal Justice personnel to share their opinions on the issues surrounding the



punishment of fraud offences (Clark and Hemmings, 2018). The Committee, found out that fraud from stores was often viewed as a victimless crime, but then cited the British Retail Consortium, which said that far from being victimless, we are all paying for this intensified robbery by higher prices and, gradually, store closing and disruption to town centres as protection is diminished and neighbourhoods are blighted.

In order to determine the type of crime, the courts are asked to consider various factors: to evaluate the level the court will measure the guilt and injury (Clark and Hemmings, 2018). The degree of guilt is calculated by weighing up all the considerations in the case to assess the position of the defendant and the extent to which the offence was conceived and the seriousness with which it was conducted (Brooks and Cross, 1996). Many believe that our shoplifting sentencing guidelines are too poor to have a deterrent effect. Proof from the London Riots in 2011 suggests that accelerated harsher punishment, deterred violence in the months that followed: the exposure of the Criminal Justice System in practice is strongly believed to have decreased copycat disturbance and attrition rates.

Although shoplifting is a criminal activity that has a direct negative effect on stores, it has also been correlated with broader issues. Eroded gains contribute to job losses and closing of supermarket. According to the British Retail Consortium (2019) profits from stolen goods are associated with drug trafficking, organized crime and terrorism. Furthermore, it reveals that shoplifting absorbs public time, and is often a point of entry for participating in more extreme and violent crime. Shops also tend to hold their own shoplifting rules or regulations.

According to Beck, Palmer and Peacock (2017) just over 58% of managers did not allow store staff to participate in shoplifter apprehensions, although slightly fewer said that only store managers should be concerned. The survey found little statistical difference between those stores who hired LP (Loss Prevention) -specific workers relative to those where they were not. There was also no distinction between company scale and the probability that the store staff would be able to make apprehensions. Retailers who did not allow non-management workers to apprehend were no more likely to hire LP personnel in shops than those who only allowed managers to apprehend. There was no indication that the policy of not requiring non-management workers to arrest was linked to the involvement of LP personnel in the store. According to Beck, Palmer and Peacock (2017) the second question concerned the policies and practices in place to deal with a shoplifting apprehension, in particular whether or not staff

react, the degree to which force can be used, and the extent to which employees are able to sue suspects, relatively few respondents said they had a regime of "no fear," just 18%. Of those who had a strategy for apprehending robbers in their shops, the vast majority practiced a "no chase" policy (78 per cent), with only 8 per cent saying they had a restricted chase policy whereby workers might sprint after criminals, but only to a negotiated cap. Beck, Palmer and Peacock (2017) reveal that a significant proportion of respondents (45 percent) said that when coping with criminals they maintained a non-physical contact approach, with just over one-third (35 percent) reporting that they could use aggression but only in self-defence. A much smaller proportion (15 percent) allowed staff to use "reasonable force" and one out of five approved handcuffs (20 percent). Concluding that due to the relatively limited number of respondents involved in this study, no further examination of these policies and practices could be produced—no assumptions could be reached as to whether any regulation was related to higher or lower. Nonetheless, the data revealed that there was no significant difference by retailer scale.

Mofokeng and Ragophala (2014) confirms that overall, what appears clear is that the greatest percentage of retailers responding to this survey do have a coverage of apprehending shoplifters however require group of workers not to, where possible, contact them, except in self-defence and no longer to run after them if they are fleeing the store. Further findings state that almost one-third (31%) of retailers stated that they did no longer have any preferred coverage on a minimum age for figuring out whether to prosecute an offender, while the remainder both had a country wide general applied throughout all their shops (46%) or followed the practise of the police of nearby prosecutor in any given store location, or left it to the shops themselves to determine on a case-by-case basis (23%). Mofokeng and Ragophala state that no respondents cited that they left the decision to district or regional level staff. Where there was once a countrywide well known in place, the average age was once sixteen years. There was no vast distinction via dimension of retailer or probability to appoint LP staff.

Beck, Palmer and Peacock (2017:15) reveal in terms of imposing a minimal dollar fee before identifying whether to prosecute a shoplifter, 28% said they did no longer have a policy on this issue, with a larger proportion reporting that they operated a national well-known coverage (43%). Of the remainder, some 15% followed the practise of nearby police and prosecutors, 10% left it to the discretion of the shops and just 5% mentioned it was set at the district or regional level. On average, those that did have a national popular policy on minimum dollar

values stated it was once \$30. There was no great distinction with the aid of dimension of retailer or possibility to rent LP staff.

The shops internal legislations for age limits and cash values when finding out whether or not or no longer to prosecute a shoplifter were as follows. Almost one-third (31%) referred to that they did now not have any trendy coverage on a minimum age for figuring out whether or not to prosecute an offender, while the rest both had a country wide trendy applied throughout all their stores (46%) or observed the instruction of the police of neighbourhood prosecutor in any given save location, or left it to the shops themselves to figure out on a case-by-case basis (23%) (Beck, Palmer and Peacock, 2017). No respondents noted that they left the decision to district or regional stage staff. Where there used to be a country wide popular in place, the common age used to be sixteen years. There was once no great difference by size of retailer or probability to hire LP staff.

Grogan (2005) reveals that in terms of imposing a minimum dollar worth before deciding whether or not to prosecute a booster, 28% aforementioned they failed to have a policy on this issue, with a bigger proportion reportage that they operated a national commonplace legislation (43%). Of the rest, some 15% followed the steering of native police and prosecutors, 10% left it to the discretion of the stores and simply 5% declared it absolutely was set at the district or regional level. On average, those who did have a national commonplace policy on minimum dollar values declared it absolutely was higher than average item oversubscribed within the store. Grogan (2007) further states that there was no vital distinction by size of distributor or chance to use disk workers. Most firms advised that they did have an internal legislation on supplying banning/trespass warnings, with solely 14% stating they failed to use them. Of these that did use them, the biggest proportion indicated that they were utilized in some cases relying upon the circumstances whereas the same proportion declared that they were used in just about all instances. whereas there was no distinction by size of distributor, those using disk workers in some or all of their stores were rather more seemingly to use banning/trespass warnings in some or all cases, probably as a result of they believed they'd the capability to confirm they were enforced .

### ***2.13 Conclusion***

Within the chapter above, the research attempted to provide general assumptions regarding results that are not inheritable in relation to the subjects, explicitly discussing the victim in relation to the shrinkage crime and the essential principles of shoplifting management. A systematic analysis of related literature has indicated that shoplifters' three subgroups tend to rise with improvements in crime levels across the globe and South Africa. With their strategy of shoplifting evolving over time and encouraging shop owners to become more proactive and invest more resources to protect their retail systems. With the lack of knowledge about the frameworks and regulations in effect, business owners and security personnel, particularly law enforcement agents, would have to introduce the right crime mitigation strategies to meet their new needs. To order to escape collapse, store managers as creditors are obligated to perform a more vital role to be entirely dedicated to the needs of their businesses. The chapter to follow discusses the theological framework in correlation to the chosen subject matter.

## CHAPTER 3

### THEORETICAL FRAMEWORK

#### 3.1 Introduction

This chapter will provide a review of the two theoretical frameworks influencing the analysis, namely: The Crime Pattern Theory as paradigm of understanding retail store location victimization and The Opportunity Model explains the relationship between offender, victim and lifestyle. The study's theoretical background was a significant factor, as a response of which Grant and Osanloo (2014) intended to include a grounding base, or associate anchor, encompassing literature review and, most importantly, the system and research processes. In analysis, theories are chosen to deal with the queries of 'how' and 'why' a development happens, to form generalizations of the development, and to spot the boundaries to those generalizations.

The Crime Pattern Theory illustrates that crime occurs in correspondence to a criminal hot spot area for example the central business district. Developers Paul and Patricia Brantingham (1984) believe that if there is knowledge on the origin of the offenders journey to commit crime, there is a definite way to predict where the crime will be committed and prevent it. While the opportunities model (Burrow, 2008) is adapted from the lifestyle model developed by Hindelang et al. (1978) and, like the earlier model, is seen as one of the first and most important models explaining the differential risks of criminal victimization. The model theorizes that the likelihood of an offender experiencing personal victimization is highly dependent upon lifestyle. The opportunity model incorporates concepts from previous theories such as routine theory and the Dutch model suggesting that "the probability of criminal victimization is primarily based on the environment and daily behaviours of persons that carry them and/or their properties into close interaction with possible criminals in the absence of competent guardians" (Peacock, 2013:21).

#### 3.2 Crime Pattern Theory

The Crime Pattern Theory was developed by Paul and Patricia Brantingham in the year 1984 and is closely related to rational choice and routine activities theory (Weisburd, 2015). The two authors argue that the journey to crime is a vast one, not only that, they believe that crime is the foundation of criminology, ranging from petty crimes to organised crimes. Brantinghams (2013) states that Crime pattern theory explains why crime is committed in a hot spot area.

Crime is now no longer unsystematic, it is conceived by the offender who has now become adaptable. Crime sample principle states that crime occurs when a victim who is outside or within their or an attractive item of values comes into contact with the criminal geographical space of an offender (Jeffery, 1972). The concept is carefully related to rational preference and movements exercise theory. Whereas Hobbies theory (Weisburd, 2015) offers the model to predict if a crime has all the right plans to occur, the rational desire idea gives insight into what a culprit is questioning when planning to commit the crime, crime sample concept suggests where and when the offence will occur. Brantingham (2013) believed that there is a whole lot more desirable geographic resonance within the thinking method of committing crime. Crime is complex, however nonetheless “contains discernible patterns each for crimes and for criminals at both targeted and standard levels of analysis.”(Kim, 2018:1)

Brantingham (1984) believes that if we know where an offender begins his journey to an offence, can we predict where exactly he will commit his crime? Stating this question as the ‘journey-to-crime’-question. It is clear that solving the journey-to-crime-question is of paramount theoretical and practical importance in criminology. Many criminological theories focus on either the offenders or the targets/victims. However, the journey-to-crime-paradigm is one of the few that actually addresses both issues together, linking offenders with targets and victims. The journey-to-crime-question is, in a way, a rather derivative one. Offenders do not choose a journey-to-crime. Kim (2018:1) claims that “we can imagine them pondering over what targets are attractive, or perhaps as people who cannot resist an opportunity offering itself, or in general as people making a decision about crime opportunities, whether to seize them or to decline”.

A natural approach to understanding the spatial distribution of crime, therefore, would concentrate on the criminal decision making process. The seminal reference here is Brantingham and Brantingham (1984), who proposed a philosophy of rational choice to reduce crime-related costs. In their approach, the journey to crime is only a second order output variable of this decision process. When an offender has decided to commit a criminal act involving a certain target, they have to move themselves from where they are to where that target is. Therefore, when researchers solve the criminal-decision-making problem, and clarity of offenders’ starting points, would lead to solving the journey-to-crime question.

According to Rengert (1992 and 2004) three components lead to the journey to crime:

- Starting Point

- Direction
- Distance

Eck and Weisburd (2015) attest that most crimes are dedicated opportunistically as an end result of the perpetrator discovering the opportunity in the route of routine, non-criminal activities. Some crime journeys are short, and happen in the offender's neighbourhood or an area close by. While other criminal journeys, make the offender leave their residential neighbourhood journey to other similar communities or to some larger outdoor recreation node with some attractor or generators of crime. In fact, some journeys are driving with the aid of criminals residing in the same area continuing to flow in the same direction. Finally, some distances are too out range with the offender's age if they are for example teenagers, but their crime journey continues to grow as the offender ages. The time-out lengths they take to commit a crime also differs according to their social status, for example a housewife who shoplifts can do so in the time she takes to grocery shop, while a school teenage offender would most likely offender after school before they head home and while hard-core offenders like murders take paths in regards taking accounts their violence nature increasing as social time decreases.

The distance is not the sole issue that performs a role, depending on the activity, displacement implications occur at some stage in the ride to crime for an offender, criminal activity will displace the shortest feasible distance within the neighbourhood. Not only that however, crook endeavour that displaces from the instantaneous neighbourhood will displace to the subsequent neighbourhood supplying a similar putting and enough supply of opportunities (Kim, 2018).

Eck and Weisburd (2015) explains that criminal activities that occur outside the neighbourhood of the offender are in the path of an important recreation/activity node, frequently occurs in the CBD. The social and demographic traits of the neighbourhood that the offender regularly visits will set limits on the distance criminal exercise. Criminal activities is unlikely to occur outside the neighbourhood to areas of significantly different, to one of a kind attractiveness besides the crime generator and crime attractor nodes.

In relation to Crime Pattern theory, the distance decay phenomenon is a helping feature. Kim (2018) explains that criminals who spend a lot of time in an area as a result of it being their residential vicinity, work place or school are likely to commit crime nearby. In addition, the perpetrator travels from their location of comfort, the areas will come to be much less and less familiar and the offender will have much less and much less inclination to commit a crime, a phenomenon succinctly termed the familiarity decay (Eck 1993). This lookup on the experience

to crime is quintessential to apprehend crime patterns, but different questions still remain. For example, what is the influence of crime attractors on the routes that offenders take, and how are they related to the locations of their crimes? Based on Crime Pattern theory, researchers expect to find that offenders commit crimes along the routes (or near the routes) that they most frequently travel. This study simulates the journeys offenders may additionally take between their domestic residences and main crime attractor locations. It then compares the places of the genuine crimes that they committed with these simulated routes and analyses the relationships between their characteristics. Thus, it is seen that “Crimes are patterned; decisions to commit crimes are patterned; and the manner of committing a crime is patterned” Brantingham (2013:1). Not only that however crime pattern concept as has the following elements (Burnaby 1991:5):

### ***3.2.1 Crime Generators***

Crime generators are crime mills that produce crime by means of channelling massive numbers of humans bringing a set of criminal opportunities.

- They channel large numbers of humans bringing a set of crook opportunities.
- Some potential offenders are mixed into groups of human beings passing the opportunities.
- Crimes happen opportunistically.
- Some achievable offenders are combined into the humans gathered at generator locations.
- Crimes take place opportunistically.
- Criminal undertaking associated with a crime generator is not likely to displace.
- Potential offenders will be deflected into noncriminal activity.

In relevance to this concept, shoplifting occurs in large grouping of people who have been herded towards stores and retails in large numbers. On average as the literature revealed, large numbers of South Africans go to shops per day with neighbourhood centres receiving 7.5 visits per month and community centres 6.9 visits inclusive to small regional centres (Peacock 2018). With a number that large, shoplifters are more than able to hide within the groups of people. The consumer going to shop usually has many more choices – these choices on the neighbourhood and community centre level is mainly influenced by the grocery anchors and in some centres two and even three grocery stores are present. These grocery shops usually have hundreds of shoppers at a time, since shop keepers are unable to distinguish shoplifters unless



they observe their behaviour, this creates opportunities for them to steal with ease. The shops that this study will observe naturally are crime generators, they all have a large amount of customers flooding in from different neighbourhoods whilst concealing an offender.

### ***3.2.2 Crime Attractors***

Crime attractors are items of value or people that appeal to strongly influenced offenders intending to commit a crime (Burnaby 1991:6):

- Attraction is created through an ecological label.
- Offenders may additionally travel lengthy distances to reach an attractor location.
- Crimes often committed by using location outsiders.
- Offenders often comply with a multi-step target search method as soon as they attain the attractor neighbourhood.
- Crime attractors are locations to which strongly motivated, intending crook offenders are attracted due to the fact of possibilities for crime.
- The enchantment is created by means of an ecological label, often supplemented by way of the intending offender's private previous history, setting up that particular vicinity as a regarded place to go for some specific type of crime.
- Strongly prompted offenders will journey tremendously long distances in search of a target.
- Crimes in such locations are frequently committed by using location outsiders.
- Offenders attracted to crime at crime attractor places are likely to interact in a staged target search system in the neighbourhood of the crime attractor.

Therefore, in accordance to the study the shop itself and the fact that it is in the CBD attracts a lot of shoplifters. Most criminals are willing to travel from their locations and will even travel long distances as they know the journey is worth it. Most CBDs are hotspots for crimes, the stores around them carry items worth thousands of Rands and the Durban CBD is no different with retail stores ranging from Game , ShopRite , Rage and Mr Price to name just a few. An offender knows just where to find their target. Most offenders once in the CBD, do not have to search for a long time in their multi-step target search method as soon as they attain the attractor neighbourhood because the mode of transportation they use will lead them directly to multiple choices of retail business.

### 3.2.3 Criminal networks

Networks are networks of human beings which can shape crime patterns by using (Burnaby, 1991):

- Changing each other's consciousness and activity areas
- Providing a couple of starting points for crook goal searches

• Networks of hobby should include:

- Criminal Associates and Co-Offenders
- Girlfriends or substantial others
- Family
- Friends

• Networks can be analysed to:

- Identify a spatially probable suspect for a set of crimes
- Identify a set of crimes that relate to a set of offenders
- Understand larger crime patterns

Other networks focus on Prolific Offender Networks by:

- Analyse police and court docket data
- Explore networks of widespread offenders
- Identify prolific offenders who are additionally key to retaining the network of offenders active
- Target investigations on offenders who are most vital to offending capacity of the complete network
- Shred network

Road Network Analysis will be a focal factor in the learn about

- The criminal has a ease of movement

Formal avenue community evaluation locate that:

- Beta ratings show an ease of float measurement
- Tells us possibility of perpetrator or goal from Point A to Point B on the network
- Tells us most probable path

- Directionality
- Establishes resistance to movement
- Calibrates weights of competing nodes

The street network, land use and zoning as key determinants of the crime pattern, paths and barriers (Tillyer and Brantingham, 2015:1):

- Road networks and transit systems channel undertaking in widely wide-spread and crook endeavour in precise into specific, slender lines of movement.
- Destination points create crime generators by channelling large numbers of human beings into some neighbourhoods and now not others.
- The permeability of a neighbourhood described in terms of its route connectivity sets limits on the possibility that an outside culprit will enter the neighbourhood to search for targets.
- Topographical and built features of the environment structure obstacles that forestall motion between adjacent areas.
- Social variations create boundaries to penetration of neighbourhoods through outsiders
- Displacement Implications Paths and Barriers
- Crime will displace towards and alongside traffic arterials.
- Crime will displace alongside visitors arterials in the course of some important undertaking node.
- Crime will only displace off a site visitors arterial into neighbourhoods that have permeable, predictable and distinctly linked inner course networks.
- Major site visitor's obstacles additionally represent limitations to crime displacement.
- Crime displacement alongside a rapid transit device is confined to areas shut to the transit stations.
- Crime will not displace into neighbourhoods that are extensively one-of-a-kind in persona from

In relevance to the subject of discussion, in relation to the professional shoplifter, network is everything. In the methodology the study believes that it will source information on active groups of offenders as the literature has previously stated. Fischer and Green (1992:352) suggested that “skilled shoplifters who are a real threat to the retail industry, are connected to fences and attorneys, and are vendors in the illegal merchandising network”. These networks shape their crime pattern as they are inclusive of criminal associates and co-offenders,

girlfriends or substantial others, family and friends. With the aid of these networks, the professional offender is not only able to cause significant damages for either the licensed seller yet they still implement a policy whereby they compete internationally with their victims actual goods by being vendors outside the store or around the area. These networks also help the retail adjust accordingly and identify a spatially probable suspect for the crime of shoplifting. Retail owners can now identify most of the movements made by an offender the moment they begin their crime, factors like body posture and making communication with their criminals partners can sometimes be caught on camera. This helps the shop to identify the set of crime that relate of the offenders whilst understanding the larger crime patterns. The road network can be confirmed by Moorad (2018), who states that there is a syndicate that created by “stealing and reselling one carrier bag full of Canderel (artificial sweeteners) tablets between R600 and R2000”. These offenders usually operate in a squad of three to four people going from one shop to another, packing items in bags and then fleeing the shops as quickly as possible to avoid identification.

### **3.2.4 Awareness Space**

The central component in the common sense of Crime Pattern Theory is Awareness Space; which is defined as places and areas that a man or woman is aware of and possesses at least a minimum stage of understanding about (Brantingham, 2013).

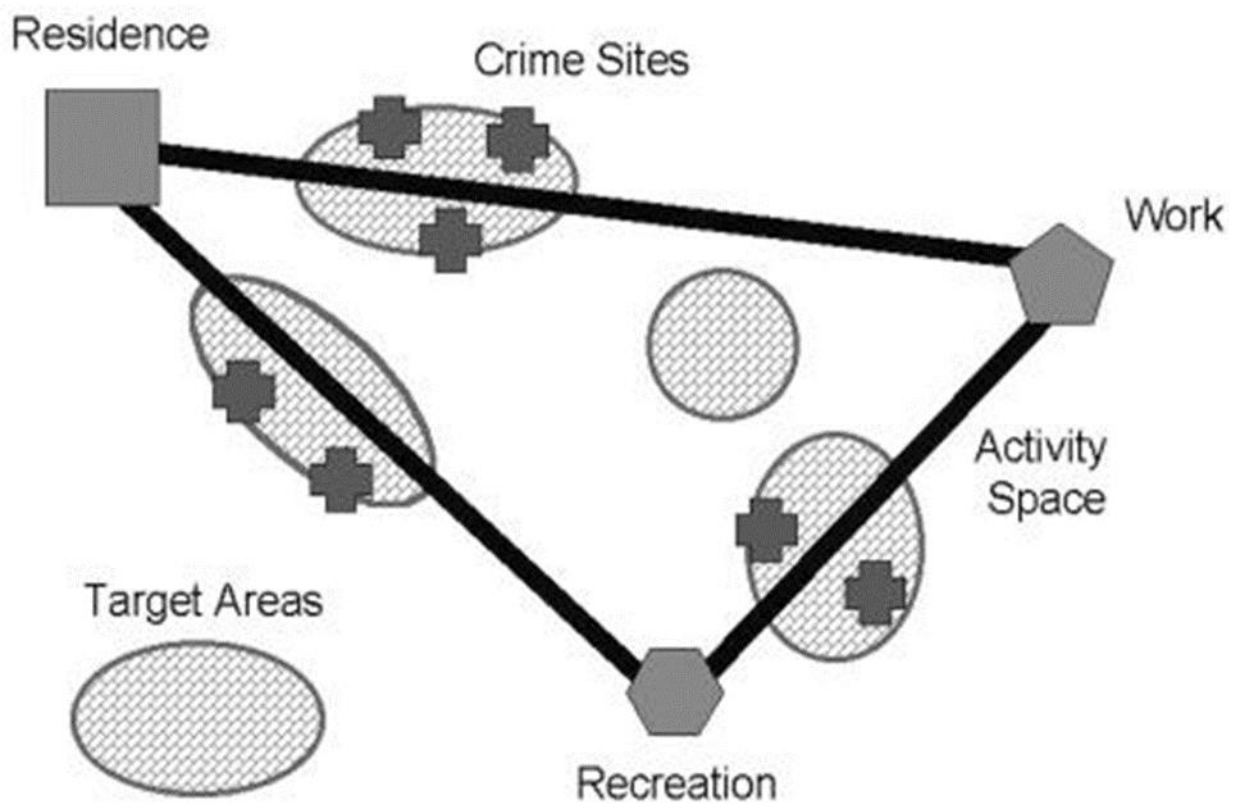
A person's area of awareness types section of their mental map, and is built primarily, but no longer exclusively, from the individual's spatial experiences. A recognized area is made of quite a few leisure platforms and the transportation and commuting routes linking network. Activity Sites: place of residence, place of work, place of social enterprise. Additionally, well-known locations (landmarks, visitor sites, necessary buildings) may become part of the attention house of a person except where they are visiting.

Rules to crime sample theory states that offenders are influenced via the day by day things to do and routine of their lives (Rossmo, 1990). They pay attention on areas acknowledged to them, during their day to day activities they will be gazing ambitions that have no guardians or vicinity managers.

The idea hyperlinks with shoplifting in the context of geographical spacing. The central enterprise area is interacted on an each day foundation by means of the whole society, it is the place humans are drawn to on a day by day basis. Within the Central Business District, the flats above buildings are homes for offenders and victims. The buildings are work areas, colleges

and places of employments. . The retail industry is within that cluster and a crime generator as it is where humans engage for reasons not necessarily relating to crime such as food stores and daily necessities. South African men and women use taxis as a mode of transportation and these taxis in Durban commute around the retail stores location. Travelling through the retail store route creates an awareness for the shoplifter of all the stores and enables them to plan their next store to steal from. This concept can be used to pick out the frequency of victimization of the retail store by way of searching at the geographical space surrounding it and the paths, and favoured vantage factors used by using offenders in order to have a look at store objects that have no guarding or vicinity managers.

Figure 1 shows the mind map set in a criminals mind (Brantinghams, 2013:1).



### **3.3 Opportunity model**

Cohen, Kleugel and Land created the opportunity theory to provide insight into criminal victimization. The Opportunity Model incorporates lifestyle and routine theory stating that criminal victimization is dependent largely on peoples lifestyle and daily routine bringing them into direct contact with potential offenders when the is no proper guardian (Burrow, 2008).

As the opportunity model is relatively new, information on it is rather scarce, therefore looking at the foundational theories of lifestyle exposure theory and routine theory will show clarity.

Burrow (2008), postulates that lifestyle publicity concept by means of Hindelang et al, (1978) is based totally on the twin premises that the chance of predatory victimization varies as a function of an individual's publicity to crime, and that some organizations of men and women are extra uncovered to crime than others (Gottfredson, 1984).The idea proposes that socio-demographic variations in the chance of predatory victimization are defined by way of differences in lifestyle, or the way in which persons allocate their time to vocational and amusement pastimes (Burrow, 2008).

In relevance to the subject of discussion, the lifestyle of the retail business is an everyday factor, not only that but the staff live routine lives. The nature of their business brings them constantly in direct contact with potential offender as the above literature stated (Lutchminarain and Minnaar, 2012) stores, their employees and their clients all too often suffer or observe violence and antisocial behaviour. Retailer sell valued items daily, thus their victimization is guaranteed if an offender decides the item is worth the risk.

A victims lifestyle influences their exposure to predatory crime depending on the way in which they put themselves into direct contact with times, places, and folks that are associated with high risk victimization (Burrow, 2008).One would possibly additionally assume a place within or surprisingly populated place make a contribution to an individual's danger of being victimized Krejny (1999).

Sherman, et al., (1989) study proved that "criminal stranger offenses, in particular, show up structured on locations the area offenders converge with susceptible victims and low surveillance". Because the lifestyle theory hypothesis states that crime requires not only completely criminals and victims, but lack of guardians, it is practical to remember on that in larger places, the location police have increased tasks or the area there are fewer police officers per capita, crime has a higher chance to be greater widespread. Also, in extra densely populated

areas, criminals have a larger pool of conceivable victims, can easily and effortlessly disappear into a crowd and have a greater ability of getting away (LaFree and Birkbeck, 1991)

Exposure accordingly constitutes an intervening hyperlink between character life-style and victimization risk. The above clarification of the theory is directly linking with the lookup subject because; it will have a look at the way of life for retail staff, managers security guards and floor employees and their sociodemographic variations and the dangers of victimization. The researcher will also appear at places, times, men and women who are associated with risk victimization.

For the purpose of this study, it is evident that exposure by the victims own unconscious creation, makes them a target to retail offenders. Every day retail shops are advertising their merchandise which draws a large crowd of populations allowing the shoplifter to disappear into the crowd as stated by LaFree and Birkbeck (1991). Shops are open for long durations of time a day, allowing for the offender to have more than enough time to navigate through the risks of the items they chose to take from the shop.

Opportunities for theft extend as property is left unattended in large buildings. This takes place when different staff members are away from their posts or distracted by other customers, leaving the offender to take the opportunity to steal their property. Agnew (1990) posited that most individuals, based on the perceived severity of the offense, would commit a crime if given the opportunity. Theft, in particular, is a crime of opportunity and the preference in carrying out such motion is reasoned on the basis of fee and benefit factors, man or woman dedication to social standards, and extrinsic affects.

Osgood et al, (1996) combined events to explain deviance with patterns of behaviour among young adults. Cohen and Felson (1979) hobbies recreation principle is compatible with the concept of life-style exposure. Routine activities are described as 'any recurrent and prevalent activities which grant for simple populace and man or woman needs'. The principle proposes that there are three indispensable elements for the incidence of direct contact predatory crime the convergence in time and retail business (1) An inspired culprit with (2) a suitable victim (3) in the absence of a capable guardian. The absence of any one of these elements is sufficient to stop the occurrence of crime. An express integration of life-style publicity and hobbies pastime theories used to be undertaken in the direction of growing the structural preference concept of (Miethe and Meier, 1990).As position expectations and structural constraints change, individual and groups gather new competencies and attitudes that have unique

importance to this study, men and women, whether retail staff or shoplifters accumulate new attitudes and beliefs about crime, together with the concern of crime. Further, 'once learned, these attitudes and beliefs are frequently integrated into the pursuits things to do of the individual regularly as barriers on behaviour Hindelang et al, (1978).

Krejny (1999) asserted that it is evident that the life-style or hobbies activities theory has some validity, but it does not conclusively give an explanation for an individual's danger of repeat victimization. Taking these two theories into account the opportunity model merged them together and fashioned the following 5 factors that play a function in the chance of being a sufferer (Peacock, 2013:21-22)

### **3.3.1 Exposure**

Exposure refers to the physically visibility and accessibility of people and objects at any given time or place. It is similar to the life-style theory, earlier than a predatory crook victimisation can happen. An influenced perpetrator has to come into contact with workable and such victims and or such property. The greater this contact, the higher the chance to victimise the victim. The current researcher states that retail business come into contact with their customers every single day, as stated above their exposure to the criminal is high. Most stores are self-service stores meaning that the customer has the ability to walk around freely in the store, most shoplifters intending to take items use this to their advantage. The shoplifter comes into contact with the victim, learns from them and finds the perfect angle to which they can outsmart them. Sometimes the shoplifter will come into the shop more than once, carefully scrutinizing the store, on the lookout for ways to shoplift and not get caught. Hindelang (1978:242) confirms that "from an offender's perspective, personal characteristics and lifestyles contribute to determine target suitability and desirability". Gottfredson (1984) reveals that this proposal applies to people who attend school or go to work on a daily. Those people are more likely to spend most of their time outside their homes. Consequently they could be more inclined to visit wide busy areas because of the existence of their daily tasks. So this increases the risk of personal victimization.

### **3.3.2. Guardianship**

Guardianship refers to folks or objects that stop crime through their presence or through direct or indirect action. According to Cohen cited in Burrow (2008), offenders opt for ambitions that are much less nicely guarded to those that are nicely guarded. Williams and McShane (1994:222) state that "for any crime to occur the circumstances must be such that nobody or



nothing should or must distract the motivated offender”. A powerful form of guardianship can decrease the chances of stores being victims to shoplifting. . This part applies to the current study in the following way, shops are all about guardianship. As the history of the study has stated shops are owned by people and a shop keeper who is not vigilant is a fool (Walsh, 1978). Shoplifting is all about opportunity. The presence of a guardianship can distract a shoplifter. Most shops now use man power like floor employees, security guards as well as CCTV cameras as a form of guardianship and mechanism in order to protect merchandise. However, if the shop is not vigilant then the store is placed in danger, Peacock (2013) confirms that co-workers for example are more likely to spend time with their colleagues during work hours as well as during leisure time. The shoplifter is able to observe this and use it to their advantage. Not only that but Cohen and Felson (1979) refer capable as ordinary citizens handling their daily routines as well as mechanical devices such as locks, alarms and security cameras. In other words, according to them it involves ordinary people using watching and sanctioning to enact informal social control. It is proposed that the probability of becoming a survivor decreases with the overlap of space and time of committed criminals, appropriate goals and the absence of competent guardians.

### **3.3.4 Proximity**

Proximity refers to the psychological distance between areas the place of crime and areas the place a large population of attainable offenders might also be found. The closer the residential proximity of practicable ambitions do extraordinarily massive populations of encouraged offenders, the greater the chance of crook victimisation. Many speculation believe that men and women are victims no longer due to the fact of the place they live (Peacock, 2013). Since the sufferer and wrongdoer can examine the whereabouts of conceivable target and decide when the victim is greater prone to crime. In addition, the researcher is of the opinion that the CBD give the offender the closest proximity to the shops that keep the items they desire to steal. The Durban CBD uses a taxi route with the shops surrounding it, the offender simply walks out and heads straight to it, after the crime they also have transportation close by for their gateway.

### **3.3.5 Target attractiveness**

Target attractiveness refers to the fabric or symbolic desirability of men and women or property as targets for the potential offenders, as well as the perceived capacity or incapability of the person to provide resistance. Steinmetz (1989) states that potentially motivated offenders in

search of targets also consider the exhibited features of potential victims, depending on the crime being contemplated. The greater the attractiveness of the target, the larger the danger of victimisation. According to Mannon (1997) the most likely questions put here are: Who are the most likely victims? And what makes certain targets (victims) the most appropriate? Four components, including importance, outward appearance, usability and persistence, lead to a goal that is considered suitable for a felony. Quality refers to the financial and moral desirability of the object while exposure refers to the perceptibility and/or danger of possible criminals being identified. This part of the theory was deemed most appropriate for this study as it assisted in identifying the causes and drivers of offenders according to the victim themselves. Retail stores know that the merchandise they sell is of high value to offenders and because of this the attractiveness of the targeted item forces the stores to think of solutions in order to protect them, leading to different mechanism being put in place store for security. The offender has a higher capacity to desire high end items and come into the store to get them no matter the form of resistance.

### **3.3.6 Properties of particular offences**

These properties refer to the diploma to which the homes of the offences constrain instrumental actions of practicable offenders. Vehicle theft may additionally for example, require more instrumental motion than assault, which is typically motivated by using objects .The researcher opines that, that the methods shoplifters use are the properties used to make sure the crime is carried out ,bulky garments (coats, skirts, maternity outfits) are commonly used to cover objects.

### **3.4 Conclusion**

This chapter gives a large appreciation of shoplifting that exist across literature. It is important to be aware that there is limited academic literature on this subject. The existing literature that exists in general centre of attention on shoplifting, see it as an economic major trouble instead of a fundamental geographical and social one. Very little literature focuses on shoplifting due to the fact of the unattended socioeconomic challenges that are pursuant in the post-apartheid South Africa. However ,since this study is about opportunist criminals, this mannequin fits in very properly due to the fact of its attributes for example, publicity and a lack of guardianship for a precise item is what makes a shoplifter see it as a suitable target, while the fee makes it an beautiful goal prompting them to take it illegally. Furthermore, the theories are in a position to perceive that offender/shoplifter and victims/retail lifestyles are probable to engage because

of their day by day endeavour of patron and distributor. Therefore, the victims' interpretations as what makes their store an appropriate target to an offender will be evident and critical to implement higher measures that they can use in order to have offenders apprehended until now. This principle can be used to become aware of routines, geographical areas and reasons why policing strategies are difficult in retail shops in the chosen area. Thus, enticing the crime sample idea and chance model this find out about seeks to expose extra the retail inner factors that motivate shoplifting in South Africa. These two theories are applicable to this study and aids in explaining the problem of shoplifting theft in the Durban Central Business District area. The findings of this study will add to the present understanding on prevention mechanisms of shoplifting, while presenting new insights in phrases of shoplifting in Durban central Business District. The chapter to follow discusses research methodology and step by step undertaken in order to produce the overall findings of the study.

## CHAPTER 4

### RESEARECH METHODOLOGY

#### 4.1 Introduction

Tools of analysis are essential in any research project. Such tools allow research and development the study, while offering a methodical roadmap to the mechanisms of data collection in which the research project aims can be accomplished. In this study, with some support from the South African perspective, the theoretical and empirical perspective associated with the experience of victimization vulnerability of retail stores and mechanisms used to protect the store were explored in international literature by taking into account the information presented in the preceding chapters. More work has, however, been required to draw more educated conclusions. Using analysis methods, this chapter discusses the nature of the project, the location of the study ,research design, research sample, characteristics of the sample, data collection methods, interview process, data analysis, ethical considerations and study limitations. The chapter ends with a brief summary of its conclusion.to meet the study's objectives as illustrated in chapter one (see 1.6).

#### 4.2 Nature of the study

The goal of this research project was to investigate the shoplifting strategies of combative policing in retail shops in central Durban, South Africa. Phenomenology research paradigm was used to explain how shoplifting is perceived by humans. A review of phenomenology attempted to set aside preconceived assumptions regarding human experiences, emotions, and reactions (Moustakas, 1994). This helped the researcher to examine the experiences, viewpoints and understandings and emotions of those people who have actually encountered or endured the interesting phenomenon or circumstance (Groenewald, 2004).The study looked at the experience lived by the humans who occupy the consumer industry in relation to the phenomena of shoplifting. It focused on the following four aspects of their lived experience. First their lived space, the retail store surrounding them. Second their lived body, their experience and body reactions at the time of apprehension or knowledge of theft. Thirdly lived time, their experience at the time of the offensive and lastly their human relation, inclusive of their experiences with the offender when they were apprehended or after reporting crime, their experience with the police officers(Lauer, 1958).

This study adopted a qualitative research approach. The qualitative approach was used to understand the underlying reasons, opinions, and motivations of the participants. Qualitative research is directed towards “re-evaluating and investigate precise cases in their section, beginning with people’s expressions and activities in their normal day environment” (Flick, 2009:21).

Using qualitative strategies as an alternative of quantitative methods, “causes the lookup to attain have an impact on that are at the level of socio-political subjects and relations” (Flick, 2009:25) Qualitative research was suitable for the study as the researcher was able to learn about the content of the subject because of their relevance to the topic. Prioritizing shoplifting and the retail policing strategies the study wanted that to be on the agenda for both the offenders’ justice in the study and society.

This thesis sought to describe and interpret the findings on shoplifting as a result of policing strategies within chosen retail stores. According to Patton and Cochran (2002) a qualitative project is characterized by its aims, which relate to the perception of some issue of social life, and its strategies which (in general) generate words, alternatively than numbers, as data for analysis. Therefore the researcher built on the holistic photograph and analyses of words, reviews specific views of informants and conducted the study about in an herbal environment.

The thesis aimed to recognize and explore the nature of combating shoplifting as opposed to quantitative research that narrows the findings to forecast, monitor and validate. The study attempted to understand whether such behavioral behaviors existed as they do in shoplifting, and the significance added to their interpretation. The thesis used qualitative research to analyze the terms, acts and accounts of the participants and their associated interpretations, thus using observational information as compared to using figures (Kumar, 2011).

The study used the interpretive and concise approach to the situation of shoplifting enforcement strategies at chosen retail stores.

#### **4.3 Location of the study**

Central Durban, Kwa-Zulu Natal, South Africa was the site for the research. Central Durban covers CBD Durban, Fringe CBD, Kingsmead, Centre, and Berea. With a population size of 3.8 million since 2019 and counting. The decentralized nodes that are formed are identified as the nodes Westville, Kloof, Hillcrest and Umhlanga, Riverhorse, La Lucia and Mt Edgecombe. Durban is the largest town in KwaZulu-Natal province and is situated about 600 km from

Johannesburg making it very popular with local and international visitors because of its subtropical climate and excellent beaches. The Durban CBD is easily accessible by public or private transit, with companies branching out along the way. Motorists may use the N3 to reach the CBD, whether they come from the inland, or the coastal M4. Free buses, Durban travel busses and Metro Rail operate all the CBD operation (The official website of the eThekweni Municipality, 2019). According to Nxumalo (2018:1) research conducted by the eThekweni Municipality “has found that the Central Business District (CBD) is considered one of the most unsafe places in Durban”. The author further revealed that according to Rajiv Jaynath, Greenwood Park Community Policing Forum chairperson, it was hard fighting crime in the area. The man himself said they managed to curb the crime in residential areas, but the industrial areas proved to be a problem as businesses were not co-operating. The Durban CBD street retail stores were chosen based on the fact that a substantial number of human traffic in Durban were identified and it is a hotspot for crime. People mostly shop in the CBD, therefore, it was the assumption of the researcher that shoplifting takes place there. Two streets down , the researcher found evidence of shoplifting from one of the stores with the tag still attached , from that deduction a hypothesis was made that the stores around would yield the most data for the study.

The CBD is the main business hub in Durban , a large number of business have their offices in the area, including but not limited to Mr PRICE , SHOPRITE , CHECKERS , SPAR, FASHION WORLD and many more, this study looked at a subtle amount of these retail stores , whilst searching for the sample of 4 retails stores.



Figure 2 Mapping of the Durban Central (The official website of the eThekweni Municipality 2019; 1).

#### 4.4 Sampling

Non-probability sampling was used within this qualitative study. Two forms of sampling methods were used in order to collect the necessary data. First the study used convenient sampling which selects population based on their availability, and their willingness to participate and their availability (Creswell, 2009). Retail stores are specific to their individual country, however they do belong to the same industry globally. There are also very strict when giving out information about their security measures and are wary to individuals who have interest in their stores. Therefore the researcher used convenient sampling as a form of respect for the stores that might object to the study and rather found retail stores that are willing to participate.

The second sampling method the researcher used was Purposive sampling. Using purposeful selection ensured that the researcher made a set of strategic choices about who, where and how research is conducted, so the study sample had be related to the objectives (Palys, 2008). Purposeful sampling is defined as a sampling process which is judgmental, limited or subjective. The sample was chosen based on shared group features and research objectives. The researcher seeked to reach the targeted sample quickly while using typical case sampling, a subgroup of purposive sampling. A researcher uses typical sampling when wanting to study

a phenomenon or trend as it relates to something that is typical or average of the effect member of the population. Therefore, the researcher wanted to explore how combative policing methods against shoplifting affect retail stores, furthermore, the researcher chose to focus on 3 forms of employees. For logistical reasons the gathering of data for this study was restricted to Durban Central Business District (Dr Pixley Kaseme street, Monty Naicker Road, Anton Lembede street, Dr A B Xuma Street, Grey complex street and West street).

The sample size in this research included 16 Participants from Durban Central Business District, Kwa-Zulu Natal South Africa. Participants were selected on the basis of their knowledge and experience. The researcher chose this number because it is relatively efficient to analyse the data obtained for this number of participants. The researcher recruited the participants by means of going to individual shops and asking the manager for participation in the form of door to door and scheduling interview meetings with individuals that were willing to take part in the study. The researcher thoroughly explained the purpose of the study and what would be required from the participants. The interviews took place at the comfort of the participants' workplace, and those who were not comfortable using their workplace as a venue for the interviews suggested ones that were convenient for them. The age range was not identified as it was not applicable.

#### **4.4.1 Characteristics of the participants**

The researcher conducted the interviews in English due to the fact that the researcher does not speak the local language. The researcher only approached English speaking participants for the study, however since Durban is predominately a Zulu speaking province a fluent translator was brought to the interviews in order to clearly gain information from the participants. The answers were translated during transcription.

The research included 16 Participants from Durban Central Business District, KwaZulu-Natal South Africa. Participants were selected on the basis of their knowledge and experience, gender was none applicable as the researcher would was not aware of the stores job allocation and held no gender bias. The participants in this research were divided into three groups from 2 selected food retail stores and 2 clothing retail stores respectively: There was a division of two(2) in store managers, one(1) security guard posted at the doors and one(1) floor employee who guards and helps customers within each individual store.



#### ***4.4.1.1 Managers***

(A retail manager is someone responsible for the management of a retail store. Their job entail, day to day supervision of sales staff and stock. All employees report to the retail manager, and customer issues where the employee fails. A retail manger can hire, train and in some cases develop employees (Clark and Hemmings, 2018).)

Firstly the researcher went to the individual stores and seeked the in store managers. They were approached to conduct a face to face interview and were given access to the interview questions. A recorder was used in-order to capture the information. Managers usually have first-hand experience with offending shoplifters and report them to South African police force therefore their input and experience was vital to the research study.

#### ***4.4.1.2 Security guards***

(A retail security guard job is to actively prevent theft in the store and report all incidents to the manager or police. He or she typically observes shoppers in order to identify any shoplifting activity .The can also be called a loss prevention agent or assert protection officer (Clark and Hemmings, 2018).)

Secondly permission was then obtained from the manger in order to interview a single representative of the stores security. The researcher seeked the security guard and asked for their availability to conduct an interview and telephonically keep tabs in order to know the date of the interview. Protecting the store from any risk or threat of illegal activity is a security guards job description, and therefore their experiences held a lot of significance. A recorder was also used in order to capture information.

#### ***4.4.1.3 Floor employee***

(A retail floor employee job is to help customer, watch out for shoplifters and guard products closer and promote good in the stores. Depending on the store some have more than five functions, for example inventory, customer service representative, stock clerk and more while others have one, which is maintaining the products (Clark and Hemmings, 2018).)

Lastly to be interviewed was the floor sales employee, permission to interview the employee from the manager was also be sought and given .As a floor sales employee their job description is not only to sell items and help lost consumers but to be vigilant of consumers who seem

unsavory, they are the stores last line of defense where technology cannot access or security guards cannot go. Therefore their experience is was notable.

After obtaining gatekeepers permissions, the researcher requested to schedule an appointment. Time and availability of the participants was asked, the interviews took place at the areas of businesses, favoring the participant's office or any convenient area that was identified by the participants that met the ethical considerations for conducting an interview.

#### **4.5 Research instrument**

To collect data from the 16 participants, this study used semi-structured interviews. There was a systematic quality to this sort of interview. The queries were open-ended, that is, there was more scope for the investigator to investigate. Before the interview, the poking was undertaken along the interview guide lines given by the interviewer. The justification behind the use of this type of interviewing is that semi-structured interviews often encourage informants to express their opinions in their own words (Gillham, 2005). Therefore, interviews were selected specifically as the best form of data acquisition (against focus groups), because the subject was important. Only one person in the company of others would talk of their role pertaining to the criminal activity. This in effect allowed for clear and richer results. Most researchers recommend the using semi-structured interviews, because questions can be formulated before the interview, ensuring that the interviewer is better prepared and therefore be professionally ready. In addition, the researcher translated the questions from English to IsiZulu for employees who found English hard to comprehend .The recording method included translations.

#### **4.6 Data Collection**

The researcher utilized the Primary data and secondary data. Primary data was collected in the form of individual interviews. Individual interviews are defined by Teijlingen (2014) as a one on one contact between an interviewee and an interviewer; the interviews lasted between 15 minutes to an hour. The researcher interviewed 16 participants in the process of data collection.

According to Teijlingen (2014) interviews are similar to everyday conversations, however they are focused on the researchers need for data. The distinction between a standard research and an interview that it is carried out in a thorough way that ensures continuity and legitimacy. The researcher and the readers of the results can therefore be as assured as ever, that the conclusions will show what the researcher is expected to discover, and will not rely on the prejudice of the researchers.

The researcher used key in-formats, seeking individuals who had particularly informed perspective on the subject study being evaluated. Case being combative method in accordance to shoplifting. Within the key informative interviews, the method used to gather data was face to face semi-structured interviews. According to Blandford (2013) this type of interviewing permits respondents to respond without any limitation, thus prompting new unforeseen ideas. Semi-structured interview presents the interviewee with subjects and concerns, thus eliciting the interview suggestions and the theme viewpoint as opposed to guiding the interviewee towards a preconceived decision.

Therefore, in order for the researcher to gain in-depth information about shoplifting and the methods of policing used. A semi-structured interview was employed on the managers, a security guard and an employee. The researcher used a compiled questionnaire also known as an interview schedule, in order to interview the participants as well as a voice recorder. The managers and security guards were asked from the cases they have had foreseen because of shoplifting and the actions taken in order combat them. The researcher avoided leading the interview and imposing literature meaning of the topic, while making sure to create a relaxed and comfortable conversation in accordance to what was researched. The researcher went to the designated location in order to insure the above.

According to Teijlingen (2014) the advantages of using a semi- structured interview is that the questions can be prepared ahead of time, allowing the researcher to be prepared and appear competent during the interview. Not only that but he further reveals that it also allows the interviewee the freedom to express their views on the topic on their own term, allowing for a two-way communication. It confirms what is already know while also giving the opportunity for learning something new often providing answers as well as the reasons for the answers. As policing methods are already in the retail manuals, actual experience of using them gained the researcher new knowledge .Furthermore, Teijlingen reveals that the disadvantages of semi-structured interviews is that sufficient people need to be met in order to make a general comparison. They are time consuming and resource intensive. Interview skills are needed and preparations must be carefully planned to avoid making leading questions. Lastly the researcher must ensure confidentiality. Alas, the interview session was done by the interviewer who was willing to acknowledge such shortcomings and who was responsive to them, and will also took them into account when doing data analysis by including what the participants provided as perceptions.

### *Secondary data*

In this study the existing data will be analyzed using a textual content analysis. In this method, the researcher was looking for secondary literature that addresses the issue of shoplifting, combative measures, retail management it was to shed more light on the study of shoplifting and the experience of loss for the retailer from a theological perspective in the shop theft context.

#### **4.7 Data analysis**

There are many methods to interpret qualitative research, the analyst used thematic analyzes to analyze the data gathered once the data has been obtained and the researcher has transcribed it. The approach used to identify patterns or themes within qualitative data is the thematic review according to Gibbs (2007). The author further states that thematic analysis is simple, so quick to use and lends itself to beginner researchers who are inexperienced with more nuanced qualitative study styles. This gives the researcher versatility when selecting the theoretical framework, as some other methodological approaches are closely tied to concrete hypotheses. , The researcher used two types of theoretical frameworks, providing a vibrant, comprehensive and complex interpretation of the results.

Six steps are encapsulated where conducted using thematic analysis in accordance to Aronson (1994) research. Step 1, the researcher became familiar with the data by actively engaging with details by transcribing the experiences and then reading and re-reading the transcripts and listening to recordings .Step 2, in order to generate initial codes original codes production was required to recognizing conceptual codes that included finding data that seemed relevant and significant to the study. Step 3, the researcher searched for themes by separating and arranging according to the overarching themes in splitting formation. Step 4, reviewing the themes included a closer examination of the established themes, where the researcher decided how original themes should be merged, modify, isolate or be discarded. By the 5th step defining the themes by identifying and naming them themes, and a constant focus on further developing the themes found. Lastly Step 6 included doing a write-up and choosing as well as investigating explanations from data extracts and effectively contributing to research questions and literature review.

### **4.8.1 Ethical Consideration**

To ensure that the results can be confirmed true, the researcher has provided the raw data, for validity the researcher followed the correct channels throughout the structures. She attached a set of interview questions that respondents were asked. This eliminated faulty data in the research.

#### **4.8.1.1 Permission**

The researcher provided a consent form for the respondent to sign. . The analysis process and results were described in sufficient details, so that the participants had clear understanding of how the research will be carried out.

#### **4.8.1.2 Ensuring Trustworthiness**

In order to ensure trustworthiness the proposed research employed a three set criteria:

##### Credibility

The researcher accomplished credibility by being confident in the truth of the researcher findings .In order to ensure credibility the researcher ensured the following steps were met (Sheton, 2004:64-69).

- a. By adopting previous successful well established research methods, the researcher avoided incorrect operational measures within the study .By using a proper successful guideline the research hoped to be less prone to making mistakes.
- b. The researcher developed an early familiarization with the culture of participating organizations before the interviews took place by visiting the stores and observing the layout of the store without looking suspicious. This will took place at the beginning of the interviews
- c. The researcher used non purposive sampling, achieving a greater assurance making sure the sample represented a larger group.
- d. There was relentless probing, and unique ploys implemented to reveal deliberate lies. These included the use of regression to collect accurate data and continuous interrogation, in which the study referred to topic matter previously posed by a participant and produced related data by rephrasing queries. To encourage legitimacy the researcher used triangulation (Sheton 2004).

##### Dependability

The results of the research study identified dependability as reliable and repeatable. The researcher sought to ensure that the results in the sample correspond to the raw data gathered. According to Sheton (2004) similar findings, explanations and assumptions about the data can also be duplicated by another researcher. The writer will provide a detailed explanation of what followed

### Conformability

a) Impartial work with a researcher undertaking an assessment of data collection, recording and research results outside the data collection and analysis. This added continuity to the findings and ensuring the outcomes were verified by the data collected.

b) Creative design and implementation, describing what was planned and implemented in a creative way. It is included in the Methodology portion, which offers a short yet detailed description of the research design and implementation process.

Conformability was neutralized in the research findings by using the participants' responses and not the bias and personal motivations of the researcher as stated by Patton and Cochran (2002). The researcher made sure that no involvement of researcher bias skewed the interpretation of the research participants in order for it to fit in the narrative. An audit trail was be incorporated, showing how the data collected will eventually lead to the formation of recommendation.

### **4.8.2 Procedure followed**

For one to initiate the process of data collection, a gatekeeper's letter needs to be obtained. The researcher found that it was very hard for her to obtain the letter; it took close to a year relatively for her to obtain the letter. As the shops were informal, getting the managers permission was all that was need as instructed by the municipality of Durban. The gatekeeper letter was awarded to the researcher by the all four mangers of the store as they oversee everything that happens in their company.

The identification of participants was not challenging. Participants were not coerced into participating. Every interview was voluntary. They had understood after the explicit explanation of the study by the person investigating. This process took place in August 2019 in DCBD.

### **4.8.3 Informed Consent Letter**

Informed consent includes informing selected study participants about how the researcher plans to use the participants in the study, what the aims and objectives of the study are and how participants' safety and confidentiality will be a top priority during the study. According to Passer and Smith (2011), they should be well informed about:

The intent and protocols of the project until people can agree to engage in the research:

- It is essential for the researcher to inform the participants, why the study is being conducted and what procedures will be followed. This allows the researcher to gain the participants' trust;
- The study's potential benefits: The researcher must inform the participants of what the study's potential benefits are;
- Potential risks to participants: The researcher must always let the participants know of any potential risk that may be in the study, to allow the participant to withdraw if need be;
- The right to decline participation and to withdraw at any time without penalty: In a study, the participants must know that they have the right to know that they can withdraw any time from the study;
- Whether responses will be confidential and, if not, how privacy will be safeguarded. In this study, the real names of participants are not used, but the participants' responses will be highlighted.

The principles of informed consent emphasize the importance of risk/benefit analysis and deception. It is therefore very important for the researcher to give and receive consent from participants whether it is in the form of verbal or written consent.

### **4.8.4 Limitations of the Study**

One of the major limitations of the study was, due to the rarity of the topic the researcher could not find recent studies done, therefore making it hard to find sources. Therefore leading to references being so old. Upon arrival at the stores of the participants, some individuals were reluctant to take part in the study because of their underlying assumptions. Shoplifting is against the law, and talking about security measures to a stranger is hard, because you do not know if they have come with the intention to steal themselves. The respondent of DCBD were aware of this and thus afraid to speak out too much until intent was confirmed. The researcher had to explain thoroughly the purpose of this study and take the participants on a step by step

process of the utilization of the data that they were presenting. Some of the participants were not available at the allocated time of the meeting, the researcher then had to reschedule or find alternative participants for the study.

#### **4.8.5 Conclusion**

This chapter highlighted the layout and methods for the study. The researcher received HREC's permission to continue with the study, following the security request. Nevertheless, it was part of the HREC processes to detail all the protocols and mechanisms required to maintain conformity to the criteria provided for researching human subjects, including anonymity and informed consent of the participants. Individual contacts with potential research participants were made face to face but also appointments were made with those who agreed to participate in the study, depending on their availability. The researcher performed semi-structured, in-depth interviews with 16 retail staff members. Individual interviews were done only, all participants replied to the questions within the 16 participants, and none separated from the analysis during the interview period. In conclusion this chapter using qualitative method explored the details on the study area where the analysis was performed was presented. The design of the research sample was highlighted, the design requirements debated and the techniques used to collect data were highlighted. The chapter to follow discusses the data found from the participants and the discussion of themes.



## CHAPTER 5

### DATA PRESENTATION AND DISCUSSION

#### 5.1 Introduction

This chapter will discuss and analyse collected data and the findings of the study conducted on mechanisms used to combat shoplifting within the DCBD. Semi-structured interviews were done in both IsiZulu and English with the presence of an interpreter as the researcher wanted the participants to respond in a language the participants were most comfortable in, in order to avoid limited responses. The researcher with the aid of the fluent Zulu translator, transcribed the interviews into English and interpreted the findings accordingly. The data is first presented, analysed and discussed using the information obtained through interviews and participant observation. Responses given during the interview are presented and then discussed. The data between these four stores was then analysed. Pseudonyms such as Respondent A and B were used in place of the participant's names, as requested by the participants and to ensure confidentiality. Pseudonyms were also used in order to respect and adhere to ethical and informed consent protocols. No other data was changed with regard to the conducted interview research.

#### 5.2 Background Information of Participants

To give clear characteristics of participants in the study, their demographic information is given in the following table. While ethnicity and gender was not a requirement for inclusion, they have both been reported to maybe direct potential research to have a more diverse sample. A total of 16 participants was used to collect data on the knowledge of shoplifting and the mechanisms used to combat.

<b>Pseudonym</b>	<b>Occupation</b>	<b>Duration of occupation</b>	<b>Race</b>	<b>Gender</b>
Respondent A	In-store Manager	Six Years	Black	Female
Respondent B	In-store Manager	Five Months	Black	Female
Respondent C	In-store Manager	Six Years	Black	Male
Respondent D	In-store Manager	Almost Five Years	Black	Female

Respondent E	In-store Manager	Five years	Coloured	Female
Respondent F	In-store Manager	One year	Coloured	Female
Respondent G	In-store Manager	Five Years	Indian	Female
Respondent H	In-store Manager	Two years	Indian	Female
Respondent I	Security Guard	Four Months	Black	Female
Respondent J	Security Guard	Five Years	Black	Male
Respondent K	Security Guard	Four Years	Black	Female
Respondent L	Security Guard	Eight Years	White	Female
Respondent M	Floor Employee	Three Years	Black	Female
Respondent N	Floor Employee	One year	Black	Female
Respondent O	Floor Employee	Two years	Black	Female
Respondent P	Floor Employee	Eight months	Black	Female

Table 4: Demographic data of the participants

The data obtained from the interviews has been linked with the readily available data within the thesis hence corresponds with the objectives of the study. As a result of thematic analysis, the following themes were derived from the data collected;

- Daily issues of the retail environment
- Level of shoplifting experienced by stores annually
- Incident reports identified by participants
- Number of people caught
- Group of organization theft
- Comparison of shoplifting, employee theft and delivery fraud
- Typical characteristics if a shoplifter
- Percentage of juveniles and repeat goods
- Particular shoplifting methods
- Natural surveillance effectivity
- Employee training in correlation to shoplifting
- Evasion strength of culprits
- Presence of security department
- Set of policies put in place on apprehending shoplifting

- Effectively of shoplifting mechanisms
- Legislation of specification by manager, in capturing

### **5.2.1 Participants general expressed daily issues of the retail environment**

The phrase “The customer is always right” was originally coined by Harry Gordon Selfridge, the founder of Selfridge’s department store in London in 1909, and is typically used by businesses to (Alexander, 2008) this term refers to customers receiving a good services from a business.

The researcher noted that all shops interviewed try as best as they can to adhere to this mini policy on a daily base like a routine. In understanding that this research utilized the opportunity model, by using this simple policy the store as well as the staff try as best as they can to attract customers so that they are seen as favourable and allow people to make a conscious decision considering the stores items and general attitude to their advantages and benefits. This means a criminal individual will notice the general atmosphere as attractive and weigh the risk of being caught committing criminal acts because of the benefits the staff themselves are advertising. However, this policy can also have a detrimental effect on the store as some customers become very rude, including shoplifters. .The finding of the study revealed that 90% of the 16 respondents expressed their dislike for this policy of “the customers is always right “as it deprives them from being treated like decent normal individuals from impatience customers. This theme itself was relatively new as none of the previous studies in the literature review of Carldone (2006), Carter (1974), Clarke (2003), Clarke and Petrossian (2013) including Gold and Lang (2012) never expressed the victim’s emotional interaction with their customers.

One of the managerial respondent C said:

*Customers that are moody are my daily issue, customers always feel like they are right. So many of them swear at you, before complaining, even if they swear you, they think they got a right to swear at you and I don't believe in that, the customers is not always right, although they do pay our salary but we also assist them so they shouldn't be rude because we are human.*

When the question was posed “What is the rudest one you have come across your rudest customer you ever had?” the manager responded the following way:

*Our customers are very racist. If they feel like, now this is going to sound racist, but if a black customer comes in and I assist her, she doesn't want a yellow bone sister, what she really wants is her own black sister to assist her.*

Respondent B confirmed the above stating:

*Customer's always right. So like to say the attitude is wrong we have to calm them down? Yeah. They come here and they want me to fit in the shoes. So you must put it on yes the shoes .So you have to put that shoe in that person. So customer's always right whenever they want to basically make it happen staffing, Customers general running of the company is a store problem.*

Respondent M highlighted that:

*Dealing with shoplifters and rude customers. Moody customers so basically people who don't understand how the counter works. If someone comes in and asks can I please have your stock and am by the counter in the open today. Worst experiences, I don't think that the worst experiences that people come in with different problems, different personalities. It's just that it gets full. So, so time*

Whilst, respondent H and I said:

*The store is busy; it proves to be difficult to monitor everything from the front. I wish I had an assistant because customer fights and shoplifting are the main issues as a female employee.*

*Customers sometimes refuse to cooperate and understand especially when it comes to searching or scanning the bag.*

The floor employees carried similar concerns about customer's attitude on a daily basis. With most saying that their attitude is to ensure lack of theft, however customers still carry a sense of entitlement, which some use as perfect cover for a shoplifter. Most shoplifters use their attitude to avoid being taken into custody if they are caught stealing, while others appear nice but carry an impatient attitude asking the retail staff for different products to distract and confuse . Walsh (1978) confirms the following finding in correspondence to his own study stating that teenage shoplifters attack jewellery and other high monetary value merchandise selling shops. These shoplifters claim to be nice yet impatient buyers, and pose for a broad range of goods, such as chains, to be shown and then appear as if they are confused. They then

inquire for other items to be displayed, until the counter is full of the product needed. They will wait a while talking to the shop assistant, and will also plan for a confederate to come in good time to divert the attention of the store assistant and then carefully remove the products that are available to them.

Respondent O mentioned that:

*Sometimes customers are an issue on a daily basis, sometimes with their attitude, the store has a policy where items must be placed in a basket but some customers want to take this stuff out when there is a basket! They want to carry it by hand, why would you want to carry it in your hands when there is a basket. Because it's easy to just take the lipstick and walk out with it.*

Respondent P said that:

*Insults from racist customers, rude customers, violent behaviours*

According to the findings, it can be stated that rude customer's attitudes occur widely in retail store, almost 90% of retail issues stem from their customers that they interact with on a daily basis. However, the shocking part is that such attitudes have become a norm within the retail society so much so that the employees have become desensitized towards their behaviour, all 16 participants complained of the problem and stated their own positive attitude does not elude the customer and some take advantage, like demanding a shoe be put on their feet keeping the employee occupied and unable to watch the store in order for his partner to rob the unsuspecting victim. Most people would conclude that the policy works for the benefit of the company, however attitude has become a tool for the shoplifter as a method of shoplifting causing shrinkage for the company in the most natural way possible in a society of norms and values.

### **5.2.2 Level of shoplifting experienced by stores annually**

There are a lot of similarities with the cases mentioned by the interviewed retail store staff in the Durban central business district with regards to the level of shoplifting experienced by the stores annually, and how this criminal behaviour has affected them. Bamfield's (2016) maintains that consumer fraud (shoplifting) "was the largest source of shrinkage, accounting for 42.0 per cent of shrinkage or \$41.504 million". Levels of shoplifting included low to very high status. New crime stats (2019), was in agreement as total of 170 people in South Africa are caught shoplifting every day. CGC (2005) states this finding, the shoplifting operation rose certainly from 2003 to 2004. Out of the 8 respondents that were asked the

specific question, 6 agreed shoplifting is high around the CBD. Whereas 8 out of the eight respondents agreed that shoplifting is not that high. The respondents of this study echoed their experiences in the follow manner:

According to Respondent A:

*The level of shoplifting experienced in the store is very high and critical as the store ends up losing thousands of Rands through theft*

Respondent B confirmed with the following:

*Well it is just too high, was too high and continues to be high. So you can't even find a percentage for this the shoplifters. They look like girls, you know, they are so pretty. They look nice. Like nice eyebrows and everything. Yeah. In addition, you will not believe that they are shoplifters when they come here. They can even take your stuff here. She came in took it and they just walk away. Yeah.*

Respondent C stated that:

*In fact not allowed to discuss such information with someone not part of the company, but this store has a high turnover,*

Respondent D mentioned that:

*The level of shoplifting experienced is hmmm rather high for us; yes, rather high many of the young people that. When it is busy and you see a new standing, my customer will be standing at the cashier the standing and you find somebody rubbing up against you all the time there are digging on your bag. You're taking your cell phone purse whatsoever*

Respondent F confirmed that

*If I can think of an estimation, I cannot really give you a proper one but yes, it is rather high, and in some cases, people are planning better, and using different methods to steal.*

Whilst Respondent G stated that:

*Not very much, Stockroom is always well-monitored, Low levels of shoplifting  
He gives credit to the staff being smart*

Further highlighting Respondent I

*For our store I can say that there is a low percentage of shoplifting, we rarely get incidences cause our formation is super tight.*

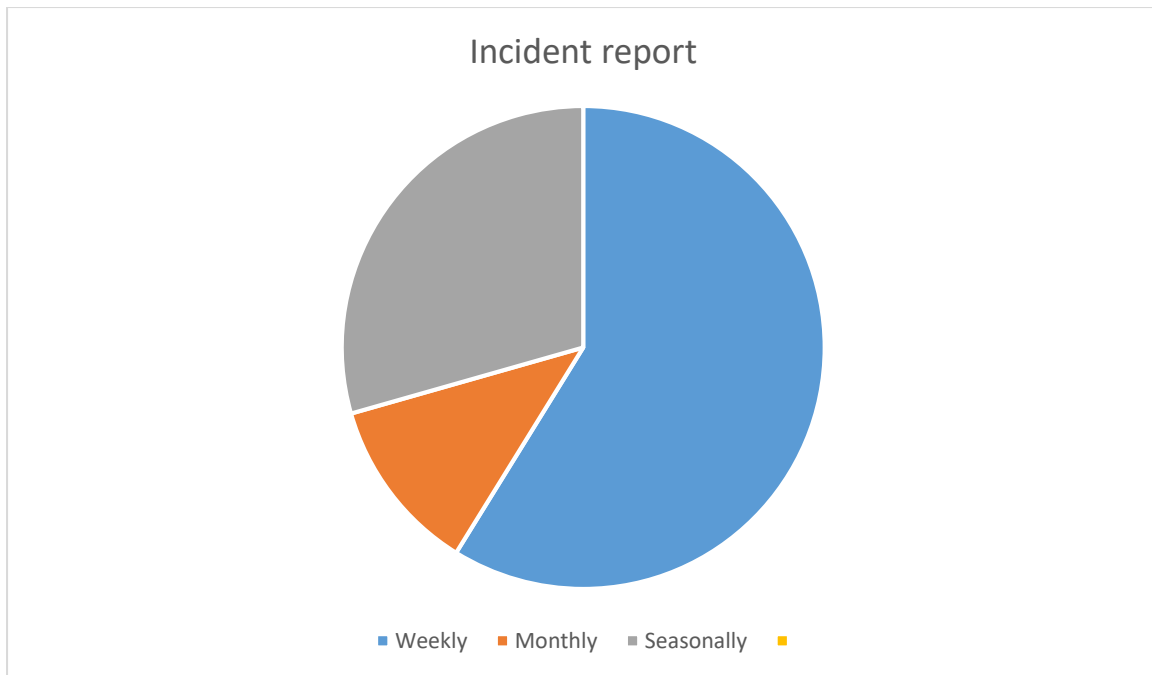
According to the research, shoplifting has not reduced in the Durban CBD, further verifying the victimization of retailers. American retailers reported the following victimizations incidents in Beck, Palmer and Collins report (2017):

- Over 90% of respondents collect data on the number of shoplifting incidents (92%).
- In the most recent 12-month period the sample recorded 1.9 million incidents, 5% fewer than the previous year.

The findings of the study are similar with almost 90% of managers stating that the number of shoplifting incidents continue to rise. Even without an estimation, the crime continues to rise and rob stores of their goods and products. From the participants' responses above it was clear that young offenders camouflaged as ordinary people is increasing the amount of shoplifting occurring. The above responses comply with the both theories of crime pattern theory and opportunity theory. The offender is attracted to the geographical space of the DCBD. Eck and Weisburd (2015) argued that while other crime journeys lead an offender's away from their domestic neighbourhood journey to other comparable neighbourhoods or to some wider recreation node that has some crime attractor or crime generator. Journeys with the aid of offenders dwelling in the same neighbourhood have a tendency to be vectored in the identical direction. With some day trip distances various with the type of crime in question. Lastly some outing distances range with the age of the offender, growing as the wrongdoer ages. Of direction taking into account crime time out distances various with social class, growing as social type increases.

### **5.2.3 Incident reports identified by participants**

For many retailers, shoplifting has become a norm and incidents are always report abundantly. In reference to the literature review of this study shoplifting has become normalised, in that because of situation offenders believe they can just take on a daily bases .Below is a figure demonstrating a visual incident report of the respondents who have identified the shoplifters within their store weekly, monthly and seasonally.



Respondent A stated that:

*Plus /minus 6 times a week depending how busy the store is.*

Respondent G contradicted that:

*Maybe one of two in a month*

Respondent F stated that:

*I would not know in this specific, there is not a set estimation.*

Respondent I confirmed that:

*No, we, I say most incidents that happen are towards month end cause it's busy. So I say in a month, maybe about two cases*

Respondent conclude that:

*Five times a week I do not know problems so i chase you out. Me I have no time, you never know.*

Respondent N stated that:

*Depends on the season, in our slow times one or two incidents are reported, during our busy season like end of the year, it can grow up to 6 incidents.*

P a Respondent mentioned that:

*More than five, I get a report almost every day, the really is no stopping them sometimes it's even the same person, makes me wonder what the police are doing in all honesty. We have had an incident like this. It was a guy. Who came the door? Unfortunately, the*



*door was not locked. It was early in the morning. We have an open the store. He came and he took. All the clothes with clothes kid stuff. Yeah. Yeah. In addition, we just we heard the door banging and we saw the person running out. The guy took the stuff still and the clothes there.*

Respondent J stated that

*Plus or minus 5 times a week*

Respondent K confirmed that:

*Every day there is a case sometimes multiple cases a day*

*At the moment its quite, mostly it should be high in October and November.*

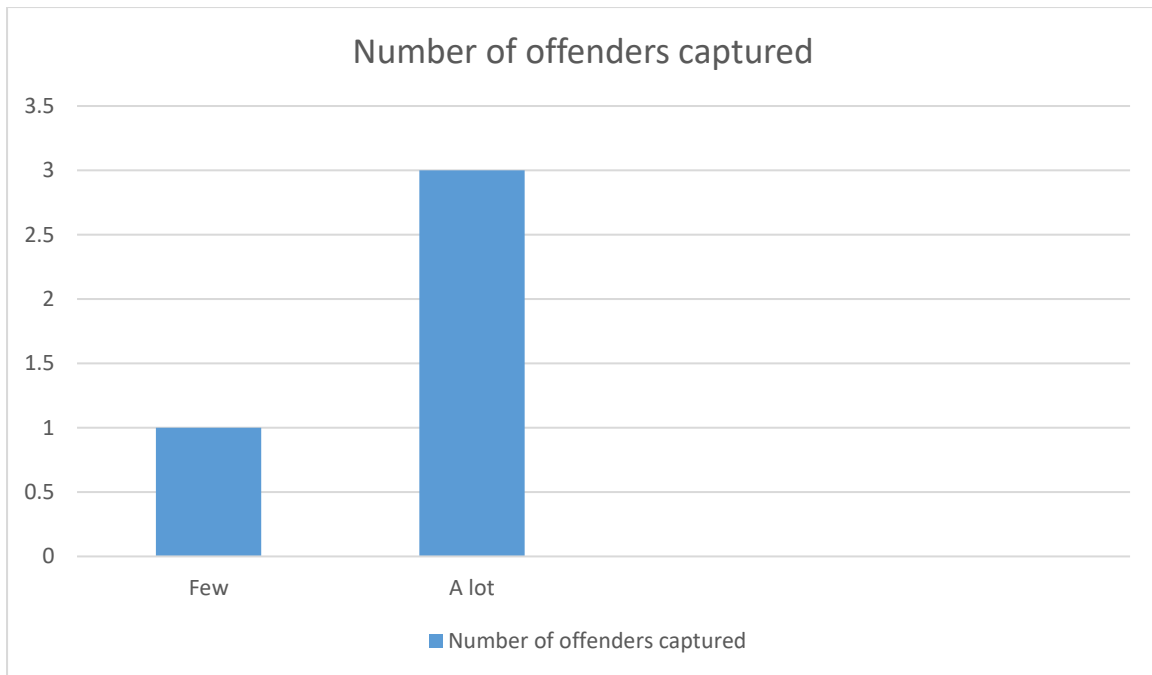
Whilst Respondent L stated that

*So one of you almost plus / minus twenty, a week. Sometimes we find empty boxes and empty hangers all of those things.*

Findings included, incidents occurring a majority six times a week with the highest incident report being in a clothing store shore ailed. Two stores did not have multiple incidents to report, showing that it is all depending on the type of prevention measure. Beck, Palmer and Collins report (2017:4) in total, respondents in the most recent 12-month cycle had reported 22,770 cases, compared with 23,190 in the previous 12-month span. It represents an average 2 per cent fall. However a continued pattern of theft.

#### **5.2.4 Number of offenders captured by the employees of the store**

Shoplifting comes with a number of captured criminals; most retailers have seen the worst cases when shoplifters are captured, while some have experienced a few cases The number of offenders captured by respondents is visually represented in the chart below, as psychical numbers were not given, the theme of few and a lot was identified and placed to illustrate in accordance to the four security guards below.



Respondent M confirmed that

*A lot, the isn't a definite number I can't give you,*

While Respondent N stated that

*None in the last 2 month but quite a few before, can't remember the definite number*

Respondent O mentioned a singular incident that resonated in her mind of an offender she captured trying to invade capture:

*She was busy dealing her pockets. In addition, she had lipstick already in her hand, she had one butter and she did not want to spend, so she put it in her pocket, pulled out money, and pretended to pay for one and hide what she stole.*

P a respondent stated that

*Not personally but my co-workers have caught quite a few , am still rather new here so I can't say I have fully caught one just deterred a lot more of them*

The findings of this study state that most shoplifters are chances and amateurs correlating with literature , most of the time the staff members catch so many they cannot even remember the exact number , with incidents occurring every day , it is hard to keep track of all the offender . however the fact that so many continue to steal raises the question of what is the victim doing about its contact victimization and what are the police doing to help them if the cases do not seem to be decreasing.

### 5.2.5 Group of organization theft

As stated in chapter 2 of this study, Retailers believe that a large group of organized theft cause more stock loss than individual .When a criminal comes in a group , they are near impossible to control, whilst if not careful their ability to shoplift multiple items flawless. This is what the participants had to say:

According to Respondent B:

*The A team, they are the professional shoplifters they come, they have a group of five yeah they are professionals. Yeah for like the whole place. Yeah they come in a band in and they come as men and distract, coming with excuse me, as if excuse me is a person. It may seem cool but you have to be smart, his busy in yours bags picking pick up/*

Respondent n confirmed that:

*Yes the A team*

Whilst respondent C stated that:

*Sneaky looking people but do not know their name*

Respondent F Stated that:

*So let us say they will come in a group of five. You know, but we are all here with the same agenda. I have seen people, mainly the young girls come with their school bags coming with school bags, touching, making noise*

Whilst respondent B Stated:

*Mostly the elderly grown women, and men as well not just shoplifting for our stock. They go to customers stealing their phones and digging in their bag, because customers are not worried because you are old person granny. Busy taking her money and allas we are not here to also watch customer stuff but they do sometimes lose their phones on the counter and we take it and what we do is ask you , your wallpaper, cell phone number and stuff like that ? Yeah and then the next day exactly your phone yeah.*

Findings correlate with literature confirming what Sennewald and Christman (1992) and Cant (1991) stated that professional shoplifter's description, as skillful operators ,well informed on the subject regarding methods that can be used that are relevant for their careers. Their behaviour is such that it averts distrust, and they show interest in small expensive items that

can be sold on the black market. They are careful in the execution of their work and do not take unnecessary risks when they seize goods, since they plan their acts. The shoplifters in DCBD have the exact same Modus Operandis; they come as a collective, distract and take goods and leave.

### **5.2.6 Comparison of shoplifting, employee theft and delivery fraud**

Sometimes a lot more happens in a retail store, they are not only victimized from the outside source but occasionally inside.

Respondent A stated that:

*Therefore, deliveries always right the problem is the shoplifting okay the store. what about the staff no my stuff is perfect .I can tell you because every time we search each other , even me they can search they have they allowed to search me. Nice. Nice. So you know I can say am leaving going out and I even leave them some with the keys with everything yeah.*

Respondent D confirmed that:

*Yeah.*

*Shoplifting is high. So your employees are proper, thanks I actually Hope so. I can only hope so. That's and this is the same. Okay. Delivery for fraud you need to .Very, very sharp. Yeah, yeah. Sometimes you know, sometimes a proxy will be things and it will have a tear there and they can just put their hands yeah and just so you check those stocks carefully boxes for me check the boxes get the boxes on damage, but similar, it's similar. No not really, this is a different ball game but this and this same thing. Always be a problem with it always we do research we body searched them, searched their bags with regard if they go out for lunch and teas but as I say that they are just distant you see I don't know how to steal and hide the chicken in between my legs. As a manager even am not exempt, Yeah. Searching me to check my bag and I let them know me where going I won't be long man.*

Respondent E stated that:

*Shoplifting is higher, the rest we have no issues with*

Respondent G mentioned that:

*Shoplifting is higher for us, we trust our delivery guys and everything is checked before they leave to avoid such messy situations. As for the employee theft, I hope our employees are as honest as can be.*

Respondent H confirmed that:

*For our store, shoplifting is higher in terms of the fact that the deliveries are always observed before off loading and the employees, here are like family, and we do not steal from the store or everyone is fired ha ha ha.*

The studies finding stated that shoplifting is still experienced higher than, employee theft and delivery fraud, with a trust for employees, managers seem to have the upper hand and need only focus on shoplifting, the spirit of comradery seems to allow the stores chance of survival with external activities being the honky reason it loses profit

### **5.2.7 Typical characteristics of a shoplifter**

There are different characteristics of a shoplifter that exist. These forms of characteristics include dress code and eye movement. The most common forms of a shoplifter identified in literature are amateur, professional and organised (Bennett and Hess 1981) the research revealed their body language reveals all

To illustrate this, one respondent said that:

*Dress code and carrying a big bag*

Another respondent J stated that:

*Suspicious looks, looking around, chatting with staff to befriend them*

Whilst respondent K stated that

*Sharp eyes and the behaviour, the first thing they would do keep an eye to the security and staff; they do not want to be caught even in the store.*

Respondent I confirmed that:

*Firstly, they come inside and you can see by their eyes. Their eyes. Yeah you can see by the eyes. Their eyes are fast But When I say that the eyes I mean they ran super-fast and you can see something wrong with her. Yeah. So they are not calm. Sometimes she says she's anxious. Sometimes she wants to do this thing, and then go out, it is a she? Yes most of the time it's a she*

Floor employee Respondent M stated that

*they look around , they ask stupid questions , they have a nervous behaviour , they enjoy touching stuff a lot , some come in a gang system for example the a team , it's an organisation of four leaders that attack shops malls and bezaars , most events where a lot of shops come together to sell*

Respondent N Mentioned that

*A customer that is looking around, moving all over the place, checking if the staff member is looking or not.*

Respondent O confirmed that

*Like, you know, if they walk in them like their eyes. I see. They see okay. Who's watching me up to the product against the shelf? Yeah, yeah okay that one see but you know you do you actually can see someone most of the time some people show it, if they are nervous. They are seen. you see through the something a lot of people have told me that you send them cause they are nervous Like they know I'm going to steal so yeah, I'm going to say and hide as best as i can . So in this store how do you notice when a specific item is missing? Because I know some stores brand. Therefore, do you people have that system or it is only in the evening when you stop take then you notice that something.*

Respondent P mentioned that

*So everything them mainly because they look around, they always looking at who is looking at them like what am dressing only a name bag and I blend with them So you wouldn't think or feel you not a customer . So then they just say, Okay, let me try it. Perfect surveillance. Looking at you, I am like I would.*

It is all in the body language, an offender may believe himself or herself to be smart, however, the body will betray them and the employees and watching their every move. The research interviews show that, employees are very much aware of a shoplifter characteristic. They cannot pin point one straight away so they have made a system that does not correlate much with the literature in order to outsmart the thief attacking their store. The eyes seem to be the biggest indicator for staff members

### **5.2.8 Percentage of juveniles and repeat offenders**

Crime has no age and most of the offenders who shoplift tend to be young kids. For example, someone trying to impress his or her friends or part take in anti-social behaviour. For most juveniles shoplifting is a gateway to bigger crimes, the more they can take the bolder they become. The following question was asked to the guards what percentage are juveniles?

Respondent K stated that:

*95%*

Whilst respondent J:

*None*

Respondent L Confirmed that:

*Schoolchildren maybe once a week*

Respondent I mentioned that:

*It's any time of age in the age range is it like any type. Age has been a different issue. It's not specifically in your teenage ratio and your age ratio lower. I've gotten like teenagers like you know 15 no different 12 normally finish. Normally the age is 25 to 30. Because we have older women as well. Yeah. In addition, when they take the item and how do they see it.*

Any age and schoolchildren seem to be the major find in the interviews. The elderly seem to be a big issue amongst the participant, however teenagers are just a bigger of a problem that continues to plague the retail sector

### **5.2.9 Particular shoplifting methods**

Every crime has a form of method towards it. There are methods and ways in which offenders steal, most use geography, and escape routes like the crime pattern theory, they make sure their desired stores are escapable and easy to reach, the following participant illustrated:

Respondent K stated

*Yes, some put the stuff in their underwear, I caught a woman who put the meat in her pants and when I called her name, she dropped the meat and ran away. Sometimes they also use children cause of the innocent's factor, or age mostly the elderly.*

Respondent I confirmed:

*They go into the fitting room pretending that they are fitting and they take the stuff and walk away. A person is trying something on and then they take it and put in their bags and then they go. Sometimes they do it here on the floor. They don't need to go inside them. Just like and they just take stuff. But on the other hand if there's no one there like a security guard. They just go out there by the door.*

Respondent L mentioned that:

*They use a tight to smuggle product. They wear long skirts*

Respondent M stated that

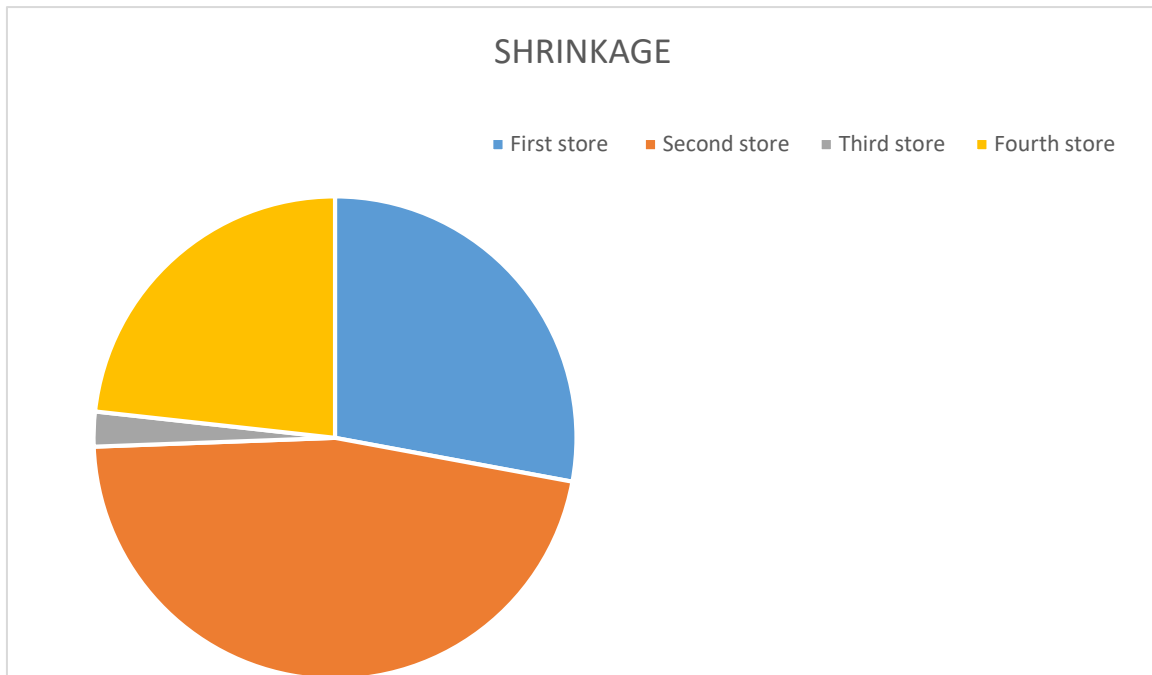
*It varies, some do not even have to go to a fitting room, she caught someone wearing an item on the floor but she directed the person to the fitting room. Only to find the person will leave the item once noticed. Sometimes shoplifters use staff by choosing items without a price tag, whilst the staff member checks the price, they use the opportunity to steal sometimes customers enter the store not pregnant and leave the store with an ever grown stomach. Items they steal the most: exchange with old jeans to new jeans in the stores, jackets and watches.*

The finding shows the typical method of a shoplifter, using opportunity model, they wait until the guardian is away and then take the desired item. It a daily activity of shopping and they take advantage to the fullest, even going as far as changing on the floor without fear of getting caught.

#### **5.2.10 Loss of income for store due to shoplifting**

The major factor of why shoplifting must be seen as a major crime is that it costs the business money, these companies have to find way to make up for those shrinkage, and they usually take it out on normal customers. Proving that shoplifting is not a petty crime. Below is a visual representation of the loss of the individual store because of shoplifting





The respondents stated the facts below in accordance to their shrinkage within the store

Respondent A stated that

*A month. We lose about R6000*

Respondent B said that

*-+R10000.00*

Respondent C confirmed that

*In a month estimation R32 000 maybe after 4 months as the calculations is done often in 4 months*

Whilst Respondent D stated that

*Can say maybe 500 Yeah, but we are not that expensive. Yeah. So you can basically pull it to the 20. And most of the time you catch them. Is just a loss sometimes we have to pay for it out of our own pocket? They is an empty box for that shoe then we have to pay for that shoes it for just one person or the whole store , it is the whole store, you have to put money so that we cover ourselves, cause at the end of the day we're all going to get fired on someone else's mistake*

Respondent F stated that

*Plus minus, plus or minus 500 a week close to a million.*

Respondent C mentioned that

*R4000 - R5000 monthly on prevention cost*

The findings of this study outline that respondents reported that all lose profit to shoplifting , prevention measures are rarely successful as the retail industry always finds some item taken . This clearly explains why the global barometer reports of 2016 revealed how the retail industry lost an amount of 50 billion in 2016 alone due to shrinkage, cause of theft. The community of DCBD may be a clear reflection of many other communities that might have normalised shoplifting

#### **5.1.11 Employee training in correlation to shoplifting**

As a researcher, the question posed in order to see if there is any correlation with shoplifting and employee training was the following are the retail staff even trained to overcome shoplifting should they be victimised? Respondent L stated that *“Hard core military training for a month, 2 weeks of just physical training.”* Confirmed by Respondent P stating that *“Yes I got training”* While respondent M stated that *“No training was given to spot a shoplifting”* contrasting with Respondent N who stated that *“Yes, yeah. What type of training was it, was a simple we do have our panic button and the security comes down”*. Other respondents stated having to learn on the job like Respondent O who stated that *“I would not say we have not been trained, we just learn on the job”*.

Majority of the participants stated that they have in fact not been well trained but have picked up the training as they go along. Why has the retail industry not equip their staff with better methods of combating the situation, yes they are effective in knowing the characteristics of a shoplifter but there is little point if staff are not trained from the beginning.

#### **5.2.12 Evasion strength of culprits**

Most of the time, shoplifting literature has stated that offenders usually walk free without charge. They simply walk out the store and other are even brave enough to return. Therefore, the study asked the following question to the security guard after stealing, can thieves evade you and other store employees?

Respondent I stated that

*Yes, the store is big; it is big because they are three spots to run away to*

Respondent K confirmed that

*Presence of security I would say “ some thief evade the store in disguise , one day there was a girl who stole shoes, when you arrested her in the store we did not tighten the handcuffs properly so she took sunglasses to disguise and escape, so offender escape*

Respondent J stated that

*“Except the staff exit, there is no other exit either than the public entrance.”*

Some stores seem to be able to catch their offenders while others seem very unlucky with the lack of protection from the stores even the cameras have become decorations. The offender uses natural methods to either bend into the crowd or run for it with some not even getting arrested by the police who simply let them go free.

### **5.2.13 Presence of a security department and technological hardware**

The most important department in a store's aid to stop shoplifting is a security department. The security department is not only made up of people themselves but inclusive they stop the victimization of the store and keep items in the store protected in order for offenders to not steal, and they come in many different forms not just human security guards.

Respondent M stated that

*We have CCTV and electric tagging to some expensive items*

Respondent A mentioned that

*The head office only send us a large number of security guards during in the busy times like December, for now an employee works as both security guard and floor employee depending on how busy we are*

Respondent D confirmed that

*CCTV only*

Respondent E stated that

*Natural surveillance, undercover agent, CCTV*

Respondent I said that

*Locker – I ensure that customer use the lockers Seal bags Bag search*

Respondent H stated that

*There are no camera in place to watch the events of the store. The staff are the eyes of the business*

Respondent F confirmed that that

*Make them aware of camera (warning) Sealing the old plastic, Checking the slip*

Respondent G stated that

*The store itself from what you have, and we have a security guard when we have stuffing on the floor IT staff members conduct is to safeguard the company's assets and I would assume that all the stuff that's in yours company assets and yeah,*

Respondent C said that

*Security guard am not sure of the policy .am unaware of what the procedure is like the formal procedure.*

This study found that while in some places they might not have a security guard, however, 90% of the shops had a security guard and surveillance cameras. A lot of the interviewees expressed that natural surveillance is their only form of protection as some CCTV are just there for show and out to scare offenders as they do not work. That does not seem like a practical way of combating shoplifting. A better security department could improve the company in so many ways

#### **5.2.14 Set of policies put in place on apprehending shoplifting**

In the justice system , in order for something to be seen as wrong it needs to be put in the registry, policies are rules and these rules help keep order in our broader society. The literature on shoplifting is so little that it might as well be none existent, however upon interviewing the staff some form of policy is done when apprehending a shoplifter

Respondent J stated that

*Is to inform the manager and call the S.A.P.S*

Respondent L said that

*question the suspect , search them , as am a woman I cannot search a man therefore a man will search while I search a woman , I document the case and make sure to personally do a follow up , however a majority of the cases are thrown out by the police.*

Respondent F stated that

*Report to police and open a case, with a case number but he does not follow up.*

Respondent C confirmed that

*The justice system in South Africa prohibit anything further to be done by the store security, we only have to report the incident SAPS and it is up to them if they want to open the case.*

Respondent N stated that

*There are no camera in place to worth the events of the store. The staff or eyes of the business*

Respondent M stated that

*I usually report the offender whilst in the store, it up to the store manager whether they take the use to SAPS.*

Respondent O said that

*We only call the police because they have 3 hrs to report the case to SAPS*

Respondent P mentioned that

*Yah we do call our manager, catch you and put you on the side until she comes and deals with you.*

Respondent E said that

*Because of the situation. We make her pay for it but she cannot take it exactly. Sometime we have to wait for them, it is a bad policy if you just catch them so we wait until someone is outside. Sometimes it even depends on who catches them because they are differently people at different stations. Sometime we are hasty I won't lie if someone sees something suspicious there, he or she will not wait for him or her to come out. He or she will catch immediately.*

Some business prefer to make their own set of policies. Upon interviewing the respondents, it was clear that only one out of 16 respondents, respondent L knew of the existing policy. Most of the other respondents handed their case over either to the police or their manager. The police seem to be of no help as repeat offenders come back to steal in the store again. Other stores

prefer to have their own policies, with two stores preferring to just make the offender pay for the item they stole instead and not take them in or call the police because they will do nothing anyway

### **5.2.15 Effectiveness of shoplifting mechanisms**

It is important to examine whether the mechanisms and policies put in place are effective in combating shoplifting. The respondents had the following to share;

Respondent I stated that

*Very effective*

Respondent K mentioned that

*Not that effective my company do not care*

Respondent M said that

*99.9% of the time they are effective because we are super vigilant Floor employees yes effective.*

Respondent P confirmed that

*It hard as sometimes they short - staffed, but very aware of areas in the store were shoplifter, go for example under wear, socks sunglasses.*

Respondent B said that

*Not that effective my company do not care*

Respondent G stated that

*We do not have small items like the one the other retailers, we do not sell 50 items or we sell a hell of a lot more units compared to all other retailers if you have noticed to our stock turnout is very different compared to other retailers. We turn around stock I think most probably maybe twice a twice the amount of stuff that we sell compared to over world*

Respondent J stated that

*To be very observant*

Respondent O stated that

*I have seen someone attempting to, but I can see an attempt and I watch him or her and let everyone know. We have codes that alert the others that this thing is happening. We watch with our eyes*

Respondent L mentioned that

*I think it is just a decoration, therefore not effective*

Respondent N stated that

*I think it is very, very effective*

The finding is all dependant on the store. other stores find their effective an yet they still carry a lot of incidents and claim that shoplifting is high , managerial personal all stated that everything is effective , only one from the eight stated that her store is lacking in preventing measures because the company does not care. The companies are always making money but lacking in security effectivity.

#### **5.2.16 Legislation of specification by manager, in capturing**

The manager is the head of the store, not only that but they put in place prevention measures. When anything is wrong the employees immediately seek counsel with the managerial department .99% of the staff stated that they do not do anything without the, managers opinion because they are the stores law. They also have their own set of policies, as the respondent below will concur

Respondent A stated that

*Once caught they are taken to secure place and full body search is done and the person who made the arrest will write a statement and the saps is informed.*

Respondent H confirmed that

*Check the shoplifter enter Monitor on the store Follow the shoplifter Wait when exit approach with caution*

Respondent B Said that

*So if you catch one, what do I do? Firstly, I have to ask why you are doing this. And then I have to buzz for the security in the streets. Then we call the police to take them and deal with them, I would say yeah, that is when the case is all handed over.*

Respondent D mentioned that

*When you are giving a statement to the police, they will actually ask you if they passed your pay point, idea of what /were about you caught them .Lots of things so even if we do catch shoplifters you cannot just arrest them. The media gives the illusion; they give the public information that you can just catch one .Okay. However, when caught we may need to make sure that we catch him at the entrance at the door they need to be kept at a stock room. Wherever, you cannot question them in front of the public, it has to be closed of shoplifters rights must be said and it seems that they have to make sure that you do not ever accuse of anything before the police get here.*

Many managers have stated that the police play a very large part in why many offender are shoplifting on a regular basis even with legitimate policies. However, it all comes down to the police not doing much to help. Every manager seems to follow a set of guide rules that always end with the cops .What the researcher has noticed within the study is that the police do nothing and way to little retailers know exactly what to do. one respondent even stated that the shoplifter cannot be kempt for more than three hours , and their rights should be read to them as it's a form of citizens arrest , however when the researcher asked the other respondent they were aware of such polices . Therefore, lack of knowledge can also be a contributing factor to the growth of shoplifting.

### **5.1.17 Effectiveness of policies**

The effectiveness of policies are subjective again to the store, most managers prove to be rather in-between with the effectiveness.

Respondent A stated that

*No because at the times the offender is arrested and the next day you see the offender roaming around*

Respondent H confirmed that

*Very effective*

Respondent G stated that

*Sometimes they come back changing hairstyles and you know when you are stealing. Yeah, you know if you can take the shoes today, and the following day when you come back to the shop, you can take another shoe. Because that thing is in you, keep doing*



*it and you just win the same like when you are stealing the money in the till when you are taking the money today you will not stop because it is in you. You just learn to live with it you cannot live with it. Same like people who rob ATMs, they cannot stop them even if the police they can catch them. The following day, they come out and they do the same again. Yeah because its money for them Yeah, that's greed. Now, some they stop this side and go to our sister store. In addition, here they are like four .not four, there is more than four here did you not the other, I think we are seven just in the CBD.*

Respondent F mentioned that

*Obviously, the policy is put in place for us so we make it work for us. So we make it okay for you makes you it in every single way.*

Respondent I said that:

*In addition, as you said you turn. Okay. So usually, when you catch a shoplifter, you just hand them over to the security department you do not have anything to do with this.*

The study found that some manager care and others do not, to some the police work and to other they do not work. One factor that cannot be overlooked is that even with the mechanism put in place, a retail store because of its assessable can lead to criminal behaviour from the anti-social members of society. This can be attributed to a certain set of causes such as social, political as well as environmental factors such as retailers not properly protecting themselves.

### **5.3 DISCUSSION OF THE FINDINGS**

Discussing the results is focused upon the specific objectives of the study. The debate should incorporate the observations into the literature and the ideas shaping the research. Therefore, the following four direct this chapter .The study's main objectives are:

- \*To analyse the impact of shoplifting within the Durban Central Business district.
- \*To identify the mechanisms that have been put into place to combat shoplifting in food and clothing retail stores located within the Durban Central Business District.
- \*To describe how effective these mechanisms within the retail stores are in curbing the high levels of shoplifting.
- \*To identify legislations used by the specific retail store in order to prevent shoplifting.

### **5.3.1 The impact of shoplifting within the Durban central business district, Objective 1:**

All respondents agreed that the impact of shoplifting is too high, and more preventative measures need to be put in place to stop it. Respondent D revealed that: *“The level of shoplifting experienced is hmmm rather high for us; yes, rather high many of the young people that. When it is busy and you see a new standing, my customer will be standing at the cashier the standing and you find somebody rubbing up against you all the time there are digging on your bag. You're taking your cell phone purse whatsoever”*. 99% of the respondents echoed the same statements, shoplifting continues to climb high on a daily basis in DCBD. As the literature stated the term CRAVED was created by Clarke to describe the factors that make things desirable to thieves: "concealable, reusable, accessible, useful, fun and disposable" (1999:5). Most offenders in Durban seem to be using this term to the fullest when they take from the store and effectively lower their income. The methods they seem to be using that the respondents mentioned were; tagging, putting things under clothes and evading. Most notable finding was Respondent K who stated that *“Yes, some put the stuff in their underwear, I caught a woman who put the meat in her pants and when I called her name, she dropped the meat and ran away. Sometimes they also use children cause of the innocent's factor, or age mostly the elderly”*. This finding corresponds with those of the literature review, showing how far people will go to conceal an item, (Clarke, 2012) states that shoplifters use the elimination of the packaging which they then scrap in the store (In addition to providing the appearance of becoming “owned”, this can also remove certain digital branding which can sometimes cause an alarm). They also use conversion of a starting price to a cheaper value. They then commit forgery by removing tags from items that can then be exchanged for refund or replacement. Shoplifters use the following to conceal items: Bulky garments (coats, skirts, maternity outfits) are commonly used to cover objects and underflows. As Respondent I confirmed by stating that *“They go into the fitting room pretending that they are fitting and they take the stuff and walk away. A person is trying something on and then they take it and put in their bugs and then they go. Sometimes they do it here on the floor. They don't need to go inside them. Just like and they just take stuff. But on the other hand if there's no one there like a security guard. They just go out there by the door.”* Clearly these methods are universal, successful and give the culprit confidence to commit the crime, raising the incident reports of the DCBD. It was reported, more than 90 percent of the shops experience shoplifting on a daily bases. With the respondent P reporting that *“More than five, I get a report almost every day, the really is no stopping them sometimes it's even the same person, makes me wonder what the police are doing in all honesty.*

*We have had an incident like this. It was a guy. Who came the door? Unfortunately, the door was not locked. It was early in the morning. We have an open the store. He came and he took. All the clothes with clothes kid stuff. Yeah. Yeah. In addition, we just we heard the door banging and we saw the person running out. The guy took the stuff still and the clothes there”.*

Out of the eight respondents of security guards and floor employee six reported that they experience shoplifting more than five times a weekly, the reminding respondents stated that they were attacked seasonally or during the end of the month were the store is most busy. None of the respondents said they were not impacted in any way, not only do they experience shoplifting but they lose income. It was found that 80 percent of the stores experience income loss due to shoplifting. Respondent B stated that their company loses “-+R10000.00” on a monthly basis with the rest of the stores experiencing R5000 +R6000 monthly , on paper it might seem small , as people carry the misconception that big stores make a lot of money, thus have the ability to make it up . However, when the is a calculation of that price tag, the stores lose R75 000 –R1 200 000 million yearly, for all four combined that is R4 875 000 .The findings correspond with those of CGC (2005) that state that the retail sector is losing an additional 6 million in shoplifting cases annually. The study revealed only four stores, if more stores where researched the retail sector can be estimated to be losing more than 4 million in Durban alone, findings for the South African would reveal trillions of Rands being lost to companies due to shoplifting. This view correlates with an assertion from the Administrator of the Crime Prevention System Michael Broughton (2005) who agreed with Smollan that shoplifting should never be viewed as a casual, innocuous crime committed for a thrill: “This mind-set could in fact lead to a company having to close its doors. Shoplifting impacts criminals, their families and decent customers as well as businesses. As was mentioned earlier, in referring to the impact of shoplifting, its consequences do just affect a singular part of the victimized store, their employees are affected with either job loss or budget cuts. One of the managers confirmed in the initial findings that if a shoplifting incident occurs in the store, the company takes the loss income out of the employees pay check, as a clothing store a lot of items get shoplifted, for example an offender takes 10 items worth R150 that would be a deduction of R1500 from an employee’s salary, as stated above most incidences happen 6 times a week that would mean the employee loses R9000 of their salaries. That would affect their livelihood and their ability to feed their family or themselves therefore a ripple effect and influence on a social and economic level. Smollan (2005) asserts that shoplifting often creates significant discomfort for customers and distributors alike. Theft of certain items has become so widespread in some instances that major retail firms are pulling the goods out of the stand,

and place them behind the bench or below the lock and switch. The current study found that the impact of shoplifting in DCBD is vast, it is a petty crime that should be analysed with a more serious mind-set, and it may affect a section of society however, that section is essential.

### **5.3.2 The mechanisms that have been put into place to combat shoplifting in food and clothing retail stores located within the Durban Central business district, Objective 2**

The mechanism put in place in the all four Durban stores are universal to the retail industry. As stores have evolved together globally with time, according to Ray (1987), Sarasalo, Bergman and Toth (1997), Shteir (2011), Thompson and Uggen (2012) and Smith (2013) mechanisms used in stores include security hardware such as closed-circuit television surveillance system (CCTV), motion detectors by the door and high levels of security guards, and electronic tags that are placed on or inside clothing or items that can be tagged get inserted. The four stores share similar mechanisms and correlated to the literature reviews findings, all stores have CCTVs, electric tags, natural surveillance, undercover agent, security detail. The study found that many retail stores use these items in order to protect their store, Respondent M confirmed that they have *“CCTV and electric tagging to some expensive items.”* Respondent G stated *“The store itself from what you have, and we have a security guard when we have stuffing on the floor IT staff members conduct is to safeguard the company's assets and I would assume that all the stuff that's in yours company assets and yeah,”* Most noteworthy was Respondent E statement that their store use *“Natural surveillance, undercover agent, cctv”*. None of the literature findings stated that shops use undercover agents as a form of mechanism, the above experience narrated by the respondent correlates with the Opportunity model in regards to guardianship, according to Williams and McShane (1994:222) *“for any crime to occur the circumstances must be such that nobody or nothing should or must distract the motivated offender”*. It interesting to see that the shop uses this to their advantage in order to protect the store, they have embraced the shoplifters most effective shoplifting method of blending into the crowd , to giving the offender the misconception that the valuable items in the store is unattended , awakening the offenders Target Attractiveness. According to the Opportunity theory, Target Attractiveness refers to the fabric or symbolic desirability of men and women or property as targets for the potential offenders, as well as the perceived capacity or incapability of the person to provide resistance (Steinmetz, 1989). The offenders will thus progress towards the item thinking they are not being watched and using that mechanism the store is able to capture them. These mechanism have been adapted to fend off the shoplifter's method of shopping, according to Cardone (2006:1) findings, warning labels on high-risk

goods were reported. The findings thus confirm that the stores use the offender's strategies when incorporating a mechanism to defend their stores. This research assumed the retail store itself retains the key to the measure of prevention, the above findings correlate to that. Most retailers display signs advising shoppers that shoplifting is a felony, and warning that shoplifters will be punished, but there is concern that such notices have more than a slight deterrent effect on a few susceptible people. Another early study in the literature review showed that shoplifting was virtually eliminated after unique products were clearly labelled with large red stars as being frequently picked over by shoplifters. A more recent study showed that for products next to the items marked with a sign that read "Attention Shoppers!" this deterrent effect was stronger. Objects labelled with a RED RIBBON are often shoplifted. However, upon walking around in the chosen shops, this warning sign was not evident, only signs depicting the presence of CCTV. As time has progressed the characteristics of a shoplifter have become simple to detect, Respondent O confirmed that *"Firstly, they come inside and you can see by their eyes. Their eyes. Yeah you can see by the eyes. Their eyes are fast But When I say that the eyes I mean they ran super-fast and you can see something wrong with her. Yeah. So they are not calm. Sometimes she says she's anxious. Sometimes she wants to do this thing, and then go out, it is a she?"* The four security guards and four employees confirmed that they all share similar traits respondent P mentioned that *"So everything them mainly because they look around, they always looking at who is looking at them like what am I wearing only a name bag and I blend with them So you wouldn't think or feel you not a customer. So then they just say, Okay, let me try it. Perfect surveillance. Looking at you, I am like I would."* The above experiences narrated by the eight respondents correlate with each other. It is evident that the offenders use aspects of the Crime Pattern Theory in order to overcome the stores mechanical and human security department. According to Brantingham (2013:1) offenders use awareness space, it is defined as "places and areas that a man or woman is aware of and possesses at least a minimum stage of understanding about." The moment the offender reaches their desired location, they immediately create a mind map of the store, they find escape routes and find the item they desire leading to their crime, their eye and body movement however give them away. Respondent A confirmed this by stating that the offenders' evasion is strong, *"Yes, the store is big; it is big because they are three spots to run away to"* while another Respondent B revealed that *"Presence of security I would say "some thief evade the store in disguise, one day there was a girl who stole shoes, when you arrested her in the store we did not tighten the handcuffs properly so she took sunglasses to disguise and escape, so offender escape"*. This finding reveals

that both the offender and retail industry are evolving around each other and coming up with different way to outsmart the other.

### **5.3.3 The effectiveness of these mechanisms within the retail store in curbing high levels of shoplifting, Objective 3**

Theory and practicality seems to be a theme in the effectiveness of the above mechanism described by the respondents. The study found that, not all the mechanisms put in place are effective and some do not even work. However, most allow the stores victimization. The findings suggest that the stores are limited in training some of their staff to combat shoplifters. The literature review did not find any studies that focused on the actual training of the staff but rather the theory of the mechanism themselves, therefore the study found a theme while interviewing the respondents, natural surveillance is the store first defence towards shoplifting. However, only three of the eight respondents expressed the notion of being trained, Respondent M stated that *“Hard core military training for a month, 2 weeks of just physical training”* whilst Respondent N confirmed that *“No training was given to spot a shoplifting”*. Showing that the theory is evident and practicality is non-existent. According to a shared opinions of studies done by Cardone (2006), Carter (1974), Clarke (2003), Clarke and Petrossian (2013), Gold and Lang (2012) recruiting of more and better trained floor workers. Stores can employ adequate staff to properly supervise merchandise and consumers, particularly during high-risk shoplifting times. Stores should train staff to be customer-conscious and warn criminals, and should also train them in shoplifting accident management procedures. Four respondents in the study revealed to having no training and one having to learn along the way. Proving that in the DCBD the outcome of shoplifting comes with the limited amount of training, effecting the store negatively, staff members are able to identify a shoplifter based on theory, however upon effectively curbing shoplifting based on training alone there is a limitation. When the question of effectivity was posed to the retail staff, there was a clear difference between all the stores and a half divide. The researcher did sense a bit of prejudice within the participants especially in the bigger stores and from three of the managers. The floor employees were more honest in answering the effectiveness of the mechanisms Respondent L mentioned that *“I think it is just a decoration, therefore not effective”* Respondent K confirms this by stating that *“Not that effective my company do not care”* whilst the manager of the same store as Respondent L, Respondent G stated that *“We do not have small items like the one the other retailers, we do not sell 50 items or we sell a hell of a lot more units compared to all other retailers if you have noticed to our stock turnout is very different compared to other retailers. We turn around stock*

*I think most probably maybe twice a twice the amount of stuff that we sell compared to over world".* The researcher noticed that this respondent did not outright state the effectiveness of the store mechanism but rather stated that the stores sells a lot items therefore items lost are not important as the store sells more goods than most retailers .The findings of the present study demonstrated adequately mechanisms are put in place in all stores, however their effectiveness are subjective to store. Some store lose their effectiveness due to human rights and criminal evidence , Cardone (2006), Carter (1974), Clarke (2003), Clarke and Petrossian (2013), Gold and Lang (2012) studies reveal that to support a lawsuit, it is generally necessary to prove that the products have not only been taken away, but that there has been purpose to prevent payment. Furthermore, waiting until the perpetrator had left the shop before apprehending them is always best or they might say that they intended to pay until leaving. Only one manager respondent out of the 16 participants knew of this law, most of the staff caught the offender in the moment, thus decreasing the chance for persecution and the effectiveness of natural surveillance, even with the tags and the CCTV in place, an arrest can only be made once the offender has left the store, most guards and employees ignore this law and it seemed that the DCBD offenders are none the wiser, as most are released from police custody based on this fact. Respondent D confirms that *"When you are giving a statement to the police, they will actually ask you if they passed your pay point, idea of what /were about you caught them .Lots of things so even if we do catch shoplifters you cannot just arrest them. The media gives the illusion; they give the public information that you can just catch one .Okay. However, when caught we may need to make sure that we catch him at the entrance at the door they need to be kept at a stock room. Wherever, you cannot question them in front of the public, it has to be closed of shoplifters rights must be said and it seems that they have to make sure that you do not ever accuse of anything before the police get here."* .However, some offenders learn from every arrest, Rossmo (1990) rules to crime sample theory states that offenders are influenced via the day by day things to do and routine of their lives. They pay attention to areas acknowledged to them, during their day to day activities they will be gazing ambitions that have no guardians or vicinity managers. This view concurs with the Opportunity model in regards to proximity, with the weakness of the staff members who are natural surveillance trying to catch the shoplifter and while the adaptability of the offender allows him to now know the layout of the store and at what proximity they have to be deemed criminal, it is easy for them to find escape roots.

Usually escape routes in stores are usually guarded by security guards CCTVs and tag machines that beep the moment an item that is not paid for moves out of the store however, the study found that two of the stores had CCTVs that were un-functional, in one store the cameras only worked in live mode, meaning they were unable to rewind a the tape and it did not possess a memory disc. Respondent H stated that *“There are no cameras in place to worth the events of the store. The staff are eyes of the business”* .This finding is consistent with a finding of Respondent K mentioning that *“Not that effective my company do not care”*. A company that cares for their company will try to protect their merchandise, the researcher observed that most respondents were shy to admit their stores faulty security systems, however after assuring them, they found it easier to open up. The study also found that gender seemed to play a role in the effectiveness of the mechanism, two stores that possessed male guards had a smaller turn over in regards to shoplifting. The female staff seemed to be at a disadvantage and complained of being victimized on a daily bases whilst the male respondent confirmed to being robbed once or twice a month. The female staff who guarded the store that were interviewed were small in stature and non-threatening. They were soft spoken and did not allude the presence of authority, while the male counterparts were large in comparison, vigilante and none approachable. It was found that some stores did in fact have effective systems in place to protect their items Respondent M confidently said that *“99.9% of the time they are effective because we are super vigilant Floor employees”* while Respondent N confirmed that *“I think it is very, very effective”*. There is a clear half divide between the effectiveness of mechanisms in curbing shoplifting in the DCBD. These findings demonstrated that in retail industry, they effectiveness of mechanism is based on the staff and managerial companies commitment to safe guard their items against shoplifters and thus shoplifting.

#### **5.3.4 Identifiable legislations used by the specific retail stores in order to prevent shoplifting, Objective 4**

Legislation are defined (Vitell, 2003:1), “laws, considered collectively”, the literature review revealed that is a limited set of legislations in regards to shoplifting in the retail industry. According to Walford (2017) and Naudé (2000) there are no recovery services explicitly for shoplifters within the national group ,most shoplifters are mixed in with normal offenders and expected to attend probation service's standardized group work services. It can be noted however, that the findings of the study revealed that all the stores have one set of similar legislations and another personified legislation. Clark and Hemmings (2018) stated that the punishment council acknowledged the need for a reform in the law and issued a briefing report



in April 2014 asking scholars, magistrates, as well as the general public and local Criminal Justice personnel to share their opinions on the issues surrounding the punishment of fraud offences. The DCBD in order to ahead to the above follow their own strict routine in capturing an offender. The study found that all eight employee respondents ahead to the manager for regulations in order to deal with an apprehended shoplifter, Respondent J confirmed that it is their duty to *“Is to inform the manager and call the S.A.P.S”* Respondent P concurred this by stating that *“Yah we do call our manager, catch you and put you on the side until she comes and deals with you”*. Managers set the guideline, according to their findings Beck, Palmer and Peacock (2017:9) said just over half (58%) did not allow store staff to participate in shoplifter apprehensions, although slightly fewer said that only store managers should be concerned (42%). The study revealed the managers have a common legislation in capturing offenders, apprehend, report and follow up. The is a limitation to what the managers can do Respondent C stated that *“The justice system in South Africa prohibit anything further to be done by the store security, we only have to report the incident SAPS and it is up to them if they want to open the case.”* One of the managers stated that most stores follow the following regulations *“Firstly, I have to ask why you are doing this. And then I have to buzz for the security in the streets. Then we call the police to take them and deal with them, I would say yeah, that is when the case is all handed over.”* The findings of the study found this to be a universal legislation with 90 % of the stores using it .However, respondents believed that specific legislature is the most effect way to deal with captured offenders Respondent E said that *“Because of the situation. We make them pay for it but she cannot take it exactly. So yeah, maybe towards me..... depends on who catches them differently people at different stations. Therefore, if someone sees something suspicious there, he or she will not wait for him or her to come out. He or she will catch immediately”*. Another respondent confirmed that they make the offender either pay for the item or get arrested, sometimes they make them pay for the item and the shoplifter is not allowed to take the item, therefore their store simply seeks compensation. This correlates to Grogan (2005) who reveals that in terms of imposing a minimum dollar worth before deciding whether or not to prosecute a shoplifter, 28% retailers mentioned that they failed to have a policy on issue of codification, with a bigger proportion reporting that they operated a national commonplace policy (43%). Of the rest, some 15% followed the steering of native police and prosecutors, 10% left it to the discretion of the stores and simply 5% declared it absolutely was set at the district or regional level. Through the regulations were effective in regards to the capturing of the offender the study found that even though shoplifting

had been committed against all of the respondent, the majority chose not to report these crimes to the police, while the other half had no faith in the police doing anything to the offender

According to Mofokeng and Ragophala (2014) because shoplifting is not regarded as a serious crime, the South African business community has voiced their disappointment at the South African Police Services (SAPS) lack of response. The SAPS lack of response in stopping offenders has created a lack of trust for the police. A lot of the cases go under reported because if victims report, this suggest that there is a high possibility of the police doing nothing, while even if they do, the perpetrator will not be brought to justice. The finding referred to above correlates with the assertion by Respondent A, who states that *“because at the times the offender is arrested and the next day you see the offender roaming around”*. A experience by manager respondent solidifies the above, they caught a shoplifter and followed legislation in apprehension, the criminal was caught and taken to a private room, after which they were searched and the SAPS informed, upon the arrest the manager went outside to get a delivery and saw the police van release the exact same offender the store had just captured. Due to the police lack of response in following parts of the legislations, the retail stores continue to be victimized. Retail staff go to work every day and it is their daily lives and routine .In reference to the theoretical framework, the study will again refers to Lifestyle-Exposure of the Opportunity theory of victimisation, according to Meier and Miethe, (1993) the basic premise underlying the lifestyle-exposure is that demographic differences in the likelihood of victimisation are attributed to differences in the personal lifestyle of victims. The authors further state that an individual’s lifestyle is the critical factor that determines risks of criminal victimisation. People’ daily activities may naturally bring them into contact with crime, or they merely increase the risk of crime that victims experience. Time spent in one’s home generally decreases victim risk while time spent in public settings increases risk. The legislations in the retail company are there to prevent constant victimization, most respondent do not even trust their own regulations on a daily basis and choose to do what they see fit for their company because they know the police will not do anything. All 16 respondents chose to ignore the shoplifter and the police because they know full well the disadvantage they are at in controlling the criminal justice system regulations of apprehension, as Respondent L confirms *“question the suspect, search them, as am a woman I cannot search a man therefore a man will search while I search a woman, I document the case and make sure to personally do a follow up, however a majority of the cases are thrown out by the police.”*. The study found identifiable

legislation, however their effectivity in preventing shoplifting the researcher opines that they are rather inadequate.

### **5.3. Conclusion**

This chapter presented the data, interpretation according to the thematic system and discussion of the main findings pertaining to the four objectives of the study. The study set out to show that retail environment and not personality traits such as materialism, isolation and thrill seeking have an indirect effect on shoplifting behaviour, and the findings proved this. Secondly, the study revealed the connection between shoplifting purpose and actions relies on the skill of the employee and the consistency of the customer, as both are considered extremely significant in the decision of the offender to conduct their ill intention or not. The employee skills did in fact increase or decrease the impact of shoplifting towards shoplifting mannerisms. The findings suggest that the plight of the retail community in Durban may be severe, and that a lot needs to be done to deal with and curb the crimes committed against the retail industry. Although the study sample was small, the participants represented the voices of many people in the retail industry in the DCBD, and the warning of the existence of unprofessional, disinterested and insulting members of the police service should be heeded. This conclusion was supported by an integration of the findings with those of other related studies as well as the two theories that framed the study. The chapter to follow discusses the concluding remarks of the study as well as the recommendation by the researcher.

## CHAPTER 6

### CONCLUSION AND RECOMMENDATIONS

#### 6.1 General Conclusion

The purpose of this study was to use a criminal analysis of the mechanisms used to control shoplifting in Durban Central Business District. This segment introduces the result of the report, together with the suggestions in question. The analysis was performed on the basis of the problem statement mentioned in Chapter One. The study therefore attempted to obtain the perceptions of retail employees from managers, security guards and floor employees about the role shoplifting plays against them. To accomplish this goal, four goals were developed which underpinned the efforts to collect data: (a) To analyse the impact of shoplifting within the Durban Central Business district, (b) To identify the mechanisms that have been put into place to combat shoplifting in food and clothing retail stores located within the Durban Central Business District, (c) To describe how effective these mechanisms within the retail stores are in curbing the high levels of shoplifting and (d) To identify legislations used by the specific retail store in order to prevent shoplifting. In brief, retail stores experience shoplifting on a daily basis and it was demonstrated that their combative measures depending on the stores were slightly dealt with professionally or inadequately.

In order to achieve the objectives of the study, a qualitative research method was utilised based on the fact that little attention had been paid to the experiences retail staff and their perceptions of their own victimization in previous investigations. Studies that could be traced focused largely on the shoplifting offenders experiences and modus operandi in retail industry (i.e., quantitative analyses had been conducted) rather than listening to the voices of the victims and qualifying their experiences and perceptions of the crime, mechanism and legislations. Therefore, the study used in-depth interviews to gather the data. These interviews provided a platform for the participants to share their experiences and their perceptions of shoplifting. The participants of the study were selected from among the retail staff of the Durban CBD. The data were collected by means of one-on-one interviews that were conducted in English, but the participants were also allowed to use IsiZulu. The researcher transcribed and translated the interviews into English.

A relatively small sample comprised fifteen (16) participants; eight (8) managers, four (4) security guards and four (4) floor employees. The findings demonstrated unequivocally that crimes against retail stores due to the valuable essential items they hold within their four corner walls may continue to escalate if not curbed. It is also suggested that a lack of a relationship of trust and mutual respect between the police and retail stores may accelerate the rates of crimes against the stores, because the majority of these victims refrain from reporting incidents of crime against them to the police, they just book up it in their shrinkage logs, and those who do pluck up courage to do so, witness criminal walk free because of police officials.

## **6.2 Respondents Recommendations**

### **6.2.1 Recommendations made by retail staff that can be used by the police force and criminal justice system**

The retail staff only had one recommendation, a better response from the police. The fact that criminals should not be let loose after they have been apprehended. The retail staff feel that there is no point to do anything if the person you just caught came back. They have lost faith in the criminal justice system. The minor one was stricter policies, by the SAPS and a task force dedicated to shoplifting alone.

### **6.2.2 Researchers Recommendations**

As there are growing causes to exposure to victimisation the researcher believes better policing mechanism can be put in place to protect retail stores from shoplifting. Moreover, the government should bring about harsher punishments from the judiciary system, shoplifting is seen as a petty crime, and therefore offenders do not fear the punishment of fines and short term jail sentence. Shoplifting should carry the same punishment as fraud, sentence of five years or more. As the literature stated the South African law states that if any amounts of more than R500,000 is taken from a shop illegally the person get sentenced to fifteen years for first time offenders and a second conviction results in at least twenty years while more than that equals to 25 years. Most criminals have found a way around the following by taking cheaper items so an immediate sentence from the first offence might curb the crime.

Communication is vital within any organisation. This may be in a formal or informal setup. The Counsellor and retailers should inform the community members of any attempts to shoplift will be dealt with severely. This can be done through meetings or any other means of communication. Nevertheless, actually, having a proper security department and no fake

cameras that do not work or cameras that only give a live feed as well as more respect for the retailers industry will protect their human rights. Acknowledgement of the entire process of shoplifting being a serious crime by the SAPS needs to occur, not only that but the SAPS also needs to be visible in patrol areas around town to ensure shoplifters are aware of a guardian. Furthermore, police must be responsive when a crime is reported and they must respond fast.

It is recommended that retail stores should have a functional supportive security team of male guards. Most shops interviewed that reported a higher case of shoplifting, only had female staff, it seems the presence of a male deters offenders based on their physiology. It can then be recommended that further studies should be done as to research on the gender of a staff member deterring shoplifting for empirical validity. The study acknowledges the sexist recommendation but the researched results are undeniable, shoplifting continues to grow. Offenders tend to work in groups or a pair therefore constant inventory should be done in the retail stores the moment a crowd walks in, vigilance on the employees staff and 3 months training programmes must be given.

### **6.3 Conclusion**

Shoplifting among Durban retailers, and more specifically the CBD area being studied, seemed to be a major problem affecting retail employees' gross income and livelihood stores as well as safety and security. Urgent intervention is needed to reinforce the fight against seemingly uncontrollable shoplifting rates among retail stores. The findings of this study revealed that collaboration between retail store, SAPS and the judicial system can help reduce and even prevent shoplifting in shops that avoid future victimization. The study urges that every retail management team should prioritize the safety and mechanisms of the store and the goods sold as well as the employees, and that the Department of Criminal Justice system and relevant law enforcement structures should strongly support this. In addition, retail enterprises should intervene in areas that have become hot spots through awareness-raising and sensitizing programs to curb shoplifting. The results reinforced those of other researchers who argued about the shortage of preparation and insufficient retail facilities contributing to the victimization of the retailer by the shoplifter. Shoplifting by criminals (which was reported in the literature) is a problem that should be phased out because it adds to the company's billion dollar loss. It is understood that the results elicited from this analysis were by no way comprehensive of the epidemic of shoplifting. This is therefore recognized that results cannot be applied around the world into a broader shop crime demographic. Studies of a comparable

type would then be performed utilizing a wider range of stores in CBD settings not just in the KwaZulu-Natal province but in South Africa. Comparative studies are also recommended to identify measures that can be used successfully to curb the shoplifting that is consistently erupting in most stores around the world.

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01 July 2019

**Ms Olipa Singini 213560303**  
**School of Applied Human Sciences**  
**Howard College Campus**

Dear Ms Singini

**Protocol reference number:** HSS/0460/019M

**Project title:** A criminological analysis on mechanisms used to control shoplifting in Durban Central Business District.

**Provisional Approval – Full Committee Reviewed Protocol**

Your application dated 17 May 2019, was reviewed by the Humanities and Social Sciences Research Ethics Committee received on 26 June 2019. The protocol has been provisionally approved, subject to following conditions set out below.

1. Section 2.2: Please provide a rationale for mentioning the names of specific retail outlets in the protocol (or remove the names of these outlets).
2. All research questions appear to be directed at relatively objective aspects of shoplifting – why does the PI believe that a phenomenological approach coupled with a thematic analysis is suitable for addressing such questions? Please review.
3. Question 2.5: How precisely will study participants be recruited, and how will data be collected (by whom, when, where, etc.).
4. Question 2.6: Timelines need to be amended.
5. Gatekeeper permissions are required.
6. Question 3.6: Please explain data storage and disposal in detail.
7. Question 3.7: How will feedback be provided to participants.
8. Consent: Permission for video and photographic recording needs to be removed from the consent document.
9. Consent: HSSREC RO contact details need to be provided on the information sheet.
10. Data collection tool must be translated into a local language.
11. Provide justification for selection of research sites (i.e. retail stores in the proposed streets in Durban central business district).

**This approval is granted provisionally and the final clearance for this project will be given once the above-mentioned condition has been met. Note that data collection may not proceed until final ethics approval letter has been issued after the remaining conditions have been met and approved by the research ethics committee.**

Kindly submit your response to Dr S Naidoo (Deputy Chair) % [ximbap@ukzn.ac.za](mailto:ximbap@ukzn.ac.za) Research Office, Westville Campus as soon as possible.

---

**Humanities & Social Sciences Research Ethics Committee**

**Dr Rosemary Sibanda (Chair)**

**Westville Campus, Govan Mbeki Building**

**Postal Address:** Private Bag X54001, Durban 4000

**Telephone:** +27 (0) 31 260 3587/8350/4557 **Facsimile:** +27 (0) 31 260 4609 **Email:** [ximbap@ukzn.ac.za](mailto:ximbap@ukzn.ac.za) / [snymanm@ukzn.ac.za](mailto:snymanm@ukzn.ac.za) / [mohunp@ukzn.ac.za](mailto:mohunp@ukzn.ac.za)

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INYUVESI  
**YAKWAZULU-NATALI**

Yours faithfully

  
.....  
**Dr Shamila Naidoo (Deputy Chair)**

/PX

cc Supervisor: Dr F Cinini  
cc Academic Leader Research: Prof R Teer-Tomaselli  
cc Administrator: Ms A Ntuli

---

**Humanities & Social Sciences Research Ethics Committee**

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2019/08/18

Olipa Singini

School of Applied Human Sciences

College of Humanities

Howard College Campus

Ukzn

Dear Olipa Singini

**RE: PERMISSION TO CONDUCT RESEARCH**

I LUBABALO MAKEKE as Manager of STUDIO 88 Durban having been fully informed of the nature of the research to be conducted in:

**An Evaluation of Mechanisms to Control Shoplifting in Durban Central Business District: A Criminological Perspective**

Grant Gatekeeper permission for the study to be conducted in our store in Durban Central Business District. I reserve the right to withdraw this permission at any time.

Managers Signature:  Date: 19 AUGUST 2019

2019/08/18

Olipa Singini

School of Applied Human Sciences

College of Humanities

Howard College Campus

Ukzn

Dear Olipa Singini

**RE: PERMISSION TO CONDUCT RESEARCH**

I Prisheuter as Manager of MR PRICE Durban having been fully informed of the nature of the research to be conducted in:

**An Evaluation of Mechanisms to Control Shoplifting in Durban Central Business District: A Criminological Perspective**

Grant Gatekeeper permission for the study to be conducted in our store in Durban Central Business District. I reserve the right to withdraw this permission at any time.

Managers Signature: Prisheuter  Date: 19/08/2019

2019/08/18

Olipa Singini

School of Applied Human Sciences

College of Humanities

Howard College Campus

Ukzn

Dear Olipa Singini

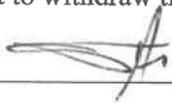
**RE: PERMISSION TO CONDUCT RESEARCH**

I MARKWAAL SPHUTZELER as Manager of INFO-MED PHARMACY (Durban) having been fully informed of the nature of the research to be conducted in:

**An Evaluation of Mechanisms to Control Shoplifting in Durban Central Business District: A Criminological Perspective**

Grant Gatekeeper permission for the study to be conducted in our store in Durban Central Business District. I reserve the right to withdraw this permission at any time.

Managers Signature: \_\_\_\_\_



Date: \_\_\_\_\_

18/08/2019

2019/08/18

Olipa Singini

School of Applied Human Sciences

College of Humanities

Howard College Campus

Ukzn

Dear Olipa Singini

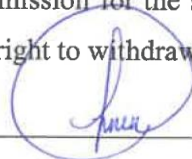
**RE:PERMISSION TO CONDUCT RESEARCH**

I Lindwe Nene as Manager of Shoprite Britannia Durban having been fully informed of the nature of the research to be conducted in:

**An Evaluation of Mechanisms to Control Shoplifting in Durban Central Business District: A Criminological Perspective**

Grant Gatekeeper permission for the study to be conducted in our store in Durban Central Business District. I reserve the right to withdraw this permission at any time.

Managers Signature: \_\_\_\_\_



Date: \_\_\_\_\_

19/08/2019

## Appendix 3

### Informed Consent form

Study title: **A Criminological Analysis on mechanisms used to control shoplifting in Durban Central Business District.**

Informed consent signed

The consent form will be in English and it will be read to participants in order to establish understanding. A copy of consent will be given to the participants, while the original one will be kept in the envelope for the sake of future reference. The participants have the freedom to withdraw the consent form at any time.

Voluntary Participation

Please note that your participation in this study is completely voluntary. You are therefore free to decline to participate, or to withdraw your participation any time for any reason without feeling guilty. Our relationship will continue to be friendly.

Privacy and confidentiality

The participant's personal information and identity cannot be disclosed without their prior permission. Therefore, for this reason anonymity will be maintained in this study.

Risk factors

All participants will be informed of the nature of this research and may refuse to participate at any point, including in the midst of the interview. Questions about security may lead secrecy due to the nature the job.

Potential benefits

The participants will have an opportunity to share their experiences in their own time, and in the natural setting. Also participants will have someone (I) to listen to their stories without judging or discriminating against them. Their participation may lead them to the construction of appropriate measures and an effective programme that will be used to meet their needs holistically.

I hereby provide consent to:

Audio-record my interview / focus group discussion      YES / NO

For more information or queries you may contact

Olipa Singini at: Applied human Sciences, University of KwaZulu-Natal Howard College Campus Durban.

Email: ... [olipasingini@yahoo.com](mailto:olipasingini@yahoo.com); Cell: ...0743847002

My supervisor is ...Samuel Cinini...who is located at: Applied human Sciences Howard College Campus, Durban of the University of KwaZulu-Natal. Contact details: email [cininiS@ukzn.ac.za](mailto:cininiS@ukzn.ac.za) ; Phone number: +27 (0)31 260 25

The Humanities and Social Sciences Research Ethics Committee contact details are as follows: Dr S Naidoo, University of KwaZulu-Natal, Research Office, Email: [ximbap@ukzn.ac.za](mailto:ximbap@ukzn.ac.za),

Phone number +27312603587.

.....

Agreement to participate

I.....I have read the information concerning the study, **An Exploration of Combative Policing Methods of Shoplifting in Durban, South African: A study based on Durban Central Business District** by Olipa Singini and I understand what the study is all about. I am willing to participate in this study. If I have any further questions/concerns or queries related to the study I understand that I may contact the researcher.

SIGNATURE OF PARTICIPANT

DATE

.....



## Appendix 4.1

### RESEARCH QUESTIONS FOR THE PARTICIPANTS A

Name .....Date .....

Position held: **In-store Manager**.....

Length of time in a position .....

Name of Store.....

#### **Employee Based Questions**

1. How long have you been working in this store?
2. As a manager of this store what are your duties/functions/responsibilities?
3. What kinds of problems do you deal with on a daily basis?
4. What kinds of decisions do you make?

#### **Shoplifting based questions**

5. What is the level of shoplifting experienced by the store annually?
6. How many incidents are reported to you in a week?
7. How much is typically lost within a month (rand value of good, lost profit)?
8. Can you compare shoplifting with employee theft or delivery fraud?

#### **Prevention Based Questions**

9. Does the store have a security department or set of policies on apprehending shoplifters?
10. If yes can you describe them please?
11. How effective are these mechanisms in curbing the shoplifting within your store?
12. As this is Africa and people believe in holistic practices, have you caught an offender claiming to use muthi?
13. What are the specific legislation that you as a manager follow when capturing an offender?
14. Have they been proven effective?
15. Does the store treat shoplifting as a business cost?
16. Does the store invest resources in prevention?
17. If yes, how much does the store lose in income?

**Appendix 4.2**

**RESEARCH QUESTIONS FOR THE PARTICIPANTS B**

Name .....Date .....

Position held: **Security Guard**.....

Length of time in a position .....

Name of Store.....

**Employee Based Questions**

1. How long have you been working in this store?
2. As the security guard of this store what are your duties/functions/responsibilities?
3. What kinds of problems do you deal with on a daily basis?
4. What kinds of decisions do you make, that do not require the input of the manager?

**Offender based questions**

5. What is the typical characteristics of a shoplifter?
6. How many incidents of shoplifting do you as the security guard detect in a week?
7. What percentage are juveniles?
8. Do some types of offenders use particular shoplifting methods or target particular goods?
9. Are there any repeat offenders?

10. When do thefts mainly occur (time of day, day of week, Month, season?)

**Prevention Based Questions**

11. As a security guard what forms of prevention measures do you take in order deter shoplifters?

12. Upon apprehension of a shoplifter, does the store manager ask you to report the incident to the police?

13. What security hardware does the store have for example mirrors, electronic tagging or closed-circuit television (CCTV) cameras?

14. What other prevention measures are in place apart from the ones mentioned above?

15. How effective are these mechanisms in curbing shoplifting within the store?

16. After stealing, can thieves evade you and other store employees?

17. Is lack of natural surveillance a contributory factor to shoplifting with the store?

18. Is there more than one escape route within the store?

19. What legislation do you follow when capturing an offender?

## Appendix 4.3

### RESEARCH QUESTIONS FOR THE PARTICIPANTS C

Name .....Date .....

Position held: **Floor Employee**.....

Length of time in a position .....

Name of Store .....

#### **Employee Based Questions**

1. How long have you been working in this store?
2. As the Floor employee of this store what are your duties/functions/responsibilities?
3. What kinds of problems do you deal with on a daily basis?
4. What kinds of decisions do you make, that don't require input from the manager?

#### **Offender based questions**

5. Can you tell the difference between a shoplifter and a normal consumer?
6. What is the typical characteristics of a shoplifter, that help you pin point one if they enter the store?
7. How do you notice when a specific item is missing?
8. How many people have you caught shoplifting?
9. Have you observed a specific group of people who target the store?

#### **Prevention Based Questions**

10. Have you been trained on how to deal with shoplifters?
11. If yes, how do you respond when you catch a shoplifter?
12. What mechanism do you know of within the store that have been put in place to combat shoplifting?
13. Are they effective in curbing shoplifters?

37 Nkululeko Road  
Pinetown  
Durban  
3610

TO WHOM IT MAY CONCERN

**EDITING CLEARANCE CERTIFICATE**

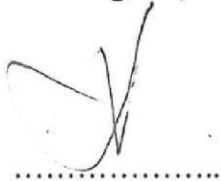
This serves to inform that I have read Olipa Singini's research titled:

**Criminological Analysis on mechanisms used to control shoplifting in Durban Central Business District.**

To the best of my knowledge, this research is free of any spelling and grammatical errors. I am of the view that the quality of the language meets generally accepted academic standards.

Please do not hesitate to contact me for further queries.

Kind regards,



Minenhle Nxumalo

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