



**PERCEPTIONS AND EXPERIENCES OF REPEAT OFFENDERS WITH
REHABILITATION SERVICES: A CASE STUDY OF GLENCOE
CORRECTIONAL CENTRE, KWA-ZULU NATAL**

By

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Science: Social Work**

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DECLARATION

I, **Zama Cyril Khanyile**, declare that this research report is my original work. I conducted this research under the guidance of **Dr Sibonsile Zibane**, and it was completed as part of the requirements for a Masters Degree in Social Science at the University of KwaZulu-Natal.

I hereby affirm the following:

- The research and analysis presented in this report are based on my independent work and the research objectives specified in the report.
- Any external sources of information, including published or unpublished works, images, data, or any other material, used in this report have been properly cited and referenced in accordance with the appropriate academic citation style.
- All ethical considerations, such as obtaining a university ethical clearance, a gatekeeper letter and informed consent from research participants and ensuring data privacy, were upheld throughout the research process.
- I have not previously submitted this report, or a version of it, for any academic evaluation or degree requirement.
- The opinions, findings, and conclusions presented in this report are entirely my own and do not necessarily reflect the views or opinions of the University of Kwazulu-Natal or the Social Work Discipline.
- I understand that any failure to adhere to the ethical and academic standards mentioned above may result in academic penalties, including the rejection of this research report and potential disciplinary actions by the academic institution.

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Signature :

I approve this thesis for submission as a supervisor of the candidate.



.....
Dr. Sibonsile Zibane

Date: 22 April 2024

DEDICATION

To those whose journeys have been marked by struggle, perseverance, and the courage to confront past mistakes.

This thesis is dedicated to the repeat offenders whose unwavering commitment to rehabilitation serves as a beacon of hope for transformation. Your narratives, insights, and experiences are key in illuminating the path towards understanding and improving rehabilitation services. May your resilience inspire change and pave the way for a brighter future, both within correctional facilities and beyond.

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ABSTRACT

Recidivism is a common problem for many countries and rehabilitation services seem to be failing to address the issue of recidivism since there are still high rates of recidivism globally. Both developing and developed countries suffer from the issue of recidivism as it is still increasing. This study aimed to describe the perceptions and experiences of repeat offenders with rehabilitation services. A qualitative research paradigm, specifically using the tradition of interpretivism, was adopted in this study. To collect data from participants, focus group discussions were conducted, consisting of broad questions followed by probes to gain an indepth description of participants and their perceptions of rehabilitation services they previously participated in. Sixteen offenders who were classified as repeat offenders were sampled for and participated in this research study. The thematic analysis method was used to analyse data that were collected from the participants. The main findings of this study revealed that rehabilitation programmes are not yet effective in changing the offenders' behaviour. They faced many challenges in their first incarceration such as ill-treatment by correctional officials and not receiving the needs to which they were entitled. Factors that were found more contributing to recidivism were: failure of rehabilitation programmes, a low level of education by offenders, substance abuse and mental illness, peer influence, a lack of support and poverty and unemployment after their incarceration. The factors that hinder rehabilitation services within the correctional centres include overcrowding, gangsterism, an uncondusive correctional centre environment and corruption and improper conduct by correctional officials. This study recommends that the Department of Correctional Services (DCS) should improve the quality of the programmes; they should come up with new strategies for recruiting offenders for rehabilitation programmes, and training for their correctional officials with the new DCS paradigm. This research study further recommends that DCS workers should apply a multidisciplinary approach when rehabilitating offenders.

Keywords: Offender, Correctional officials, Rehabilitation programs and Recidivism.

LIST OF ABBREVIATIONS

AET: Adult Education Training

CMC: Case Management Committee

CO: Correctional Official

CSO: Correctional Services Official

CSPB: Correctional Services Parole Board

DCS: Department of Correctional Services

GLM: Good Lives Model

KZN: KwaZulu-Natal

NGO: Non-Governmental Organisation

NPA: National Prosecuting Authority

RSA: Republic of South Africa

SAPS: South African Police Service

VOD: Victim Offender Dialogue

VOM: Victim Offender Mediation

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CHAPTER 01

CONTEXTUAL AND THEORETICAL FRAMEWORK FOR THE STUDY

1.1 BACKGROUND AND RATIONALE OF THE STUDY

Prisons all over the world have been going through improvements and transformations, placing rehabilitation and reintegration of offenders at the centre of correctional facilities (Ngozwana, 2017). The post-1994 democracy in South Africa marked a significant shift from the prisons being spaces of punishment to spaces of restoration and rehabilitation. This transformation is reflected not only in the change of name from prisons to correctional centres but also in the overarching philosophy. The Department of Correctional Services now aims to correct the offending behaviour of incarcerated individuals by implementing rehabilitation programmes. The focus is on empowering offenders with skills that can contribute to their successful reintegration into society after their period of incarceration.

Though the correctional centres put more effort into rehabilitating offenders, the issue of recidivism is still a challenge in South Africa. Recidivism is a general term for the recurrence of criminal activity. It can lead to various consequences, such as being arrested again, being found guilty again, or being imprisoned again (Butorac, Gracin, and Stanic, 2017). Recent studies indicate that the general numbers for recidivism are that 50% to 70% of offenders recidivate within three years (Khwela, 2015). Offenders who were previously incarcerated are more likely to re-offend and re-enter the correctional centre. The noted challenge is not the absence of rehabilitation programmes but the number of repeat offenders. In South African Correctional Centres, there are several programmes rendered by different professionals, including social workers, psychologists, educators, and correctional officials. These types of correctional programmes are aimed at reducing recidivism and correcting the behaviour of offenders. There are so many programmes that are rendered in correctional institutions, but it seems they are ineffective hence offenders re-entry to the correctional centre after they have been placed on parole.

Several studies have been conducted to look at the type and to evaluate the rehabilitation programmes that are offered in correctional services centres (Hadebe, 2021). The gap is in studies that document how the programmes are being received, perceived, and experienced by

the offenders. It is against this background that the proposed study aimed at gaining insights into how the rehabilitation programmes offered in one of the correctional centres are perceived, experienced, and appropriated by the offenders. The conducted study gained this understanding from the vintage point of the offenders who participated in the rehabilitation programs during their first incarceration.

The researcher has worked for the Department of Correctional Services for the previous five years, during which time he has assisted in the facilitation of rehabilitation programmes inside the correctional centre. Notably, a significant observation has been the recurrence of seven out of ten assessed offenders, revealing a critical need for further research to address the persistent challenge of recidivism. The researcher recognised the need for a comprehensive examination of the issue of recidivism after witnessing the correctional centre's activities, examining the high percentage of repeat offenders, and hearing from the media about the high rates of recidivism. The current study, positioned against this backdrop, sheds light on how offenders perceive and engage with rehabilitation services, contributing valuable insights into refining and enhancing the efficacy of rehabilitation programmes.

1.2 PROBLEM STATEMENT

The high recidivism rate in South Africa remains a matter of concern. What is more concerning is that some of the repeat offenders re-offend even when they have attended rehabilitation programmes aimed at preventing recidivism. Recent statistics revealed an increase in offenders who re-offend after their incarceration and there is a doubt that rehabilitation programmes within the correctional centres are effective. However, Schoeman (2013) states that recidivism rates in South Africa are estimated to be between 55% and 95%. While a small number of them effectively reintegrate into their communities, numerous others will carry out new crimes and finish up being incarcerated once more (Murhula, 2019). This implies that rehabilitation initiatives occurring in South African Correctional institutions are inadequate and are considered as being amongst the reasons for repeated offence.

Although it is generally acknowledged that crime is a complex and multi-nodal social phenomenon, Herbig and Hesselink (2012) found that South Africa has one of the highest rates of crime and recidivism in the world. They also established a clear causal relationship between crime and the country's historical and contemporary socio-political circumstances, poverty, unemployment, and the ineffective rehabilitation and treatment of offenders. Anecdotal data

indicates that, rather than considering the effectiveness and applicability of the correctional programmes they were initially exposed to, offenders are frequently blamed for reoffending and written off as irredeemable.

1.3 THE FOCUS OF THE STUDY

1.3.1 The Aim of the Study

The study aimed to describe the perceptions and experiences of repeat offenders with the rehabilitation services that are offered within the correctional centre.

1.3.2 The Objectives of the Study

The study aimed to achieve the following objectives:

- To understand the rehabilitation programmes that offenders participate in during their incarceration.
- To gain insight into how and when offenders are recruited to participate in the rehabilitation programmes.
- To describe the offenders' perceptions and experiences of the rehabilitation programmes that they participated in during their first incarceration.
- To establish from the participants possible strategies of reducing repeat offending in a correctional centre.

1.3.3 The Research Questions

The research aimed to answer the following questions:

- What types of rehabilitation programmes did the offenders participate in during their first incarceration within the correctional centre?
- At what stage of imprisonment did the offenders participate in rehabilitation programmes?
- What were the offenders' perceptions and experiences of the rehabilitation programmes in their first incarceration?
- What are the proposed strategies of reducing repeat offending in correctional centres?

1.3.4 The assumption of the Study

The study assumed that there is a mismatch between the rehabilitation programmes attended during incarceration and the needs of the offender post-incarceration.

1.4 THE LOCATION OF THE STUDY

The study was conducted at Glencoe Correctional Centre Northern in KwaZulu-Natal province. Glencoe management area has seven centres but the study focused on one of the centres which houses sentenced offenders who are serving more than two years imprisonment. The choice of offenders who had served more than two years was influenced by the fact that the longer the sentence of offenders, the likelihood that it becomes compulsory for the offender to be included in the rehabilitation programmes. The shorter the offender's sentence the less likely for an offender to participate in the rehabilitation programmes. Moreover, Glencoe Correctional Centre was chosen as the research site because it is in the rural part of the province. In this site, offenders have opportunities to participate in rehabilitation services that are not only limited to professional services by social workers, psychologists, educators or religious workers. This site specialises in crops and animal farming, giving offenders unique opportunities to work and participate in the farming activities of the centre which in turn form part of their rehabilitation journey.

1.5 THE SIGNIFICANCE OF THE STUDY

The significance of this study lies in its comprehensive exploration of the challenges, perspectives, and first-hand experiences of repeat offenders within the context of rehabilitation services at Glencoe Correctional Centre, KwaZulu-Natal. By shedding light on these aspects, the study provides valuable insights that can inform policymakers and the Department of Correctional Services (DCS) in their efforts to evaluate existing practices. Through a nuanced discussion of the multifaceted causes contributing to recidivism, this research equips the DCS with a deeper understanding of the underlying issues at play. Such insights empower the DCS to devise targeted strategies aimed at addressing these obstacles that impede the effectiveness of rehabilitation services. Moreover, by delving into the reasons underlying the failure of rehabilitation programs, this study offers critical guidance for the DCS and its personnel. It prompts a reconsideration of program delivery methods, encouraging the reorganization of existing programs and the development of innovative rehabilitation initiatives. By exploring alternative approaches to program delivery, the DCS can adapt and evolve its practices to better meet the needs of offenders and enhance their prospects for successful reintegration into society.

1.6 THEORETICAL FRAMEWORK

This study was framed within Sutherland's differential association theory. Sutherland put forth the differential association idea in 1939. It clarifies that people pick up criminal behaviours from the people they deal with in their surroundings; they pick up the attitudes, beliefs, techniques, and motivations behind illegal activity. Differential association theory evolution was aimed at predicting crime. According to Buckmon (2015), the theoretical ground for Sutherland's theory was a result of Sutherland's engagement with contemporary issues and agreement with the Chicago School of Symbolic Interactionism school of thought's approach to the study of crime.

According to Edwin Sutherland's differential association hypothesis, affiliation with other people rather than personality traits or biological influences is what leads to deviance. Sutherland (1947) asserts that deviant persons pick up their values from other deviants. Consequently, if a person associates with a group of deviants, they will likely pick up the deviance as well, and it will appear normal to them, even in contrast to what members of the dominant culture may think. This theory further posits that people pick up bad habits from persons they regard as significant; the more significant a person is to them, the more probable it is that they would be influenced by them.

Gona, Mugari, and Zondayi (2014) pointed out that when someone is brought to a correctional facility, they interact with a community of offenders who can mould them into possibly sophisticated criminals. The authors added that a person becomes socialised into a criminal when they associate with criminals, particularly if they are weak. Additionally, they emphasised that contacts in differentiation associations differ in terms of frequency, duration, priority, and intensity; as a result, frequent contact with offenders for an extended period may predispose ex-offenders to engage in more criminal activity following their release from the correctional centre. According to Sutherland's theory of criminal behaviour, criminal behaviour is learnt; in this study, criminal behaviour would be acquired through social interaction with other offenders in correctional facilities (Buckmon, 2015).

According to Sutherland 1947, differentiation association theory predicts that individuals will choose criminal behaviour when the decision to commit a crime exceeds that of not committing a crime. This tendency becomes learnt through social association and communication

(Buckmon, 2015). Sutherland (1947) stated that differentiation association theory has a set of nine propositions, which can be grouped into two sets of elements. According to Sutherland as cited by Buckmon (2015), the first sets of elements for learnt criminal behaviour include those techniques and skills for committing crimes which vary from simplistic techniques to complex techniques that are only known by selected offenders belonging to the group. The second set of elements for learnt criminal behaviour is considered the more proximate sets of elements learnt assumed such as the specific direction of motives, drives, rationalisation and attitude towards the rules governing body overseeing laws or disobedience of law and rules.

Buckmon (2015) and Mathew (2023) discussed the following propositions of differentiation association theory as outlined by Sutherland (1947):

Criminal behaviour is learnt

According to Edwin Sutherland's differentiation association theory, criminal behaviour is learnt through a specific process rather than being innate. Sutherland (1956) argues that this indicates that criminal activity is not inherited and that, similarly to how a person does not perform mechanical interventions unless trained in mechanics, an offender who has not previously been trained in crime does not create criminal behaviour. Through interactions with others, especially in their close social circle, people pick up illegal behaviours.

Within the correctional centres, offenders learn more criminal behaviour from other offenders. In most cases, offenders who are first-time offenders get minor sentences but after their placement on parole, they return to custody with heavier sentences because, during incarceration, they get more criminal skills from other offenders (Symkovych, 2023). Environmental factors also contribute to criminal behaviour, if someone grew up in a community which was crime-infested; there are high chances that he could learn criminal behaviour (Jacobs and Skeem, 2021). Moreover, if offenders are released from custody and go back to the communities which are dominated by crime, there are high chances for them to learn new crimes and return to custody (ibid).

Criminal behaviour is learned through communication

Differential association theory states that criminal behaviour is acquired through interpersonal interactions in close groups. In most cases, within the correctional centres, this happens through

gangsters whereby gangster members promote crime by tasking, giving instructions, ideas and techniques to other offenders to commit more crimes during the incarceration (Symkovych, 2023).

Criminal behaviour is learnt within intimate personal groups

Sutherlands' (1947) highlights that criminal behaviour is acquired in close-knit communities. Sutherland highlights that small, close-knit groups like family, friends, or peers are the best places for criminal behaviour to be learnt. These are the main groups that expose offenders to criminal behaviours and values. This essentially means that offenders can simply commit new crimes and end up back in custody if they associate with these organisations after being placed on parole.

Criminal behaviour is learning which includes techniques, direction of motive, drives, rationale and attitudes

Offender education includes not just the technical skills of crime but also the attitudes, justifications, and motivations behind illegal activity (Buckmon, 2015). In certain situations, people view criminal activity as acceptable or even desirable. For instance, in a study conducted by Symkovych (2023), offenders who had never held a job before their incarceration saw crime as a vocation and thought it was acceptable to commit crimes and make money if they were jobless. Before their offences, some offenders believed that committing crimes was the greatest method to exact revenge (ibid).

Criminal behaviour is an expression of general needs and values

Sutherland (1947) contends that basic human needs and values like the need for money, status, thrill, or social acceptance are the root causes of criminal activity. Criminal activity is seen as an alternate strategy for accomplishing these objectives. The majority of offenders do it to make quick money, gain notoriety and respect from others, and gain recognition from society (ibid). Although universal wants and values serve as the driving forces behind criminal behaviour, there are counter arguments that wants and values are insufficient to account for the differences in the rates of criminal activity across different offenders. Understanding individual variance in criminal behaviour requires an understanding of differential association and learning processes.

1.7 INTRODUCING RESEARCH METHODOLOGIES

The paradigm and methodology employed in this study followed a qualitative interpretive approach. As highlighted by Creswell (2014), qualitative research emphasizes the exploration of meanings attributed by individuals or groups to social or human phenomena. Given the need for an in-depth understanding, a case study research design was deemed appropriate. Coombs (2022) defines a case study design as "a methodological approach used to gain comprehensive insights into a contemporary issue or phenomenon within a defined system."

This study utilized a purposive sampling approach, following the guidelines outlined by Ashley (2020). Purposive sampling is characterized by the selection of participants based on specific characteristics relevant to the study's objectives, rather than random selection. In this case, the researcher targeted repeat adult male offenders aged between 25 and 55. Specifically, participants were chosen from among those who had served more than 24 months in the past and were currently serving a sentence exceeding 24 months. The inclusion of both literate and illiterate offenders was considered in the sampling process. The researcher sampled sixteen repeat offenders, they were divided into two groups and the saturation was reached in the second group and there was no need to consider other participants.

The focus group emerged as the most suitable data collection method for this study due to its capacity to delve deeply into the subject matter and facilitate mutual learning among participants. Three focus group sessions were conducted, each serving as a platform for robust discussions. The first two sessions accommodated eight offenders in each group, while the third session brought together all sixteen participants from both groups. All discussions were meticulously recorded, supplemented by notes capturing non-verbal communication cues. Thematic analysis was employed to analyze the data, given its ability to extract patterns and themes from partially structured data. Through this method, the researcher could identify and elucidate key themes arising from the discussions held during the focus group sessions.

1.8 DEFINITION OF CONCEPTS

Recidivism

Recidivism is a general term for the recurrence of criminal activity. It can lead to various consequences, such as being arrested again, being found guilty again, or being imprisoned again (Butorac, Gracin, and Stanic, 2017). According to Shonhai (2017), “recidivism is the act of re-offending among x-offenders and relapsing into criminal behaviours despite having been rehabilitated within the correctional centre, it can also be taken as a repetition of criminal behaviours”.

Rehabilitation

This is an effort to use a variety of activities and interventional tactics, like education and agriculture, to change the condemned offenders' undesirable behaviour and personality. (Shonhai, 2017). Lekalakala (2016) defines rehabilitation as a correctional philosophy that encourages education and job training for offenders in order to bring about reform or change and assist in reintegrating offenders into society so they can lead productive and law-abiding lives.

Correctional Centre

According to Louw (2008) cited in Lekalakala (2016), A correctional centre is a facility where offenders are housed for the goals of punishment, community safety, and rehabilitation. According to the Correctional Services Act No. 111 of 1998, a correctional centre “is any place established under this act as a place for detention, confinement, training or treatment of persons who have been sentenced to imprisonment for a certain period by the court or detention in placement under protective custody”.

Offender

An offender “is any person convicted and detained in custody in any correctional centre or remands detention facility, or who is being transferred in custody, or is en route from one correctional centre or remand facility to another correctional centre or remand detention facility” (Correctional Matters Amendment Act, 2011, cited in Manganye, 2016).

Rehabilitation programmes

Rehabilitation programmes are structured actions aimed at influencing the offenders positively to improve the quality of their lives so that when they are due for release they low-abiding people, who fit in well with their communities (Manganye, 2016). The White paper on Corrections (2005) defines rehabilitation as “the result of the process that combines the correcting of offender behaviour, human development and the promotion of social responsibility and values that involve both the departmental responsibilities of the government and the social responsibilities of the nation”.

Parole

“Parole is an internationally accepted mechanism that provides for the conditional release of offenders from correctional centres into society before they have served their entire sentence of imprisonment (DCS Parole Board Training Manual, 2004). DCS Parole Board Training Manual also defines parole as a “period whereby an offender who has served the prescribed minimum detention period of his or her sentence in a correctional, is conditionally released to serve the remaining sentence in the community under the supervision and control and the control of the Department of Correctional Services”.

Department of Correctional Services

According to the Republic of South Africa (1998:14), “the Department of Correctional Services is responsible for the incarceration of sentenced offenders and detainees who are awaiting trials”. The department is responsible for “safe custody, rehabilitation and the reintegration of offenders into community”.

The above definitions of concepts were also adapted by this study.

1.9 PREVIEW OF THE CHAPTERS

CHAPTER 01: ORIENTATION OF THE STUDY

In this chapter, the researcher introduced and gave a broader perspective of the study. The researcher also discussed the background of the study, the problem statement, the research objectives and questions, theoretical framework, summary of research methodology, significance of the study and definition of key concepts for this research.

CHAPTER 02: LITERATURE REVIEW

In this chapter, literature was reviewed in relation to recidivism and rehabilitation services. In an order of sequence, this chapter presented discussions regarding the crime and conviction rate in South Africa, the legal and policy framework of the South African Department of Correctional Services, types of rehabilitation programmes in the DCS, factors that contribute to the success and the failure of rehabilitation programmes, parole and release procedures and process, recidivism rate national and international, trends and patterns of recidivism, factors that contribute to recidivism, preliminary studies on recidivism and proposed ways to reduce recidivism.

CHAPTER 03: RESEARCH METHODOLOGY

This chapter presented the methodological approach that was followed in conducting this study. Sequentially, this chapter discussed the research paradigm and approach, research design, sampling procedure, data collection and data analysis, location of the study, trustworthiness, ethical consideration and limitations of the study.

CHAPTER 04: DATA PRESENTATION, ANALYSIS AND INTERPRETATION OF THE STUDY FINDINGS

The focus of this chapter was to present and analyse the research findings. Sections that were covered in this chapter included biographical information of the participants, participants' understanding of the parole rules and conditions, a lack of orientation to life inside correctional centres, timing of introducing the rehabilitation programmes, participants' experiences with rehabilitation services, rehabilitation programmes offered by DCS, participants perceptions of the content of the rehabilitation programmes, hindrances to rehabilitation, and participants understanding of the relationship between rehabilitation and recidivism.

CHAPTER 05: SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This chapter presented the summary and conclusion of the study, and recommendations for DCS as well as recommendations for future research.

CHAPTER 02

LITERATURE REVIEW

2.1 INTRODUCTION

The rehabilitation of offenders has long been a central focus within the criminal justice system, aiming at transforming individuals who have engaged in criminal behaviour into law-abiding and productive members of society. Historically, punitive approaches dominated the justice system, emphasising retribution and incapacitation as primary goals. However, over the years, a growing body of research and evolving societal attitudes have underscored the significance of rehabilitation in reducing recidivism rates, fostering community safety, and promoting individual reintegration.

This literature review chapter serves as a comprehensive exploration of the rehabilitation of offenders, examining the diverse range of interventions, strategies, and programmes aimed at facilitating positive behavioural change and successful reintegration into society. Through the synthesis and critical evaluation of existing research, the primary objective of this chapter is to shed light on the current state of knowledge, identify gaps and limitations, and offer valuable insights into effective approaches that advance the field of offender rehabilitation.

The first section of this chapter discusses the crime and conviction rate in South Africa and the legal and policy framework of the South African Department of Correctional Services. The second section discusses the types of rehabilitation programmes in the Department of Correctional Services, the factors that contribute to the success and the failure of rehabilitation programmes, parole and release procedures and processes, trends and patterns of recidivism, and factors that contribute to recidivism. The last section shares preliminary studies on recidivism.

2.2 CRIME AND CONVICTION RATE IN SOUTH AFRICA

South Africa has long struggled with high crime rates, making it a topic of significant concern and study. According to Lekalakala (2016), South Africa has a high rate of both crime and reconviction rate. When crime rates are particularly high, this contributes to correctional facilities overcrowding. Various types of crimes, including violent crimes, property crimes, and socio-economic crimes, contribute to the overall crime rate in the country. Research has shown that several factors influence crime rates in South Africa, such as poverty,

unemployment, income inequality, social disintegration, substance abuse, and inadequate law enforcement resources (ibid).

According to the latest available crime statistics from the South African Police Service (SAPS), which cover the period 2021-2022, there were 536350 cases reported compared to 355648 cases reported in the 2020–2021 financial year, showing an increase of 180702 cases (South African Police Services' annual report, 2022). Economic crimes were leading were found to occur the most frequently increasing from 55,5% to 71,8% (Shishane, John-Langba, and Onifade, 2023). The high crime rate highlights the negative impact of crime on individuals, communities, and the overall socio-economic development of the country. According to the National Prosecuting Authority (NPA) Annual Report for the (2020) financial year, the overall conviction rate across all courts in South Africa was reported to be 87.4% during this period. This indicates that approximately 87.4% of cases resulted in a conviction, either through a guilty plea or a verdict reached at trial. Both the high crime rate and the conviction rates discussed here clearly indicate a need for a multifaceted approach towards the fight against crime in South Africa.

2.3 LEGAL AND POLICY FRAMEWORK OF THE SOUTH AFRICAN DEPARTMENT OF CORRECTIONAL SERVICES.

According to Correctional Services Act 111 of 1998, the Department of Correctional Services (DCS) is mandated to place offenders in a secure, safe and humane environment, and ensure that rehabilitation and successful reintegration programmes are implemented. This act further states that the main aim of DCS is to contribute to maintaining and protecting a just, peaceful and safe society by enforcing sentences of the courts, detaining all offenders in safe custody whilst ensuring their human dignity and promoting the social responsibility and human development of all offenders and other people subject to community corrections.

The white paper on corrections (2005) states the following key objectives of the correctional system:

- “Implementation of sentences of the courts
- Breaking the cycle of crime
- Security risk management
- Providing an environment for controlled and phased rehabilitation interventions.
- Providing guidance and support to probationers and parolees within the community
- Provision of corrective and development measures to the offender.

- Reconciliation of the offender with the community.
- Enhancement of the productive capacity of offenders
- Promotion of healthy family relations.
- Assertion of discipline within the correctional environment”.

The White Paper on Corrections (2005) states that “the purpose of the correctional system in South Africa is not punishment but protection of the public, promotion of social responsibility and enhancing of human development in order to prevent recidivism, or the return to crime”. Though the Department of Correctional Services is all means to achieve its goal of rehabilitating offenders, they revealed that they are facing a lot of challenges which hinder the rehabilitation process such as overcrowding, the state of the DCS facilities, institutional or correctional centre’s culture, corruption and mal-administration, training and retraining of members for the new paradigm and the needs of special categories offenders.

The white paper emphasises the correction and development of offenders rather than punishment and treatment, as the greatest ways to achieve rehabilitation and prevent recidivism. As a result, the DCS method is built on the belief that if given the chance, people can change (South Africa, 2005). Success in rehabilitation, according to the White Paper on Corrections (2005), concedes that there is no credible data on recidivism in South Africa, but success in the following could be a good sign of the effectiveness of both internal department programs and societal activities. These categories include the decrease or elimination of criminal offending within correctional facilities, the efficacy of released offenders in society, and the reduction of fresh offending as societal institutions begin to play a role.

Every offender serving a sentence of more than twenty-four months must have a correctional sentence plan (Section 38 of the Correctional Services Act 111 of 1998). The case management committee (CMC) are in charge of the correctional sentence plan. They evaluate information acquired during the admission assessment to build a correctional sentence plan. Firstly, the plan provides a strategy to address the needs and potential hazards of convicted criminals. Secondly, it lays out the programmes that must be implemented to address criminal behaviour and assist offenders in developing skills to handle the socioeconomic situations that lead to criminality. It then specifies the services and programmes required to improve the condemned offender's social functioning, and lastly, it gives time frames to make sure that specified programmes and services are rendered to incarcerated offenders.

2.4 TYPES OF REHABILITATION PROGRAMMES IN THE DEPARTMENT OF CORRECTIONAL SERVICES.

2.4.1 Psychological services

Psychological programme is based on the assumption that an individual's criminal behaviour is symptomatic of a defect in the emotional makeup or psyche of the offender, which can be diagnosed and understood by trained professionals such as psychologists (DuPlessis, 2017). These services are provided by trained psychological services workers. Psychological services workers provide therapy to promote their well-being and mental health. Professional psychologists render their services using two methods which are individualised sessions and group session interventions whose main focus is to empower offenders with psychotherapy (Murhula, Singh and Nunlall, 2019). Herbig and Hesselink (2012) revealed that professional psychologists within the Department of Correctional Services assist in the identification and treatment of personality insecurities and cognitive distortions as well as with in-depth, longterm therapy of offenders. They further discussed target areas for psychological services such as suicide risk management, psychological intervention when requested by a court of law, psychological counselling, risk management of persons under supervision within the community, and offenders guilty of aggressive and sexual offences.

2.4.2 Social work services

Social workers employed by the Department of Correctional Services are involved in the rehabilitation of those incarcerated by offering a range of professional services (Mnguni, 2011). Within the Department of Correctional Services, social work services are being rendered to sentenced offenders, parolees, and probationers through casework, group work and community work. This is affirmed by the DCS Social Work procedure manual which states that rehabilitation incorporates all aspects of an offender's life such as intellectual, physical, social, psychological, spiritual, educational and training, personal development and preparation for release. The DCS Social Work procedure manual states that social work services are offered to offenders in order to enhance their social functioning, problem solving and coping capacities, to link them with systems that provide them with resources, services and opportunities, to promote the effective operation of these systems and to contribute to their development and reintegration (DCS Social work procedure manual, not dated).

The following programmes are mostly rendered by social workers within the Department of Correctional Services:

- Anger management programme
- Family, marriage, care and relationships programme
- Sexual Offender Treatment Programme (SOTP)
- Substance use disorder programme
- Resilience Programme
- Life skills programme
- Orientation programme
- Parenting skill programme

2.4.3 Health care services

According to White Paper on Corrections (2005), offenders are entitled to healthcare services and these services are aimed at making better the health lifestyle of all offenders who are incarcerated. Every offender who is sentenced is expected to be seen by health workers and screened before they are admitted to the correctional centre (ibid). Offenders found to have health problems are assisted with all medical interventions without paying money (Murhula, Sing and Nunlall, 2019). Healthcare professionals within the Department of Correctional Services are not only responsible for the provision of healthcare to offenders, but their wider role is to take responsibility for overseeing the health implications of the correctional centre environment and ensuring that shortcomings that could be detrimental to health are brought to the attention of those in charge of the correctional centres (Coyle and Fair, 2018). Furthermore, they mentioned the main functions of healthcare workers within the Department of Correctional Services:

- Initial medical screening on admission to the correctional centre
- Regular out-patient consultations
- Emergency treatment
- Suitable equipped premises for consultation with and the treatment of offenders
- An adequate supply of appropriate medicines dispensed by qualified pharmacists
- Facilities for physiotherapy and post-treatment rehabilitation
- Any special diets which may be identified as medically necessary.

2.4.4 Educational services

Educational services including AET, skills and development play a huge role in rehabilitating offenders (Murhula, Singh and Nunlall, 2019). According to the South African Constitution section 29, every citizen has a right to education and the Department of correctional Services ensures that educational programmes that they render to offenders are in line with the constitution. The results of the study conducted by Nally, Lockwood, Knutson and Ho (2012) have found that an offender who did not attend educational programmes during incarceration is approximately 3.7 times more likely to become a recidivist offender after placement on parole compared with an offender who has participated in a variety of correctional education programmes during incarceration. They added that the recidivism rate is 29, 7% among offenders in the group who attended a variety of correctional education programmes.

In contrast, the recidivism rate reached 67.8% among offenders in the compassion group who did not attend correctional education during incarceration. They concluded by stating that correctional education programmes may serve as an important mechanism in reducing the recidivism among released offenders which in turn will significantly reduce the incarceration expenses that are associated with recidivist offenders (ibid). Mohammed and Mohamed (2015) concurred as they stated that offenders who had enrolled in most educational programmes while incarcerated had lower recidivism rates than those who did not attend the programmes. They added that offenders need education programmes that not only teach them to read and write but also provide them with the necessary skills that promote a positive transition to society after their incarceration. They concluded by stating that vocational education and training as part of offender rehabilitation offers opportunities for offenders to increase the likelihood of successful reintegration into the community and reduce the risk of re-offending. Moreover, they noted that training vocational education will provide significant benefits in addressing issues that caused offences as well as reduce their recidivism rate; therefore providing offenders with vocational education training is a pathway to reducing recidivism.

Though many empirical studies view educational programmes as one of the programmes which lower recidivism rates, the assessment conducted by Hall (2015) where she reviewed ten research studies which were conducted between 1995 and 2010 found that education does not work as a reduction tool for recidivism, and that this is true for all forms of correctional

education. However, she argues that a high level of education, including degrees, is particularly effective at reducing recidivism.

2.4.5 Spiritual care services

Spiritual care services are conducted by different religious workers and they contribute more to developing the spiritual and moral development of offenders as well as in giving continuous guidance and support in the spiritual life of offenders (Johnson, 2012). Religious and spiritual care workers assist incarcerated offenders with personal, spiritual care and familial support and this is ensured by the South African Correctional Centres (Herbig and Hesselink, 2012). Correctional Centre ministries still believe that religion is the critical ingredient in helping former offenders leads crime-free lives. These correctional centre ministries offer offenders a variety of spiritual programmes. These include one-to-three-day seminars and weekly bible studies. The level of offender exposure to such religious programmes is a maximum of 50 hours of bible study and several days of intensive seminars annually (ibid).

The pervasiveness of religion and religious programmes in correctional centres provides natural mechanisms for advancing models that teach and support virtuous behaviour (Johnson, Hallet and Jang, 2021). In contrast, Khan (2020) argued that irrespective of the approach used, there is sufficient evidence to support the view that faith-based programmes have a positive effect on the rehabilitation of offenders and help reduce recidivism.

2.4.6 Totals of offenders who benefited from different programmes in DCS for the 2021/2022 financial year.

The following table provides the number of offenders, parolees and probationers who attended the rehabilitation programmes for the 2021/2022 financial year in the Department of Correctional Services.

Table 2.1 Department of Correctional Services Annual Report: 2022

Programme	Number of offenders, parolees and probationers who received the service
Correctional programmes	78 148
Vocational Skills	57 816
Formal education programme	8 477
Psychological services	44 327
Social work services	113 833
Spiritual care services	217 177

2.5 FACTORS THAT CONTRIBUTE TO THE SUCCESS AND THE FAILURE OF REHABILITATION PROGRAMMES.

2.5.1 Factors that contribute to the success of rehabilitation programmes

2.5.1.1 Family support

One of the key elements in an offender's rehabilitation and success in the community is family support (Chikadzi, 2017). Datchi, Barreti, and Thompson (2016) remark that family-oriented programming is a crucial part of offender rehabilitation in adult correctional facilities and that incarceration and re-entry are a family and community affair. Without family acceptance, ex-offenders may wind up homeless, while others may find acceptance among criminals and relapse into crime. Family support is essential for ex-offenders' reintegration and rehabilitation. Without family assistance, it may be difficult to get necessities like food, clothing, shelter, and a place to stay (Chikadzi, 2017). According to Zondi (2012), the South African criminal justice system views the rehabilitation and reintegration of offenders as a collective social responsibility. It is crucial that the family, who are key players in combating crime, is made aware of the significance of accepting ex-offenders and assisting them with reintegration.

2.5.1.2 Community Involvement

According to De Vaux (2013), if the community does not accept that the offender has been rehabilitated, he or she may turn to actions that will send him or her back to the correctional

facility. A strong relationship between the offender and the community also increases the chances for successful reintegration into society. According to Du Plessis (2018), the external community should be the focal point of the rehabilitation process because it is the offender's place of origin and return, where they were exposed to socialising forces as well as particular morals and values. The author added that the community can foster possibilities for restitution, forgiveness, healing, and reconciliation that may help foster public acceptance of an offender, which is essential for successful rehabilitation.

2.5.1.3 Life Skills

Numerous life skills programmes utilised in correctional settings are successful, according to Clark and Duwe (2015). Any training that teaches fundamental personal management skills is included in life skills programming, which also covers many other fundamental skills such as parenting and financial literacy (ibid). According to Visher, Lattimore, Barrick and Tueller (2017), life skills programmes may give offenders the notion that they are ready for re-entry and that going home will not be a problem. The development of the required tools to support offenders in daily life, such as recognition, interpretation, reflection, response, and planning, is crucial to rehabilitation and is a key component of life skills (Jolley, 2018). According to the research done by Soeker, Carriem, Hendricks, Joynt and Naidoo (2013), social workers frequently provide life skills to offenders in correctional facilities, which helps them reintegrate into society and cut down on recidivism. The author added that after incarceration, ex-offenders were better able to handle challenging situations like nonverbal and verbal communication, anger management, and conflict resolution. Life skills like communication were the most suitable for offenders since they offered the chance to learn how to improve their own behaviour and viewpoint in social circumstances on a personal level. They went on to say that following attendance at the life skills programme, offenders displayed self-control and confidence, improved sleeping habits, a decrease in destructive behaviour, a good attitude towards the future, and a drop in depression, anxiety, and recidivism(ibid). In contrast, Mackenzie (2012) thought that life skills programmes were unimportant, pointing out that while they might teach useful skills, they might not lead to the kind of cognitive shift needed to alter behaviour.

2.5.1.4 Restorative Justice Programme

Programmes for restorative justice are essential to the process of rehabilitating offenders, Lattimer, Dawden and Muise (2005) cited in Chikadzi (2017), opined that restorative justice

programs reduce recidivism on average when compared to non-restorative responses to criminal behaviour. They added that restorative justice programmes are a more effective method of improving victims' or offenders' satisfaction, increasing offender compliance with restitution and decreasing offender recidivism. According to Zehr (2015), restorative justice may occasionally result in positive by-products, including reconciliation and forgiveness as well as a decline in recidivism and repeat offences. According to multiple studies, restorative justice might result in up to 25% reduced reoffending and substantially higher participant satisfaction (Brooks, 2017).

2.5.1.5 Vocational Skills

By easing monetary and lowering reoffending through fostering critical thinking abilities, offender education may aid in reducing security risks within correctional institutions (Farley and Pike, 2016). Mohammed Mohamed (2015) made it clear that including vocational education and training in the rehabilitation of offenders provides opportunities for offenders to increase their chances of successful reintegration into society while lowering their risk of reoffending. Vocational education and training for offenders are seen to have considerable advantages in resolving the problems that led to offences and lowering recidivism rates. According to the study by Vandala (2019), correctional education, such as vocational training, significantly aids in the rehabilitation of offenders by altering their behaviour and attitudes, boosting self-esteem and confidence, improving employment skills, reviving humanity, improving cognitive abilities, fostering growth, raising literacy levels, and converting them into law-abiding citizens.

2.5.2 Factors that contribute to the failure of rehabilitation programmes

The White Paper on Corrections in South Africa (2005) acknowledges that there are certain challenges the DCS faces during the period of transformation and these challenges contribute to the failure of rehabilitation programmes, namely:

- The state of DCS facilities
- Overcrowding
- Institutional “Prison culture”
- Corruption and Maladministration
- Training and retraining of members for a new paradigm • Aligning the organisational structure with the new paradigm

- The needs of special categories of offenders such.

The following is the description of the factors that contribute to the failure of programmes which also relate to the above challenges:

2.5.2.1 Overcrowding

Overcrowding is the main barrier that affects the rehabilitation system within the correctional centres and it hinders the benefits of offenders from the rehabilitation programmes (Nkosi, 2018). Lekalakala (2016) views overcrowding as one of the factors that may hinder the work of social rehabilitation and lead to inhuman, cruel or degrading treatment. In the South African correctional services centres, the total number of inmates on 31 March 2021 was 140 948, against the approved bed space of 110 836 (DCS Annual Report, 2021). The unsentenced inmate population constituted 33.97% whilst the sentenced offender population constituted 66.03% of the total inmate population. Males made up approximately 97.55% of the inmate population, while the total female population was approximately 2.45%. The decrease in the offenders' population of 13.5% was largely due to the reduction in the sentenced population (Department of Correctional Services Annual Report, 2021). During the 2021/2022 financial year, 143 223 out of 108 804 approved bed spaces at the end of March 2022.

The Department of Correctional Services released 13903 offenders in the financial year 2020/2021 and that has resulted in the reduction of overcrowding rate from 41,56% to 27% (DCS Annual Report, 2021). This annual report also revealed that the Department of Correctional Services admits that overcrowding remains a matter of concern as it prolongs to stretch resources, hampering efforts of rehabilitation. This proves that if there is overcrowding within the correctional centres, the environment is unlikely to be conducive and that may result in the failure of rehabilitation services.

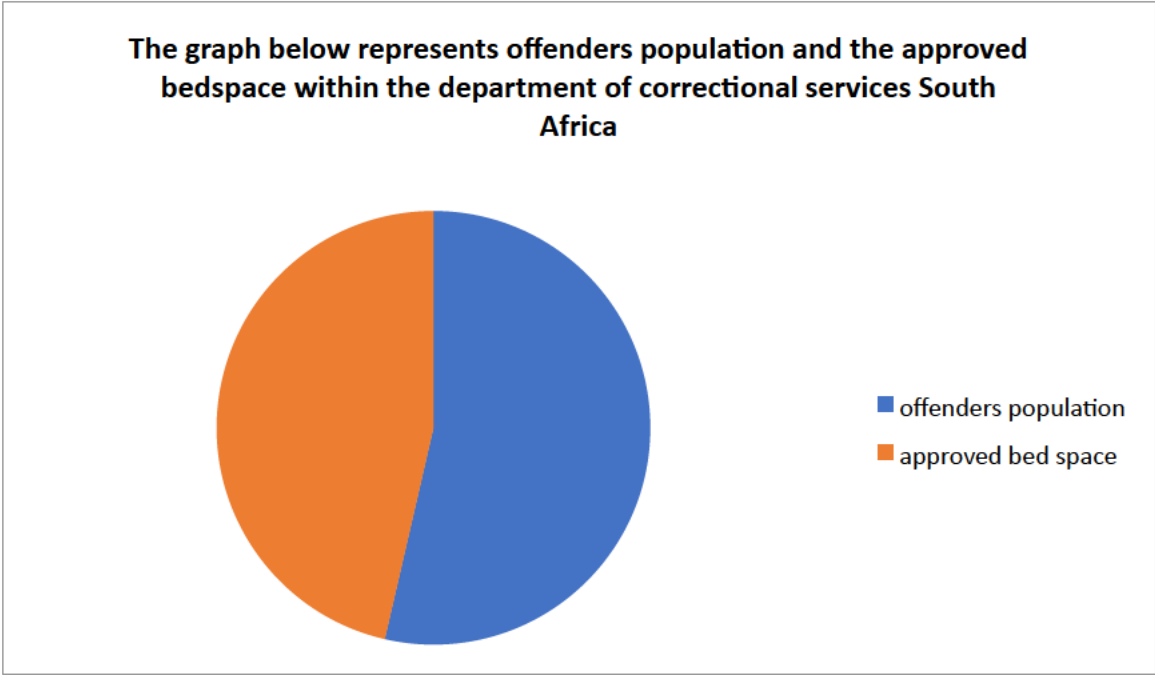


Figure 2.1 Department of Correctional Services Annual Report for 2021/2022 financial year.

2.5.2.2 Gangsterism

Gang-related activities are a common problem in correctional centres and offenders who are involved in gang activities are unlikely to be rehabilitated because they have their subcultures which are against the implementation of rehabilitation processes. Meseret (2018) found that offenders who are involved in gangsters’ activities have a low interest in attending rehabilitation programmes and if happen to attend some programmes, they take an opportunity to recruit other offenders and train them to commit other crimes in the future. This implies the so-called that correctional centres are universities of crime. Nel (2017) recommended that offenders in gang activities within the correctional centres should be considered in rehabilitation programmes as they are available but they are not conducted. This shows that programmes aimed at dealing with the issue of gangs within the correctional centres are available but no staff personnel to roll out them to entitled offenders.

2.5.2.3 Unconducive Correctional Centre Environment

According to Mburu (2021), offenders had to compete for scarce resources because of the unfavourable conditions in correctional facilities due to overpopulation. The author added that the overstretched resources put offenders in stressful situations as they fight to survive and do not go through the rehabilitation process as expected. Mnguni (2011) argued that some

correctional facilities' working conditions do not support the effective and efficient delivery of rehabilitation services due to issues like a lack of group rooms and sufficient social workers to provide services. Moreover, Nkosi (2018) found that the likelihood of offenders rehabilitating was diminished as a result of overcrowding in correctional centres. She added that although they had been told upon arriving at the facility that such programmes were offered to all offenders, because of congestion, offenders did not have access to rehabilitation programmes.

2.5.2.4 Corruption and improper conduct by correctional officials

Shaliyu, Pretorius, van Dyk, Vander Stoep and Hagopian (2014) found that the rehabilitation process is also jeopardised by correctional officials who are unethical, behave strangely and lack important skills associated with the reforming process. Empirical studies have shown that corruption and improper conduct by correctional officials are some of the factors which hinder the rehabilitation process. The study conducted by Manganye (2016) found that many stumbling blocks within the correctional centres affect the rehabilitation process such as a smaller number of correctional officials trained to conduct rehabilitation programmes, shortage of workers to supervise the rehabilitation process and offenders, demotivated offenders who are serving long sentences, fit one fit all kinds of programmes and the smuggling of unauthorised items within the correctional centre.

The study conducted by Shonhayi (2017) at Chikurubi farm prison revealed that an unconducive environment, insufficient funds, unavailable training for workers who facilitate rehabilitation programmes, non-compliance with rehabilitation policies and a shortage of employees to render rehabilitation programmes are the well-known obstacles affecting reintegration programmes.

2.6 PAROLE AND RELEASE PROCEDURES AND PROCESS

Parole is an internationally accepted mechanism that provides for the conditional release of offenders from the correctional centre into society before they have served their entire sentence of imprisonment (DCS Parole Board Training Manual, 2004). DCS Parole Board Training Manual (2004) also defined parole as a placement option from a correctional into the system of community corrections. Parole in South Africa is governed by correctional services (Act 111 of 1998), criminal procedure Act 51 of 1977) and correctional services B order policy.

The following are the key concepts that broadly define parole as they are described in the Department of Correctional Services Parole Board Training Manual (2004):

- **Parole**

Parole refers to a period whereby an offender who has served the prescribed minimum detention period of his or her sentence in a correctional, is conditionally released to serve the remaining sentence in the community under the supervision and control and control of the Department of Correctional Services. Parole placement is subject to certain conditions until the expiry of the full sentence, being accepted before release. These offenders are referred to as parolees whilst on parole in the system of community corrections.

- **Correctional supervision**

Correctional supervision is a sentencing option exercised by the court and is served within the community. This sentencing option can be imposed where a person must first serve a portion of the sentence in a correctional centre or be admitted directly into the community corrections system from the court. These offenders are referred to as probationers who are subject to the rendering of community service and compliance with set conditions whilst in the system of community corrections.

- **Day Parole**

Day parole is a management mechanism preceding the parole phase to gradually assist an offender to be released into the community at his own responsibility under controlled circumstances. The offender will be compelled to return to the correctional centre after hours.

- **Sentence expiry**

This is the date when the total determinate sentence expires after amnesty and or special remission of a sentence has been deducted from the maximum date. That is, the release of the offender occurs at the expiry of his or her sentence.

- **Amnesty**

The granting of amnesty is the prerogative of the president and is usually allocated on special occasions. Amnesty is a sentence reduction and the terms and conditions are determined by the president. In this regard, the Department of Correctional Services must comply with the administrative steps as specified in the presidential decree.

- **Special Remission of Sentence**

The Department of Correctional Services Act 111 of 1998 makes a provision that the commissioner may allocate special remission of sentence to an offender where he or she has acted highly meritoriously. Such special remission of sentence can only be deducted from the parole period. If special remission of sentence has no effect on the offender's term of imprisonment such as life imprisonment, a monetary reward may be allocated.

- **Medical Parole**

Medical parole is considered when an offender suffers from a highly contagious disease or is terminally ill due to his/her physical condition and on the recommendation of more than one medical practitioner or specialist physician, the minister, the commissioner, the parole board or relevant court may approve that such an offender be released on medical parole to die a dignified and consolatory death.

The above concepts give the background about the release of offenders before the expiry of their sentences; offenders may qualify for any of the above depending on the type of sentence, sentence period and their behaviour during the incarceration. The benefits of parole come with a lot of confusion in different communities and members of the community are always curious to know who qualifies to be granted parole or any other type of release before the expiry of the sentence.

In answering the question "Who Qualifies for correctional supervision or parole", the Correctional Services Act 111 of 1998 in line with the Parole Board Training manual (2004) states that:

- All offenders qualify to be granted the benefits of parole or placed under correctional supervision after they have served their minimum detention period and mostly, it used to be the half-sentence period of their entire sentence. For example, an offender sentenced to fifteen years imprisonment needs to serve at least seven years and six months before qualifying for parole. Not all offenders need to appear before the parole board committee, offenders who are serving less than twelve months' sentences may be seen and released by the area manager while those who are serving twelve months or more must appear before the parole board committee.

The Department of Correctional Services Parole Board is mandated to follow certain procedures during a parole board hearing. This procedure is derived from the policies and legislation frameworks that govern the Department of Correctional Services such as Criminal Procedure Act 51 of 1977, Correctional Services Act 110 of 1998 and B Order in Correctional Services.

According to the Correctional Services Parole Board (2004), the following procedures and processes are applied during parole board hearing:

- 14 days before the scheduled meeting, preparations are made for the parole board.
- The committee forum is established before the meeting.
- Before recommending an offender, every forum participant offers good feedback. If any supporting documentation is lacking, the offender is provided with a more detailed profile.
- After deliberating, the committee decides whether or not to grant an offender the benefits of parole.
- Even when an offender has accomplices, each case is handled separately.
- If something is unclear, the offender is given the chance to ask, and the committee is required to make everything clear to the offender. The suggestion package must also take into account and include representations.
- Before placing an offender on parole, the victim(s) of the offender is allowed to express their thoughts about the offender, and in the absence of the victim(s), the community member who makes up the committee represents the victim and the entire community.
- The minutes of the meeting must include all discussions that took place and be signed by each committee member.
- Whether the offender was granted parole or not, the chairperson of the committee must provide a thorough justification on the offender's profile report (Form G326).

2.7 RECIDIVISM RATES NATIONAL AND INTERNATIONAL

According to Jacobs and Skeem (2021), recidivism is a “rearrest for a new offence or revocation”. In further understanding recidivism, McKean and Ransford (2004) defined recidivism as a relapse into prior criminal behaviour and is measured by a former offender’s return to the correctional centre for a new offence. They added that recidivism can be measured in three ways:

- Duration of time monitored after placement on parole.

- Types of offences included.
- Inclusion of parole violations.

Lekalakala (2016) discussed the following characteristics of recidivism:

- Re-offending and prolonging of criminal behaviour.
- Being re-imprisoned for a crime.
- Breaking parole rules or supervision.
- Found guilty on more than one occasion of crimes or being a habitual offender.
- Serving sentences which have no minimum detention or expiry sentence.
- Re-offending before the completion of the older sentence.
- Ineffective therapeutic intervention on the individual's offending behaviour.
- Being rejected by society through labelling and stigmatisation

According to Ngabonziza and Singh (2012), recidivism is a behaviour process or pattern in which offenders who were previously sentenced within correctional facilities or community corrections commit new crimes and get back to correctional facilities. South Africa has the highest rate of crime and recidivism globally and there is little attention paid to which programmes actually work (Murhula and Singh, 2019). They continued by noting that when offenders re-offend, they are frequently blamed, yet ineffective or detrimental rehabilitation programmes are rarely considered to be at fault. This goes back to what was argued by Martison where he stated that “Nothing Works” in rehabilitating offenders. Murhula and Singh (2019) concluded by saying that the Department of Correctional Services mission is far from being accomplished because of the high number of recidivist in South Africa.

The reintegration of ex-offenders into the community has emerged as a key concern of the criminal justice system as correctional facility populations have increased globally. High recidivism rates indicate that correctional facilities have not adequately prepared many offenders for life after imprisonment (Ganapathy, 2018). Numerous studies have recommended that in order to prepare re-entry of offenders back to community educational programmes, vocational skills should be a priority when offenders are rehabilitated and that should decrease the rates of recidivism.

The international study which aimed to compare rates of recidivism globally was conducted by Yukhnenko, Shridhar and Fazel (2019) where they found that of the fifty countries with the

largest offender populations, ten reported recidivism rates for offenders. The most commonly reported outcome was the two-year reconviction rate. They also found that reconvictions between different periods for eleven countries were examined and most reported changes in official recidivism rates. Overall, two years follow-up period reported re-arrest rates were between 26% and 60%, reconviction rates ranged from 20% to 63% and imprisonment rates varied from 14% to 45%. These findings are not accurate, but show that recidivism is a global issue for both developing and developed countries.

A systematic review conducted by Yuhnenko, Wolf, Blackwood and Fazel (2019) revealed that most countries majored in recidivism with two years of reconviction after their release from correctional centres, and the reconviction rates range from 14% to 43% in men and 9% to 35% in women. They discovered that recidivism rates are much higher for offenders who were imprisoned than those who were given community sentences; this proves that correctional centres are the universities of crime.

According to the Department of Correctional Services Annual Report (2021/2022), a total of 5286 revocations were recorded of which 4489 were parolees and 797 probationers during the 2020/2021 financial year and 6483 revocations of which 5222 were parolees and 1261 probationers for the 2021/2022 financial year. The reason for revoking parole of parolees and probationers is to minimise recidivism, but what contradicts is that most of them are taken back to correctional centres after they commit new crimes. According to Shonhai (2017), from 2013 to 2015, the Chikurubi Farm Correctional Centre in Zimbabwe had an extraordinary spike in recidivism cases. Admission registers at Chikurubi Farm Correctional Centre from 2015 to 2017 showed that more than half of the offenders freed in 2013 were re-convicted, with some identified as habitual offenders. Despite the execution of rehabilitation and reintegration initiatives at Chikurubi Farm Correctional Centre, he highlighted that re-conviction implies that there are hidden factors about the high of recidivism there.

Harrison and Schehr (2004) claimed that long-term work is crucial to a supervision programme's performance and ex-offenders' avoidance of recidivism. As a result, for some criminals, imaginative vocational coaching and support programmes with financial aid and follow-up services are more beneficial than incarceration in preventing perennial recidivism. One aspect assumed to influence an offender's capacity to refrain from criminal conduct after

release is the ability to find work (US National Research Council, 2007). The majority of criminological studies show a substantial negative association between employment and crime, implying that ex-offenders who find work have a significantly lower likelihood of reoffending (Laub and Sampson, 2003; Sampson and Laub, 1993 cited in Laub and Sampson, 1017). Furthermore, Uggen (2000) contended in Chikadzi (2017) discovered that offenders, particularly adult males, who participate in work release programmes after being released from a correctional facility, are better able to abstain from crime, implying that work looks to be a beneficial transition in the life-course for ex-offenders.

While most released offenders are compelled to work as a condition of their parole, this population has a difficult time finding and keeping work. The majority of offenders have employment problems before their arrest, are unemployed at the time of their arrest, and have difficulty finding work when they are released (Henderson, 2001; Watson et al., 2004). Offenders who are sentenced to long periods in a correctional facility typically miss out on opportunities to get work experience and lose contact with possible employers or job networks. Tripodi, Kim, and Bender (2010) examine the impact of obtaining employment upon release from a correctional facility on re-incarceration and time crime-free in the community in a random sample of Texas state offenders to better understand the impact of employment on the process of desisting from crime.

They put the following hypothesis to the test:

- Released offenders who find work have a decreased chance of being re-incarcerated than released offenders who do not find work.
- Those who find work after their release have a longer period in society without committing another crime than those who do not.

Despite having the appropriate skills and certifications, ex-offenders have a major problem with unemployment, according to Chikadzi (2017). The author added that the majority of ex-offenders believe that having a criminal conviction and serving a sentence has harmed their job prospects. He also discovered that one of his participants had secured three separate jobs, but had been sacked from all of them after his criminal past was discovered. Given that most businesses conduct background checks on prospective employees, a large amount of evidence supports the belief that having a criminal record or serving time in correctional centres makes

an individual much less employable (Brown, 2011, Pager, 2003; Schmitt & Warner, 2011: in Chikadzi, 2017).

The Criminal Procedure Amendment Act 65 of 2008, according to the Department of Justice (2009:5), states that an ex-offender can request for the erasure of their criminal record ten years after their conviction if they have not been convicted of any other crimes during that time. Because this period is so long, recidivism becomes the only method for many ex-offenders to make a living. This could explain the high rates of recidivism among ex-offenders in South Africa, which are estimated to be between 80% and 94% (Padayachee, 2008:15). Small (2005:38-39) claims that unemployment has disastrous implications for many people, including ex-offenders. Stress, low self-esteem, sadness, and self-doubt are all possible outcomes. As a result, if offenders are denied employment, the implications for individuals and society are devastating. Ex-offenders must therefore be provided with employment possibilities in order to aid their reintegration into society and lower the risk of recidivism.

The study conducted by Lockwood, Nally and Ho (2017) found that post-release employment has an impact on offenders' recidivism regardless of their ethnicity and level of education. Numerous studies that have been conducted previously also revealed that unemployment of ex-offenders has negative effects on their reintegration.

The nationwide patterns of re-offending in England and Wales, according to Brown and Ruddy (2008) contended in Lekalakala (2016) are as follows.

- The one-year re-offending rate for individuals released from the correctional centre is 47% compared to 39% for those under community supervision.
- The lowest rate of re-offending is among community-based sentences, whereas the highest rate is among drug treatment orders.
- In the first quarter of 2009, the total re-conviction rate for offenders in England and Wales was 39% for those leaving correctional institutions and 36% for those on community sentences.
- Re-conviction rates in England and Wales decreased between 2002 and 2006 then levelled out.
- The lowest rate of re-offending is with a based sentence, whereas the greatest rate is with drug treatment.

2.7.1 Trends and Patterns of Recidivism

2.7.1.1 Patterns of Recidivism

Lekalakala (2016) mentioned the following patterns of recidivism which focused more on sex offenders and their behaviour.

- Recidivism rates for sexual offences are minimal when compared to other types of offences. The majority of sex offenders are not reconvicted or imprisoned for sex offences, however, a significant number maintain a criminal career in general.
- There is a lot of overlap between sexual and violent crimes, especially among sex offenders, who tend to have a lot of other criminal history.
- Sexual offenders re-offend at various rates in different subgroups. Offenders who commit incest are more likely to be reconvicted.
- Sexual recidivists frequently specialise in their victims or behaviours, and the likelihood of re-offending is mostly determined by the offender's previous sexual criminal career.
- While the majority of sex offenders re-offend within two to three years of being released from the correctional centre, the danger of sexual recidivism persists.

2.7.1.2 Trends of Recidivism

Despite the vastly disparate recidivism estimates reported by different research on recidivism, Andrews et al., (1990: 99) cited in Lekalakala (2016) that several trends have nearly uniformly been found as follows:

- Recidivism happens in the majority of cases within the first few years after release, and virtually all cases occur within three years of release or completion of their sentence.
- The most common type of repeat offence is property crime. Three-quarters of property criminals have been convicted of property offences before. Drug offences, home invasions, and simple assaults are all prevalent occurrences.
- Violent offences have the lowest re-offending rate. After being released from correctional centres, less than half of those convicted of murder, sexual assault, or rape are convicted of another crime.

- When it comes to re-offending rates, age becomes a significant determinant. The sooner an offender is punished, the more likely he or she is to commit another crime. As a result, teenage criminals are the most likely to re-offend.
- Even when initial male-dominated offending patterns are taken into account, males are more likely to re-offend than females in practically every criminal category.
- Recidivism for the same crime is typical for specific types of crimes, but it can also happen with a different type of crime, regardless of whether or not he or she would re-offend. Those who have just been arrested once are half as likely to re-offend as those who have been imprisoned ten times or more.
- Approximately, one-third of recidivists have already served an imprisonment sentence.
- People who re-offend are more likely to face harsher punishments, particularly if they commit the same offence.
- There is little difference in recidivism rates between states or provinces.
- Recidivists sometimes receive longer probation sentences than first-time offenders.
- In every category of crime, blacks are more likely than whites to re-offend due to a variety of factors, including educational level and socioeconomic situation.

2.8 FACTORS THAT CONTRIBUTE TO RECIDIVISM

2.8.1 Failure of Programmes

Bello (2017) claimed that the success of rehabilitation programmes depends on the interest and participation of probationers or offenders. The author added that if offenders do not commit themselves while attending programmes, they will likely commit crimes again when the programme is over. Recidivism may also be influenced by programmes that are not sustainable to satisfy offenders' needs, are poorly handled by facilitators, or are understaffed by the number of officials needed to run them. According to Ortiz and Jackey's (2019) study, there is a dearth of quality programming to get offenders ready for release. The failure of rehabilitation programmes at correctional facilities, according to Bloom and Bradshaw (2022), is attributed to the culture of punishment that prevails there, which psychology has shown in countless

studies to exacerbate fear, anger, aggression, deception, and frequent propensities for depression and suicide. Additionally, the majority of offenders had suffered abuse and trauma before entering correctional facilities.

According to Gaun, Hoffman, and Venter (2006), cited in Murhula and Singh (2019), rehabilitation programmes frequently fail because they tend to place more emphasis on the process than the results; as a result, attention is paid to the attendance of offenders rather than whether the programmes have the desired impact of altering their behaviour. According to Murhula and Singh (2019), the lack of these professionals prevents many psychiatric and social work-related issues and programmes that offenders need from being easily accessible.

2.8.2 Low level of education

Most of the people who commit crimes in Africa are illiterate. If offenders are illiterate, they are hardly able to be rehabilitated; it is evident that low levels of education contribute to offenders' recidivism in Africa (Bello, 2017). According to Tenebiaje's (2013) survey, 47.3% of recidivists in Nigerian correctional centres were illiterate and 27,3% had only completed their secondary education. Inferring that the educational attainment of recidivists is positively associated with recidivism, the author assumed that if offenders are illiterate, it may contribute to recidivism. Mohammed and Mohamed (2015) concluded by stating that including vocational education and training in the rehabilitation of offenders gives offenders a tremendous opportunity to boost their chances of reintegrating successfully into society and lower their risk of reoffending. Hence, if an offender is literate and developing additional skills, this lowers the likelihood that they would commit an offence again.

2.8.3 Substance abuse and Mental illness

One of the most important variables in recidivism is substance usage. According to Zgoba, Reeves, Tamburello, and Debilo (2020), ex-offenders with mental illnesses recidivate at a rate that is comparable to that of undifferentiated offenders, although those with drug use disorders recidivate more frequently. This demonstrates that the primary cause of recidivism is a substance use disorder. The author added that released offenders with co-occurring substance use disorders and mental illnesses showed higher rates of recidivism than those with neither a substance use disorder nor a mental illness, as well as higher rates of recidivism when co-occurring substance use disorders were taken into account.

Caudy et. al (2015) discovered that criminal thought and substance abuse each had a distinct impact on recidivism. They stated in their conclusion that the signs of a substance use problem moderate the severity of the link between criminal thinking and recidivism. According to Link and Hamilton (2017), substance usage only slightly enhanced the likelihood of re-arrest at one wave but re-arrest dramatically increased the likelihood of substance use at the subsequent wave. They added that while there is a connection between drug use and criminal behaviour, these behaviours do not adequately explain one another in a population of adults re-entering society.

2.8.4 Peer influence

Peer influence and social provocations are the main factors that contribute to recidivism. It is noted that offenders, especially young offenders, may undergo rehabilitation path and benefit from the programmes but they may relapse due to peer influence, stigmatisation and labelling of their societies (Bello, 2017). This simply means that correctional centres cannot always be blamed for the recidivism of ex-offenders but the community can also play a significant role in reducing recidivism. In their study, Mogano, Rapholo and Ramphabana (2022) discovered that offenders, particularly young offenders, make the wrong companions who introduce them to anti-social behaviours like substance use and later re-offend as a result of such significant variables. Sutherland's differentiation theory contends that if someone links themselves with others who engage in illegal activity, they too will engage in criminal activity. According to Jordaan and Hesselink (2018), and Naidoo and Sewpaul (2014), peer pressure contributes to sexual and other crimes committed by offenders.

2.8.5 Lack of Support

For many ex-offenders, the hardest stage is community re-entry. In his research, Chikadzi (2017) discovered that ex-offenders face rejection from their families and society at large, which makes it challenging for them to adjust to life following release from correctional centres. Offenders are greatly impacted by stigmatisation in addition to not being embraced by the community. Chikadzi added the lack of or restricted aftercare services offered to former offenders may be a major contributing factor in how difficult it is for them to adjust following release from the correctional centre. The author also noted that while numerous organisations visited offenders while they were still in correctional facilities to offer support, if there are no aftercares services, offenders feel abandoned and end up committing new crimes. Bello (2017)

made the case that offenders may resort to unlawful activities to meet their demands if they are unable to adapt to the new standards of a society that is always changing.

The challenges a person has reintegrating into society and the efficacy of the support systems that are available to an offender, rather than the criminal or the term imposed, are what lead to recidivism. According to Murhula, Singh, and Nunlall (2019), an offender's path to rehabilitation includes the community outside of the correctional facility. They added that the community is crucial to an offender's rehabilitation because the offender is a member of the community and must eventually return to their community of origin. According to De Veux (2013), referenced in Murhula, Singh, and Nunlall (2019), successful reintegration into society is more likely when there is a close bond between the offender and the community. As a result, the offender may take steps that will cause them to commit crimes again if the community does not recognise that they have been rehabilitated. To successfully achieve the rehabilitation and reintegration of offenders in their communities, De Veux assumes that there is a lack of strong relationships and cooperation between the DCS and the community, community-based organisations, non-governmental organisations, and faith-based organisations.

2.8.6 Poverty and Unemployment

Due to their criminal histories, it is extremely challenging for many ex-offenders to get employment after being released from correctional facilities. Despite having the requisite skills and qualifications, unemployment is one of the main issues that many ex-offenders face, according to Chikadzi (2017), since their criminal histories constitute a barrier to their career chances. According to Small (2005), who is mentioned by Chikadzi (2017), unemployment has disastrous effects on a lot of people, and ex-offenders are no exception. This can lead to stress, low self-esteem, despair, and self-doubt. According to Western (2002), which Esparza Flores (2018) cited, males with less access to economic opportunity are more likely to turn to crime as a way of accomplishing their goals in life. Furthermore, the study by Western revealed that black men of low income who enter the criminal justice system have a markedly increased likelihood of receiving lower pay in the labour market. According to the author's research, the majority of repeat offenders are unemployed and from low-income families.

According to Chauke and Malatji's study (2021), ex-offenders face difficulties finding respectable jobs due to their criminal histories and their lack of work experience both

contributing to the high rate of youth unemployment in South Africa. They ended by adding that ex-offenders face difficulties reintegrating into society after being released, including family and community distrust and difficulty finding jobs, which causes them to commit crimes again.

2.9 PRELIMINARY STUDIES ON RECIDIVISM

A comparative penological study on recidivism was undertaken by Lekalakala (2016) to describe and contrast recidivism rates on a national and international scale. The primary target nations in his study were South Africa, England, Wales, and the United States of America. The results showed that recidivism is an international issue that affects all correctional facilities. He also learnt that standardised rehabilitation programmes exist, but that these programmes are influenced by one-size-fits-all policies, therefore offenders are dealt with equally whether they committed minor or large offences. The author also discovered that when offenders' behaviour is still inappropriate, they are simply given parole without receiving necessary rehabilitation. His research also showed that the recidivism rate in South Africa cannot be accurately measured by statistics. His research revealed that while there are many rehabilitation programmes in correctional centres and other detention facilities intended to rehabilitate offenders, they are ineffective at altering offenders' behaviour.

The study conducted by Manganye (2016) titled "Perceptions of Offenders and Correctional Officials on the Rehabilitation Programs," sought to describe how offenders and correctional officials viewed rehabilitation programmes in one of the largest correctional facilities. The author specifically sampled convicted offenders who had been enrolled in rehabilitation programmes as well as correctional officers who had played a crucial part in running these programmes. In her research, she discovered that social workers play a key role in encouraging offenders to participate in programmes. She added that the majority of offenders appeared to gain from rehabilitation programmes and that they appeared to be effective. On the other hand, she discovered that programmes are disrupted by overcrowding and an unfriendly climate inside of the correctional facilities. Additionally, her research showed that more is favourable and less is detrimental.

"Impact of Zimbabwe prisons and correctional services rehabilitative and re-integrative programs on reducing re-offending among inmates" was the title of a study done by Shonhai (2017). His study's objectives were to determine the effects of rehabilitation and reintegration

strategies put in place at Chikurubi Farm Correctional Centre to identify obstacles to rehabilitation and reintegration programmes, identify elements that lead to re-offending, and investigate potential strategies for reducing them. Similar to Manganye (2016), Shonhai's (2017) study focused on sentenced offenders who had participated in various rehabilitation programmes inside the facility and the correctional staff members who were in charge of those programmes. As the researcher noted, vocational and social education, faith-based programmes, coursework education, and programme drug rehabilitation were the key rehabilitative within the centre. He discovered that numerous programmes were being implemented at Chikurubi Correctional Centre to prevent recidivism. Although the programmes are available and being implemented, Manganye (2016), found that these programmes ultimately fail to successfully rehabilitate offenders due to difficulties and other centre based factors, including poor correctional centre conditions, financial limitations, a lack of training for human service workers, disregard for rehabilitative policies, and a lack of labour to carry out the programmes.

According to Kheswa and Lobi's (2014) study, which looked into the effectiveness of rehabilitation in one of the correctional centres in the Eastern Cape region, they discovered that recidivism is relatively low and the stress levels of offenders are reduced as a result of social worker exposure through role plays and group sessions, school enrolment, and family support. They suggested that the DCS hire more psychologists and social workers to help offenders become completely functional after their release.

Mabena (2018) carried out a related study in which he looked into how rehabilitation programmes affected those who had been incarcerated. His research attempted to investigate the sentencing offenders' rehabilitation programmes. He found that when offenders participate in rehabilitation programmes, their perceptions of these programmes improve, and that these programmes have a favourable impact on an offender's behaviour, knowledge, morality, and values as well as their ability to learn new skills. He added that taking part in rehabilitation programmes helps convicts avoid reoffending. The author suggested that a comparable study be carried out in public correctional facilities as well as with a sample of non-voluntary offenders who are enrolled in rehabilitation programmes.

A study done by Ngozwana (2017) examined how offenders view their rehabilitation programmes in terms of what is offered and whether their suggestions for more beneficial programmes were successful. He discovered through his research that rehabilitation programmes are forced onto offenders and are ineffective. In addition, the study found that while enrolled in rehabilitation programmes, offenders view themselves as slaves.

2.10 PROPOSED WAYS TO REDUCE RECIDIVISM

Chikadzi (2017) suggested the following as some of the crucial measures to lower recidivism in his study:

- Consideration should be given to expunging criminal records, especially for those who have committed less serious offences. This will increase their prospects of finding work and make it simpler for ex-offenders to transition to life after release from correctional centres.
- The DCS and non-governmental organisations that provide comparable services must be given access to increased funding aimed at offender rehabilitation and integration.
- Community services should be considered as an alternative to prison time for minor offences. This will prevent minor offenders from being exposed to more experienced offenders in correctional centres, which could encourage them to commit more serious crimes.

The following strategies, according to Vandala (2019), may work well to reduce recidivism:

- The DCS should work to improve the availability of programmes for correctional education, particularly those that focus on vocational education and training.
- The Good Lives Model is also suggested for adoption by the South African government as the foundation of all rehabilitation programmes due to its strength based methodology and emphasis on criminogenic requirements.

The Good Lives Model (GLM), according to Murhula, Singh, and Nunlall (2019), should be incorporated into DCS's approach to offender rehabilitation. They added that it is crucial to fulfil an ex-offenders' practical needs following release from a correctional facility. The DCS and other stakeholders must assist offenders in addressing the socioeconomic factors, such as poverty, unemployment, and substance use disorders, which motivate them to commit crimes again. By addressing these particular socioeconomic issues, recidivism will be decreased and ex-offenders will participate actively and positively in their communities. By effectively

rehabilitating offenders through restorative justice, recidivism can be decreased. Programmes that promote restorative justice, like victim-offender mediation and community impact panels, are more successful than traditional court procedures at lowering recidivism rates for certain categories of offenders (Sherman et al., 2015).

Participants in Singh's study (2014) at the Westville Correctional Centre expressed concerns about criminals who, upon release, have nowhere to go and end up committing more crimes in order to return to a correctional facility where they will receive their basic needs, such as shelter, food, and clothing gratis. They suggested that major actors in government and nongovernment groups consider giving such homeless criminals residences, akin to orphanages for children without parents and old age homes for the elderly, as correctional facilities might be their only other alternative.

2.11 CONCLUSION

The chapter shed light on the state of crime, the conviction rates, the nature and the types of rehabilitation programmes, and the challenges faced by the rehabilitation system. This chapter contributes to the on-going discourse on offender rehabilitation, informing the discussions in other chapters of this thesis. Moreover, the discussion in this chapter highlights the significance of understanding the complex interplay between individual factors, environmental influences, and systemic barriers in shaping rehabilitation outcomes. Emphasising a need to advance our understanding of effective intervention approaches, address gaps in knowledge, and advocate for evidence-based policies and practices, we can strive towards creating safer communities, reducing recidivism rates, and promoting successful reintegration of offenders into society. The next chapter will discuss the methodology adopted in this study.

CHAPTER 03

RESEARCH APPROACH AND METHODOLOGY

3.1 INTRODUCTION

This study delves into a comprehensive exploration of repeat offenders who underwent rehabilitation programmes during their initial sentences. The primary objective is to profile these individuals, shedding light on their perceptions and experiences within the context of their rehabilitation journey. To achieve this, a careful selection of research methodologies was imperative, ensuring alignment with the perceptions and experiences shared by the research participants. For example, employing a qualitative approach, unearthed the themes and narratives that encapsulated the essence of the research participants' viewpoints.

Central to the foundation of this study was the Differentiation Association Theory (Simpson, 2019). This theoretical framework served as a guiding beacon and ensured the alignment of the research techniques employed in this study. This chapter thus presented the research paradigm, intricacies of the research sites, the thoughtfully crafted study design, the sampling strategy, nuances of data collection and analysis, ethical considerations that underpinned the study's integrity, and the trustworthiness of the study. Together, these elements formed a cohesive tapestry, interwoven to create a holistic portrayal of the study's journey. This chapter not only unveiled the carefully chosen path but also intricately laid bare the rationale and intricate decision-making that culminated in the final methodology.

3.2 RESEARCH PARADIGM AND APPROACH

The paradigm and the approach used in this study was the qualitative interpretive approach. The choice of a qualitative interpretive approach for this study was grounded in its suitability and alignment with the research goals. As emphasised by Creswell (2014), qualitative research places a significant emphasis on delving into the meanings attributed by individuals or groups to social or human problems. This approach resonated with the study's intent to uncover the nuanced perspectives of individuals who have experienced repeat offences, shedding light on the complexities of their decision-making processes. In addition, the qualitative interpretive approach harmonises with the rejection of the notion that a single, verifiable reality exists independently of our senses, as discussed by Creswell (2014).

By embracing interpretivism, this research recognised that human experiences and perceptions are multifaceted and influenced by various factors, making it essential to explore these aspects in depth. Furthermore, this approach aligned perfectly with the researcher's desire to gather non-numerical data through observational methods, focus group interviews, and textual analysis. Qualitative research methods allowed for the collection of rich, context-specific data that is particularly valuable when trying to unravel the complex motivations and behaviours of repeat offenders.

Aspers and Corte (2019) contend that qualitative research is inherently collaborative, contributing to a deeper understanding of the studied phenomenon by generating novel and meaningful insights. This collaborative aspect of qualitative research was well-suited to the study's objective of comprehending the experiences, perceptions, attitudes, and opinions of repeat offenders who had undergone various rehabilitation programmes while incarcerated, before their release on parole. By engaging closely with the participants, the researcher could access their unique perspectives and narratives, enabling a more profound understanding of the subject matter. Moreover, the qualitative interpretive approach allowed the researcher to go beyond verbal communication and delve into non-verbal cues. Through this method, the researcher was able to observe gestures, postures, and body language, providing additional layers of insight into the experiences and emotions of the participants. This holistic approach to data collection facilitated a comprehensive exploration of the factors contributing to offenders' recidivism despite participating in rehabilitation programmes.

3.3 RESEARCH DESIGN

A case study research design was found suitable for this research study. A case study is defined as “ a methodological research approach used to generate an in-depth understanding of a contemporary issue or phenomenon in a bounded system” (Coombs, 2022). The case study approach was employed within the framework of qualitative research to gather in-depth information from repeat offenders in the Glencoe management area through interviews that were facilitated by a focus group interview schedule. Utilising a variety of data-gathering techniques, including focus groups, field notes, documents, observations, and audio recordings, was made possible by the case study research design. Additionally, this design made it simple for the researcher to pinpoint themes so that in-depth descriptions could be made at the data presentation phase.

The case study research design also gave the researcher the freedom to investigate the participants' perspectives and experiences about rehabilitation programmes flexibly and openly. Coombs (2022) makes a distinction between three different case studies, of which the intrinsic case study was the most applied to this study. The researcher chose this particular form of case study to better grasp the topic of the study. An intrinsic case study maintains the analytical methods of a case study while focusing on the case because it presents a unique situation, similar to the focus of narrative research (ibid).

3.4 LOCATION OF THE STUDY

The study was conducted in South Africa in KwaZulu-Natal (KZN) in one of the Department of Correctional Services' management areas. The KZN Department of Correctional Services has seven management areas, namely: Waterval, Ncome, Durban, Kokstad, Pietermaritzburg, Glencoe and Empangeni. Among the above-listed management areas, Glencoe management area was chosen as the research site. Glencoe management area has eight correctional centres which are Glencoe Medium Correctional Centre, Escort Maximum Correctional Centre, Dundee Correctional Centre, Pomeroy Correctional Centre, Greytown Correctional Centre, Kranskop Correctional Centre, Berg Ville Correctional Centre and Ladysmith Correctional Centre. The selection of Glencoe correctional centre for this study was deliberate and well-suited to the research objectives. This particular correctional centre was chosen because it functions as a medium-security facility that hosts a wide range of programmes. It caters to offenders who have demonstrated a commitment to assuming personal responsibility, have completed their mandated period in maximum-security settings, and still have a significant portion of their sentences to serve.

Offenders who are housed in medium security facilities pose minimal risk for escapes. The environment provided by medium security institutions encourages inmates to take more responsibility for day-to-day living; movement associations and privileges are moderately restricted; medium security permits more interaction between offenders; medium security facilities offer more opportunities for rehabilitation; as a result, there are more programmes available there than in maximum security; and more vocational skills and sporting activities are performed in medium security.

Glencoe is under Umzinyathi district in the Midlands part of KwaZulu-Natal province. This is a farm correctional centre and farming activities are dominating. This correctional centre

houses only adult males and it accommodates more than 500 offenders who are sentenced to crimes ranging from two years up to life imprisonment. This correctional centre incarcerates offenders who commit different categories of crime such as crimes against persons, crimes against property, hate crimes, crimes against morality, white-collar crimes, and organized crimes and all these kinds of crimes range from schedule one to schedule seven.

Below is the map overview of Glencoe Correctional Centre:

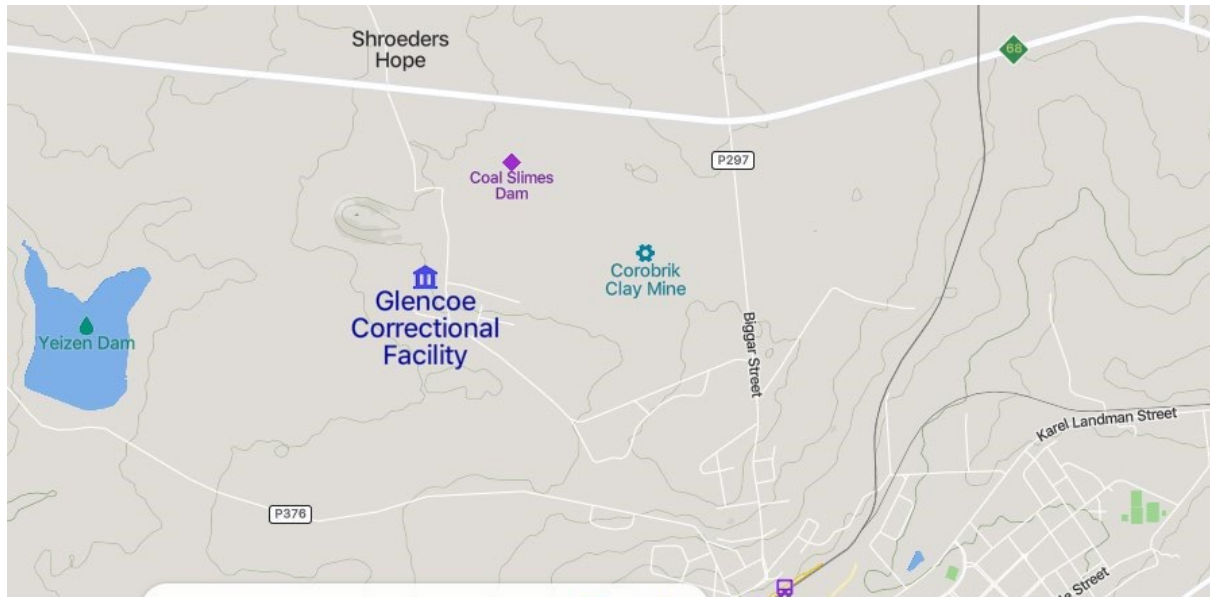


Figure 3.1 Map overview of Glencoe Correctional Centre:

Source: <https://mapacarta.com/w1101892153>

3.5 SAMPLING

This study employed a purposive sampling approach, as outlined by Ashley (2020), which can be defined as a non-probability sampling technique where participants are selected based on specific characteristics of the population and the study's objectives. In essence, the selection of participants in this research was guided by particular characteristics within the offender population that were of primary interest, as highlighted by Nkosi (2018). The purpose of utilising purposive sampling was to gather in-depth information from participants who possessed a deeper understanding of the subject matter and had relevant experiences. This approach ensured that the researcher engaged with individuals who met specific sampling criteria and could provide valuable insights and comprehension.

To execute purposive sampling effectively, the researcher carefully identified and selected sixteen male repeat offenders who had previously participated in various rehabilitation programmes. Sixteen offenders were selected because the researcher wanted to get rich

information from different offenders who were convicted for different crimes previously and the saturation was reached after considering sixteen offenders in two focus groups. These participants were chosen from the correctional centre's records database. However, it is worth noting that not all repeat offenders who had participated in rehabilitation programmes in the past met the specified criteria. Therefore, the researcher conducted a refined selection from the database to ensure that the chosen participants aligned with the study's objectives and possessed the requisite knowledge and experience related to the research topic. By employing purposive sampling in this manner, the research aimed to collect data from a group of participants who could provide meaningful and relevant insights into the subject under study, specifically focusing on repeat offenders who had undergone rehabilitation programs before their parole placement. This approach ensured that the study's findings were derived from a well-defined and knowledgeable subset of the offender population, enhancing the depth and quality of the research outcomes.

The table below presents the criteria that participants had to meet to be included in the study:

Table 3.1 The criteria that participants had to meet to be included in the study

Criterion	Criterion description
Gender	Adult male offenders
Age	Offenders between the ages of 25 and 55
Type of an offender	Repeat offenders who participated in rehabilitation programmes previously before their placement on parole.
Length of sentence	Offenders who were sentenced to more than two years for their first offences and offenders who are currently serving more than two years for their current offences.
Level of education	Both literate and illiterate offenders.

Offenders who did not meet the above criteria were excluded in this study such as offenders who were repeat offences but did not attend programmes before their placement on parole, youth offenders, female offenders, foreign nationals and elderly.

Upon receiving the gatekeeper letter from the National Department of Correctional Services, which indicated that conducting the study at Ncome Correctional Centre was not permissible

due to being a full-time employee there, I duly complied with their directive. Instead, I selected the Glencoe management area as the research site, aligning with the department's recommendation.

The researcher initiated contact with the authorities at the Glencoe management area via telephone, expressing the intention to conduct a study within their jurisdiction. Fortunately, they approved the study to proceed. As part of the necessary documentation, they requested the gatekeeper letter obtained at national level, the ethical clearance letter from the university, and a copy of the researcher's identification, all of which were promptly submitted via email. Considering that the researcher was transitioning from a different management area, proactive steps were taken to facilitate the study. A telephonic collaboration was established with a senior social worker stationed in the new area. This collaboration aimed to secure assistance in recruiting suitable research participants and identifying an appropriate venue for conducting the study sessions. During this communication, the research objectives and criteria for participant selection were thoroughly explained to the social worker. Subsequently, the records office furnished the social worker with a comprehensive name list of all repeat offenders, who then took charge of making the necessary preparations on behalf of the researcher. This collaborative effort helped ensure a smooth transition to the new research site and facilitated the initial steps in participant recruitment.

Upon my arrival at the Glencoe Correctional Centre on the first day, I was accompanied by a correctional official to the office of the Head of the Correctional Centre. There, I introduced myself and presented the gatekeeper's letter and my identification, following the instructions outlined in the letter. The correctional officials expressed their enthusiasm, assuming that I had come to facilitate one of the rehabilitation programmes, similar to other external service providers in the past. Following my meeting with the head of the centre, I received an orientation of the facility. Subsequently, I was taken to the office of the social worker who was assisting with participant recruitment. The social worker provided me with a name list containing the names of 34 repeat offenders who were potential participants in the study. He also guided me to the venue designated for conducting the group sessions. Together with the social worker and a correctional official, we made arrangements to summon all the offenders whose names were on the list. All the offenders duly arrived, and I took the opportunity to introduce myself and present the study to them.

While all of the offenders expressed interest in participating, it was regrettable that only sixteen could be selected for this particular study because the researcher aimed to get quality information from the participants. Those selected participants were provided with translated consent forms to read and sign. Before signing, I carefully reviewed and explained the contents of the forms to ensure their full understanding. For those offenders who were not selected, we communicated that their willingness to contribute more information would be considered if needed in the future. Additionally, if any selected participant decided to withdraw from the study, there would be an opportunity to include others.

The offenders demonstrated great understanding and acknowledged the significance of this study in the context of South Africa. On the second day, I arrived early in the morning and was escorted to the social worker's office before proceeding to the venue where the group sessions were scheduled. However, on this day, some offenders were engaged in outdoor exercises, while others were attending different programmes within the facility. It took some time to gather all the participants into the group workroom. Once the participants had assembled, they were randomly divided into two groups, namely, Group A and Group B. On this day, I focused on building rapport with the participants by engaging them in various icebreaking activities to foster a comfortable and open atmosphere for the forthcoming research sessions.

3.6 DATA COLLECTION

Focus group was found to be the best data collection tool for the study. Focus group was adopted for this study because the researcher intended to understand the subject of the study at a deeper level and also allow the participants to learn from each other. The following advantages of employing the focus group method during data collecting are listed by Carey and Asbury (2016):

- Focus groups can shed light on the attitudes and beliefs that underpin behaviour while also giving context and perspective to help people understand their experiences more comprehensively.
- Members' accounts of their experiences can reveal specific details about how they interpret and categorise them.

The focus group sessions commenced after the rigorous process of recruiting and selecting research participants had been completed. With the invaluable assistance of an assigned Correctional Services official (CSO), on the first day of my arrival to conduct the focus groups,

all participants were escorted to the designated group workrooms earmarked for this purpose. In accordance with established guidelines, the participants were divided into two groups, as focus groups typically involve between six and eight members (Hennink, 2016). Each of these groups comprised eight participants, and the division was made randomly, irrespective of the nature of their offences or the duration of their sentences within the correctional centre. A total of three sessions were conducted: the first session with Group A, the second session with Group B, and an overarching session that combined participants from both groups. Each session had a duration of approximately one to one and a half hours. These sessions were scheduled on different days to allow for a thorough exploration of the research topics.

In line with one of the key characteristics outlined by Hennink (2016), which states that "the group is led by a trained moderator who facilitates the discussion to gain breadth and depth from participants' responses," the focus group sessions were personally facilitated by the researcher. Importantly, all sessions were conducted in the isiZulu language, a choice that resonated with the participants as they were fluent isiZulu speakers. Engaging with them in isiZulu helped to establish a sense of comfort and trust, enabling participants to express their emotions and opinions more openly during the sessions. Crucially, the choice of language also created an environment where participants felt free to share their thoughts without the fear of judgement from others. The sessions were conducted in one of the dignified group rooms, ensuring a suitable and respectful setting for these discussions. Moreover, the absence of third-party observers during the discussions further contributed to an atmosphere of open and candid communication among the participants.

- **Recording and transcribing of data**

The participant information was recorded by the researcher during the focus group talks, and data were then verbatim transcribed. DeJonckheere and Vaughn (2019) advocate recording the interview on audio so that the interviewer may focus on the conversation and establish rapport rather than being side-tracked by writing copious notes. This strategy also saved the researcher's time. Participants were informed that focus group conversations would be audiotaped and asked for their consent. They were also advised to feel free to opt out of having some of the discussion recorded.

During the focus group sessions, field notes were also obtained, which explained the behaviour, gestures, and nonverbal emotions that might not have been captured by audio. A little notebook was utilised to take a few quick notes throughout the conversation. Sutton and Austin (2015)

state that field notes enable the researcher to keep track of and provide comments regarding impressions, environmental circumstances, behaviours, and nonverbal clues that may not be sufficiently captured by the audio recording. Additionally, field notes can help the researcher remember contextual elements that can be crucial during data analysis and might provide important context for the interpretation of audio-taped data.

3.7 DATA ANALYSIS

Ibrahim (2015) claims that data analysis is the process of carrying out specific computations and evaluations in order to extract pertinent information from data, with the aim of summarising the gathered data and organising it in such a way that yields answers to the questions. According to Mzinyane (2017), the process of data analysis aids in helping the reader and the researcher make sense of the information that has been obtained. In this study, thematic analysis was used.

The following thematic analysis of six steps prescribed by Braun and Clarke (2006) was adopted:

- **Familiarising with data**

Immersion and familiarisation came first. This phase or process, in the opinion of Friese, Soratto, and Pires (2018), begins during data collecting and continues when the researcher transcribes the data. The researcher gathered the information and self-transcribed it. I recorded all participant nonverbal cues during the data collection session that could not be captured by audio. To properly understand the data, it is advised to read it again, especially if the researcher does not transcribe the data themselves (Friese, Soratto and Pires 2018). To comprehend the replies, emotions, perceptions, and experiences of the participants, the researcher read all the data repeatedly. The researcher made sure to listen to the recorded data numerous times. Ideas for patterns and meanings gradually emerged through this process of in-depth reading. Transcripts and observation notes were thoroughly read to make sure that I was familiar with the data.

- **Generating initial codes**

Creswell (2015:156) defines coding as the process of dissecting qualitative text data to discover what it reveals before reassembling the data in a meaningful way. According to Elliott (2018), coding is a nearly ubiquitous procedure in qualitative research and is a critical component of the analytical process and how researchers dissect their data to produce new information.

Data were coded by the researcher to reveal several themes and the connections between them. Coding, according to Maguire and Delahunt (2017), condenses a large amount of data into digestible bits. Additionally, data coding was carried out manually using highlighters and pencils to go through hardcopies of the transcripts. By placing subthemes under pertinent themes, the material was organised coherently and methodically. The themes that emerged were consistent with the study's objectives and Edwin Sutherland's Differentiation theory. Most of the topics for the focus group interviews were obtained from the interview schedule, although some themes were also produced through participant responses. Subthemes were created by dissecting each of the themes that were produced.

- **Searching for themes**

In this stage, the researcher should review the codes that were generated, look for commonalities among them, and begin to develop themes (Caulfield, 2019). Since the data had been coded in stage two, it was simpler for the researcher to integrate codes in this stage and develop themes and subthemes. Codes that were deemed to be insufficiently pertinent to the study and to be adequately supported by data were eliminated. Without being mixed with other codes, other codes that were more expansive and adequately supported by data were transformed into themes. It was quite helpful in organising codes into themes to search for themes using visual presentations like tables and mind maps.

- **Review themes**

Friese, Soratto and Pires (2018) believe that it is important to assess the fit of each theme with the individual data segments as well as the entire data set at this point. The researcher starts by describing each distinct theme and connecting them (ibid). All themes were described, and it was made sure that they were related to one another and consistent. Maguire and Delahunt (2017) cautioned that it is helpful to compile all the information that is pertinent to one another at this point. They also suggested that themes should stand out from one another and be coherent.

The researcher made note of the aforementioned problems at this point so that themes may be examined appropriately. All themes were improved by the researcher to ensure that they were accurate and relevant summaries of the information. Themes that were deemed not to be beneficial were dropped, and some of the themes were split up to combine new precise and significant ideas. To ensure consistency across themes and subthemes, any subthemes that arose from the data were placed under the pertinent themes.

The researcher went back to the themes that had been developed and compared them to see if they belonged together and had enough evidence to support them. Following discussions with the supervisor, certain themes and subthemes were improved while others were divided, some were combined to form one theme, and some were eliminated to make room for new themes and subthemes.

- **Defining and naming themes**

When naming themes, researchers should ask themselves what each topic is about, what are the major components, and what is the main message, according to Friese, Soratto, and Pires (2018). As stated by Brown and Clarke (2013), referenced in Friese, Soratto, and Pires (2018), this enables the creation of a "concise, punchy, and informative name of each theme". The themes were given appropriate names by the researcher, and each theme was suitable for addressing the research questions and was consistent with the study's goals. The researcher made sure that each subtheme was related to and well-explained by the primary theme.

- **Producing the report**

According to Braun and Clarke (2006), this stage involves the last round of analysis and report writing and starts once you have a set of completely developed topics. According to Caulfield (2019), to properly write up a thematic analysis, the following is necessary:

- A statement of the research's objectives, goals, and methodology
- A section on methodology outlining the data collection process and the technique for the thematic analysis.
- The findings section discusses each theme individually by stating how frequently themes are present and what those themes mean.
- Detailed summaries of the primary findings that demonstrate how the analysis has addressed the study topics.

The aforementioned sections were completed by interpreting and analysing the participants' data. Data were interpreted in accordance with the Differentiation theory's components. The researcher made sure that themes were succinct, clear, logical, non-repetitive, and fascinating (Braun and Clarke, 2006). Before compiling and submitting the report, the researcher presented the study's findings to the participants and the department's upper management, and both groups agreed with the results.

3.8 TRUSTWORTHINESS

According to Conelly (2016), trustworthiness of a study “refers to the degree of confidence in data, interpretation, and methods used to ensure the quality of a study”. The researcher has set the methods and processes required for a study to be taken into account by readers to ensure the study's trustworthiness. Credibility, transferability, dependability, and conformability were developed by the researcher in order to make assessments about trustworthiness; these concepts are further discussed below.

- **Credibility**

To ensure credibility, the researcher conducted focus groups himself. Accurate findings of the study were generated using the participant-collected main data. Since participants were IsiZulu speakers and fluent in isiZulu language, isiZulu was used exclusively throughout the data collection process. No family members, relatives, or acquaintances were involved in this study or interviewed; the researcher only sampled participants who were appropriate for the study and who met the research criteria. As was expected, every piece of information was meticulously documented word for word, and participants' nonverbal cues were noted and recorded as well. The researcher put in enough time on the research site to earn the trust of the participants and gather more data from them. As a result of spending enough time in the field conducting research had positive impacts hence the researcher was able to manage any kind of distortion that might have emerged during the data collection process. After every focus group session, the researcher engaged the services of a psychologist in the centre for peer debriefing. The psychologist was also involved in reviewing the researcher's methodology, particularly the data collection tools and the interview schedule.

The qualitative method of data collection helped to build the credibility of the researcher, who used his prior training, qualifications, and research experience to exercise excellent judgement throughout the study process (DuPlessis, 2016). The fact that participants participated voluntarily ensured the study's legitimacy; hence, the consent form that they signed once was described to them and it was stated that their participation was optional and that they were free to leave the study at any time. Participants were given a thorough explanation of the study and were assured that their participation would not have any bearing on the outcome of their sentences. After the data collection phase was over and the researcher had developed the final themes, participants were validated by having the results returned to them to ensure that they were accurate and reflected their experiences.

- **Transferability**

The researcher aids the transferability judgement by a potential user through dense description and deliberate sampling, according to Bitsch (2005), referenced in Anney (2014). To ensure a thorough description of the study, the researcher explained every step of the procedure, starting with data collection and ending with the creation of the final report. The capacity to compare this context to other potential contexts to which transfer was considered and to construct a comprehensive description of the situation in order to make judgements about fittingness with other contexts helped ensure transferability as well. To increase the study's reliability and applicability in relevant contexts, the researcher drew on a variety of sources and gave detailed explanations. Only offenders who had previously engaged in rehabilitation programmes, were repeat offenders, and met other criteria were sampled by the researcher. An in-depth presentation of the study's data on the themes led to richer conclusions that might be used to inform future research as well as other correctional facilities.

- **Dependability**

Dependability is defined as the data's consistency throughout time and under study-specific settings (Polit and Beck, 2014; quoted in Connelly, 2016). According to Cohen et al. (2011) and Tobin and Begley (2004), referenced in Anney (2014), reliability requires participants to evaluate the findings, interpretation, and recommendations of the study in such a way that all are supported by the data received from participants. Through focus group interviews, as well as the process of data analysis, dependability was ensured in this study. Maintaining an audit trail of process logs and peer debriefings with a colleague are examples of procedures for dependability (Connelly, 2016). Process logs are the researcher's records of all study-related actions and decisions, such as whom to interview and what to observe (ibid).

- **Confirmability**

According to Anney (2014), confirmability is the extent to which the findings of the study could be verified or corroborated by other researchers. Conformity is "concerned with establishing that data and interpretations of the findings are not figments of the inquirer imagination but are clearly derived from the data" (ibid). To bolster my findings and conclusion, the researcher provided lengthy descriptions. Additionally, focus group interviews were used as one of the instruments for gathering data to make sure that the information was drawn from study objectives and intended to address research questions rather than to produce outcomes

that were anticipated or favourable to me as the researcher. Flexibility allowed the researcher to evaluate his own prejudices.

3.8.1 The following table summarises how trustworthiness was ensured in this study:

Table 3.2 Trustworthiness of study

	Credibility	Transferability	Conformability	Dependability
Researcher	The criteria for selecting relevant participants were followed	Data were described thoroughly. The researcher drew on a variety of sources and gave detailed experiences.	The researcher was flexible and managed to avoid his biasness towards the study.	Raw data was recorded, focus group interviews utilised, and observational notes documentation and records.
Participants	Only participants who met the study criterion were allowed to be part of the study	Participants were diverse and they comprised focus group discussants	Adhered to all ethical considerations.	Findings were made available to participants after the completion of the study.
Research instruments	Non probability sampling technique employed in	Focus group sessions were used as a data collection method.	Focus group interview schedule utilize.	Audit trail and peer debriefing were maintained.
	selecting participants.			

Data Analysis	Thematic content analysis technique was used to analyse the data.	The steps of thematic content analysis were described.	Findings and conclusion of the study were described in detail.	Data were evaluated and interpreted to ensure that results were consistent.
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3.9 ETHICAL CONSIDERATION

Arifin (2018) argues that it is crucial for any research study to protect human subjects by using the right ethical standards. Additionally, it is the responsibility of the qualitative researcher to guarantee that participants have the freedom to decide whether or not to participate in the study, protect participant identity throughout the recruitment and dissemination process, and encourage transparent and truthful research reporting that is not misleading to readers (ibid). Because humans were the subject of this study, therefore the researcher adhered to the following ethical aspects:

- **Voluntary participation**

Bhandari (2021) indicates that each research participant is free to decide whether or not to participate without being coerced. Participants in this study were not coerced into taking part; instead, they were made aware of their rights and told they could leave the study at any time if they so desired. The researcher explicitly indicated in consent forms that participants had the freedom to withdraw from the study without giving any verbal or written justification. All participants were made aware that participating in the study would not change their sentences and that there would be neither a positive nor a negative consequence if they chose not to.

- **Informed consent**

Informed consent, as highlighted by Arifin (2018), underscores several essential elements: the participants' capacity to provide assent, their comprehension of the research details, and the voluntary nature of their consent. This implies that individuals who participate in a research study must possess adequate information about the research, comprehend the provided details, and have the autonomy to make an informed choice about their participation (ibid). To ensure transparency and respect for participants' autonomy, a comprehensive explanation was given to

the selected participants regarding various aspects of the research. These included the study's purpose, its topic and objectives, its duration, the researcher's personal information and contact details, the contact information of the researcher's supervisor, institutional approval numbers, potential risks and benefits associated with participation, audio recording usage, participants' rights, and the matter of reimbursement, confidentiality measures, and the research procedure.

In the data-gathering phase, a preliminary version of the informed consent document was developed and employed as one of the research instruments. Recognising that the majority of participants were fluent in isiZulu and had limited educational backgrounds, a translated version of the consent form in isiZulu was made available. Furthermore, before obtaining the participant's agreement to participate in the study, the researcher personally read and elucidated the contents of the consent form to ensure the participants' complete understanding of what their involvement entailed. This process was designed to uphold the principles of informed consent and ensure that participants made their decisions freely and with full awareness of the study's parameters.

- **Anonymity and confidentiality**

Bhandari (2021) defines anonymity as the inability to identify participants or connect their data to them. Only by refraining from gathering any personally identifiable information can the researcher ensure anonymity (ibid). During the data collection phase, the researcher made sure that participants identifying information, including names and other physical features, were anonymised. Additionally, data pseudonymisation was utilised to preserve anonymity. Data pseudonymisation, according to Bhandari (2021), is a different approach where you swap out participants' real IDs for pseudonymous ones. To maintain participant identity and confidentiality, the researcher utilised alphabets, such as PA, which stands for Participant A. By safeguarding the participant data, the researcher was able to retain confidentiality; as a result, the participants' identifying information was kept confidential both during data collection and after data analysis. The transcribed data and all completed consent forms were kept in a lockable cabinet. Before the data collection process began, group members were asked to keep all information to be discussed confidential and to respect each other's privacy because the researcher was using a focus group design and it was difficult to ensure participants with confidentiality given the nature of the research design. Additionally, participants were warned that there was no guarantee of confidentiality so that they could decide if they continue to participate or withdraw.

- **Protection from harm**

Fleming and Zegwaard (2018) contend that the research design must take into account the possibility of harm to the subjects, the researcher, the larger community, and the institution. Physical, emotional, reputational, and resource loss are just a few examples of the harm that can be done. Participants in this study suffered no physical, psychological, social, or emotional impairment in any form. If a need for debriefing materialised after the focus group sessions, the researcher set up a social worker session for that purpose. Participants were informed about the available counselling services and the procedure of accessing them if they needed them. They were also assured that the services would be available if they required them at a later stage when the research had been completed. The researcher, as a qualified social worker, played her part during the research process. Throughout the research process, the researcher showed empathy, was non-judgemental and allowed the participants to vent their feelings freely.

- **Consent from Gate-keepers and ethical clearance**

The Department of Correctional Services granted the researcher permission to use its human resources to perform a study. The DCS head office was contacted first for permission. A research proposal was submitted together with the G179 form, which was used to formally apply to DCS. After receiving approval from the corporate headquarters, the researcher used it to request permission from Glencoe Correctional Centre. Verbal approval was given for the researcher to conduct the study at Glencoe Correctional Centre. The researcher requested an ethical clearance certificate through the RIG system from the UKZN Humanities and Social Sciences Research Ethics Committee. The request was approved, and the researcher was given the certificate.

3.10 LIMITATIONS OF THE STUDY

Limitations of any given study refer to potential flaws that are typically outside the researcher's control and are strongly related to the research design that was selected, restrictions on the statistical models that were used, financing restrictions, or other variables (Theofanidis and Fountouki, 2018). A limitation in this context is an imposition that is essentially beyond the researcher's control (ibid). To eliminate weaknesses, the researcher specified the following restrictions:

- **Position of the researcher**

Since the researcher is a social worker in the Department of Correctional Services and also oversees rehabilitation initiatives there, this could provide a challenge while gathering data. As a result, the researcher was able to transition from serving as a facilitator to serving as a researcher. The researcher adhered to the study's goals and focus group interview schedule. The researcher made sure that the data examined did not just confirm his theory. The fact that researcher looked at all sides of the debate over recidivism and rehabilitation helped him to stay focused, and on track with the goals of the study.

- **Sample size**

The selection of 16 participants for this research study could have caused readers to wonder why only 16 were selected because there are so many repeat offenders in correctional centres. The reading audience might become confused if only repeat adult male offenders were sampled rather than youth, female offenders, and specific groups of offenders. Due to the nature of qualitative research, it was possible to lead and control this research study. In this study, it was made sure that the participants chosen met pertinent and met the requirements. Sampling adult male offenders who have served more than two sentences in different correctional facilities provided the researcher with good evidence and improved his grasp of the problem.

- **Access to conducting a study**

Due to the restricted access to research in a public setting, the researcher's ability to reach pertinent study participants may be hampered. However, the researcher followed protocol by requesting approval from the department's appropriate authorities to carry out the study. To persuade the department to permit me to see the majority of pertinent participants, the researcher applied and presented a complete research plan. Despite various limitations brought on by the nature of correctional facilities and the population's fragility, the researcher overcame them ethically to obtain rich information from the pertinent participants.

3.11 CONCLUSION

The Department of Correctional Services places a primary emphasis on the rehabilitation of offenders, with the overarching goal of reducing recidivism rates among individuals granted parole. Despite these efforts, recidivism remains a significant challenge, prompting the researcher to seize the opportunity presented by this study to identify barriers to rehabilitation and develop strategies aimed at reducing recidivism among participants. This research adopted a qualitative methodology to gain valuable insights into repeat offenders regarding their perceptions and interactions with the rehabilitation services offered by the DCS.

The focus group method was employed as a part of the case study design, allowing participants to engage in interactive discussions and learn from one another's experiences, enriching the data collection process. The study's reliability was ensured through the application of criteria such as credibility, dependability, transferability, and conformability. Ethical considerations, including the gatekeeper letter, ethical clearance, informed consent, and confidentiality, were diligently followed throughout the research process, upholding the ethical integrity of the study.

Despite the inherent challenges and constraints associated with the process of conducting this research, the researcher demonstrated adaptability and resourcefulness in navigating these hurdles, ensuring that they did not significantly impact the research outcomes. This study contributes valuable insights into the complex issue of recidivism and holds the potential to inform strategies aimed at enhancing the rehabilitation and reintegration of offenders into society, ultimately contributing to the Department of Correctional Services' mission of reducing reoffending rates.

CHAPTER 04

DATA ANALYSIS AND PRESENTATION OF FINDINGS

4.1 INTRODUCTION

The main goal of any research thesis lies in its ability to contribute to knowledge and understanding within a specific field. It is through the systematic collection and rigorous analysis of data that researchers uncover meaningful insights, validate assumptions made, and draw informed conclusions. This chapter, dedicated to data analysis and the presentation of findings, plays a pivotal role in offering a comprehensive examination of the data collected and its implications for the study.

Thematic analysis was used to manage data that was gathered from sixteen participants through focus group discussions. In this study, data analysis was not merely a technical exercise of following the steps in thematic content analysis, but rather an intellectual endeavour that demanded careful consideration of the research objectives, methodology, and the broader context in which the study was located. Moreover, it emphasised the importance of ethical considerations and trustworthiness, such as data privacy, integrity, and credibility, which underpin the entire analysis process. The insights derived from this analysis will not only address the research questions but also contribute to the body of knowledge within the offender rehabilitation or corrections field.

The themes comprising this chapter are the profiles of the research participants; participants' perceptions and experiences of rehabilitation programmes; barriers to rehabilitation; participants' understanding of the parole rules and conditions; a lack of orientation to life inside correctional centres; timing of introducing the rehabilitation programmes; participants experiences with rehabilitation services; rehabilitation programmes offered by Department of Correctional Services; participants' perceptions of the content of the rehabilitation programmes; understanding of the relationship between rehabilitation recidivism; proposed strategies of reducing recidivism within the correctional centres and conclusion.

4.2 THEMES THAT WERE COVERED IN THIS SECTION

- Participants' understanding of the rules and conditions for parole
- Lack orientation to the life inside the correctional centres.

- Timing of introducing the rehabilitation programmes.
- Participants' experience with rehabilitation services.
- Rehabilitation programmes offered by the department of correctional services.
- Participants' perceptions of the content of the rehabilitation programmes.
- Hindrances to successful rehabilitation services.
- Participants' understanding of the relationship between rehabilitation and recidivism.
- Proposed ways reducing recidivism during and after incarceration.

4.3 THE PROFILES OF THE RESEARCH PARTICIPANTS

The following table presents the biographical information of the participants of the research study. For noting, the researcher only selected male participants for this study because male offenders dominate in correctional centres and are the ones who re-offend the most after their incarceration (Andrews et al., 1990) cited in (Lekalakala, 2016). Literature suggests that women have the lowest recidivism rate (Hall, 2015).

Table 4.3 Biographical information of the participants of the research

Participant	Age	Level of education	Previous crime	Current crime	Sentence (current)	Sentence previously
Participant A	43	Grade 04	Rape	Rape	18 years	20 years
Participant B	49	Grade 05	Robbery	Possession of firearm	10 years	12 years
Participant C	38	Grade 07	Rape	Robbery	10 years	05 years
Participant D	41	Grade 07	Robbery	House Breaking	15 years	12years
Participant E	59	Grade 07	Robbery	Rape	12 years	10 years
Participant F	48	Grade 07	Robbery	Murder	18 years	12 years
Participant G	43	Grade 08	House breaking	Robbery	18 years	12 years
Participant H	45	Grade 10	Robbery	Robbery	20 years	15 years
Participant I	42	Grade 09	Murder	Robbery	10 years	18 years

Participant J	36	Grade 08	House Breaking	Robbery	12 years	05 years
Participant K	47	Grade 10	Robbery	Robbery	13 years	10 years
Participant L	41	Grade 12	Theft	Theft	03 years	02 years
Participant M	38	Grade 11	Theft	Theft	03 years	02 years
Participant N	44	Grade 11	Vehicle theft	House Breaking	19 years	08 years
Participant O	36	Grade 08	Rape	Attempted murder	08 years	12 years
Participant P	41	Grade 09	Armed Robbery	Parole Break	10 years	15 years

4.3.1 The Age of the participants

The sample of the study was drawn from a population of adult offenders whose ages ranged from 22 years to old age. The participants' ages presented in Table 1 above reflect that no participants were between ages 22 and 30; four participants were between ages 30 to 40; eleven participants were from ages 40-50, and one participant was between ages 50-59. According to Hall (2015), understanding the influences of age on recidivism is useful for predicting who recidivates. Lekalakala (2016), who analysed recidivism trends and patterns, argued that age plays a crucial role in determining re-offending rates. Most adult male offenders re-offend because they experience a lot of financial problems after their incarceration hence they are breadwinners and they cannot allow their family members to experience poverty while they are around. The eleven participants who were between ages 40 and 50 support Lekalakala's assertion. This is the age where most adults are breadwinners and they are expected to provide for their families. In a country with a high unemployment rate like South Africa, crime becomes the available alternative to access the means to be a provider.

4.3.2 Educational level of the participants

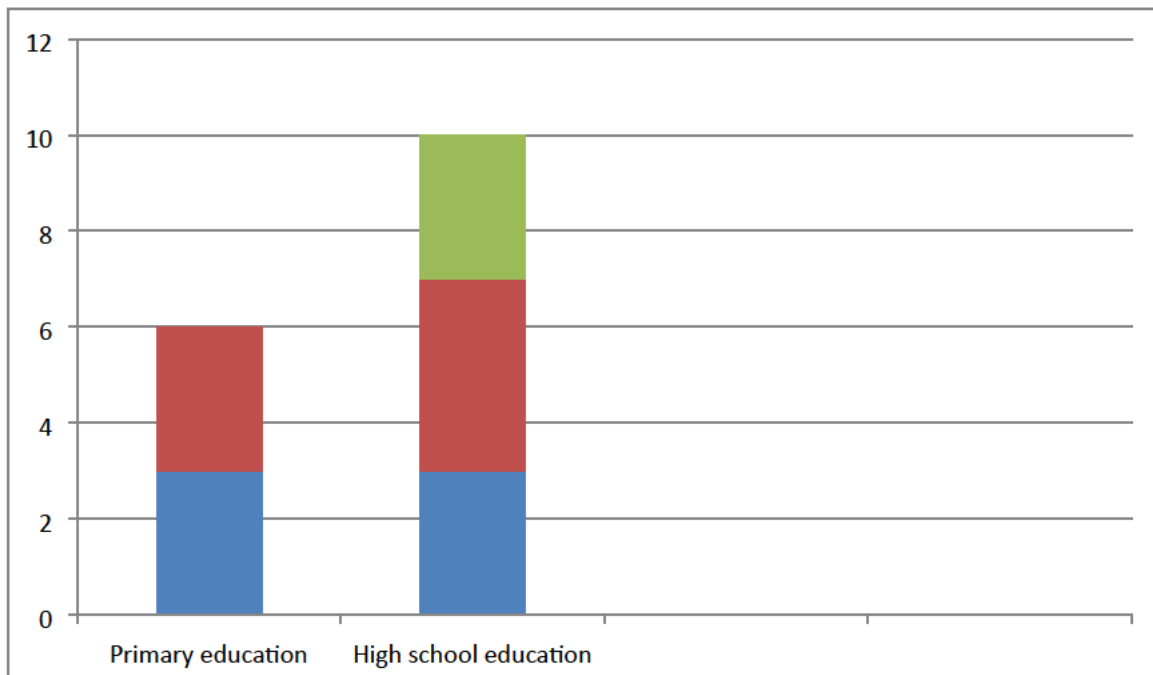


Figure 4.1 Educational level of the participants

The researcher's criteria for selection of participants did not specify the educational background of the research participants. However, in the study conducted by Hall (2015), education was one of the risk factors identified that leads to recidivism. This study showed the relationship between level of education and recidivism. Similarly, in the current study, although education was not used as a criterion for selection, out of the sixteen participants only one completed matric (Grade 12). Six participants had only completed elementary school and the rest dropped out in high school. According to Bello (2017), it is clear from the participants' educational backgrounds that low levels of education contribute to recidivism among offenders in Africa and that illiteracy makes it difficult for offenders to be rehabilitated. Moreover, Hall's (2015) study points out that, a lower level of education is not a risk on its own, but it reduces employment opportunities and increases the chances of recidivism

4.2.3 Previous and current sentences

All participants were serving three to twenty years imprisonment for different crimes that they committed. It transpired that in their first incarceration, they were serving shorter sentences but currently, they are serving longer sentences. This raises the question of the types of whether rehabilitation programmes are available to them when serving shorter sentences. If available,

what is their nature? These questions are of particular importance because even the Correctional Services Act 111 of 1998 emphasises that plans should be made for offenders serving sentences that are more than 24 months. Offenders who are serving shorter sentences are often neglected during their first sentences and when they come back, they return as hardened experienced offenders.

4.4 PARTICIPANTS' UNDERSTANDING OF THE RULES AND CONDITIONS FOR PAROLE

Exploring the perceptions and experiences of second-time offenders with rehabilitation services required a researcher to first explore the participants' understanding of the parole system and the purpose it served in their previous sentences.

During a discussion on the rules and conditions of parole that are given by the Case Management Office (CMC) as well as the parole board, the participants spoke about the following:

“Sir, do you know what? Before our placement on parole CMC office, the parole board and community corrections read us rules and conditions that we should comply with after our incarceration, but some of those rules are oppressive to us hence we come from different communities and our backgrounds are not the same. In short, no one can say he or she broke the parole or re-offended because he had insufficient knowledge, but we re-offend by choice because we face different life challenges after our placement on parole” (Participant C)

“Re-offending is a choice to most of us, everyone knows and understands that living conditions are so expensive, therefore sometimes we re-offend to have a better place to stay and to get basic needs” (Participant F).

“As far as I'm aware, being granted parole indicates that you have good behaviour and can get along with the community. However, because we were placed on parole with criminal records, this hinders our ability to find work, which leads to us committing new crimes after being released from the correctional centre” (Participant M).

“As part of the parole requirements, community service is something that parolees are supposed to perform. However, since community service is not compensated for, we find ourselves

spending more time performing it than looking for work opportunities. We are oppressed by the community service programme because we have needs of our own and, since we are not compensated for the work we do, we become involved in financial crimes.” (Participant H).

“When it comes to community corrections (COMCOR), correctional officers sometimes don't visit our communities to allow us to sign, instead expecting us to travel to the city and sign even though we don't have the money for transportation. If you don't show up to sign, you're treated like a parole breaker and occasionally you're sent back to the correctional facility as if you committed a crime” (Participant O).

“My family started treating me badly when I was put on parole. When they reported me as abusive to COMCOR correctional officials one day, they arrived to re-arrest me without doing any additional enquiries or consulting therapists who might evaluate the circumstances at home and, if necessary, forge family relations. I was accused of violating my parole because of something I didn't do” (Participant E).

“I was put on parole after six months, got work at one of the companies, and eventually I lost my position when they discovered I had a criminal record. Being the primary provider at home, it became difficult for me; I was forced to return to my criminal ways in order to make ends meet. Every day, the Department of Correctional Services places us on parolee status and expects us to hunt for employment while keeping our criminal records on file despite that we are rehabilitated” (Participant L).

The above extracts highlight that reoffending is not the result of a lack of information about the parole rules and regulations but many other psycho-socio-economic factors lead to recidivism. According to Participant C, most of the time, people who re-offend do so voluntarily because certain aspects of their living circumstances force them to return to criminal activity rather than by accident or because they do not comprehend the parole system. Most participants mentioned that they were not accepted by their families, and society rejected them if they disclosed that they were coming from custody. If criminal activities occur in their community of origin, they become first suspects and sometimes they are punished and convicted for crimes they did not commit but because they are known as ex-convicts. Therefore, re-offending and going back to custody is a safe space for some offenders.

Other participants such as participant F have made it quite evident that life is too expensive after incarceration and that you cannot survive without a source of income; as a result, they are forced to return to their previous way of life of crime. They mentioned that crime is a career to them and they cannot sit down and fold their hands while they are starving, they also stated that if they could get financial support from their families after their incarceration, they would not have ended up being involved in criminal activities.

Most parolees find it difficult to create businesses, register in classes to better themselves, or get employment while on parole or having a criminal record. Participant L reported that he was fired from his job after it was discovered that he had a criminal record. Stigmatisation is one of the big problems when it comes to the employment of ex-offenders. If an ex-offender discloses their criminal history, they do not get job opportunities, and if they do not disclose, they get fired whenever the employer finds out. Other participants shared their feelings when they stated that being placed on parole is more difficult than being incarcerated because, within the correctional centres, they receive some basic needs without paying.

One of the parole requirements that take up parolees' time is community service since they would rather spend their time performing these unpaid community activities that could not provide an income. This essentially indicates that parolees do not have adequate time to look for employment because of the community duties they are required to perform. The majority of participants disclosed that they occasionally find it difficult to visit Community Corrections offices and sign because they are unemployed and do not have the necessary transportation fees. Parolees are occasionally penalised with parole violations without making an effort to comprehend their circumstances if they do not make a pitch for signing. Even if ex-offenders report their challenges, they are turned down and told about the rules of parole instead of conducting home visits and exploring their living conditions.

A participant disclosed that parole rules typically work against parolees when it comes to family concerns. The participants made it apparent that when there are family issues, social workers and other relevant parties are not notified so they may carry out their responsibilities, but correctional officers simply hurry to return parolees to their facilities without carrying out the necessary enquiries. Other participants mentioned that their family members were always

reminding them of the correctional centre life, and they were sometimes blackmailed to be sent back to custody if they did not agree with them about certain things.

Despite having the appropriate skills and certifications, ex-offenders have a major problem with unemployment, according to Chikadzi (2017). The author added that the majority of ex-offenders believe that having a criminal conviction and serving a sentence has harmed their job prospects. Most ex-offenders do not look for job opportunities after their incarceration because they have a belief that all companies reject them. Other ex-offenders received certificates within the correctional centres but they do not use those certificates because they have correctional centres' details and they are scared of being rejected by companies. He also discovered that one of his participants had secured three separate jobs, but had been sacked from all of them after his criminal past was discovered. This shows that most employers do not believe in the rehabilitation of offenders and they are also part of groups which say "Once an offender always an offender".

The Criminal Procedure Amendment Act 65 of 2008, according to the Department of Justice (2009:5), states that an ex-offender can request for the erasure of their criminal record ten years after their conviction if they have not been convicted of any other crimes during that time. Because this period is so long, recidivism becomes the only method for many ex-offenders to make a living. Many participants complained about this act because it does not cover the parole period but it counts once they finished their parole period. They mentioned that being equipped with different vocational skills sometimes is a waste of time for them because criminal records block them from acquiring job opportunities.

4.5 LACK OF ORIENTATION TO THE LIFE INSIDE CORRECTIONAL CENTRES

One of the contributory factors to recidivism, according to the research participants, was the lack of orientation of the new offenders to life inside a correctional centre.

During the discussion, this is what was stated by the participants:

"There are a lot of activities going on in the correctional facility, sir, and if you weren't given a proper orientation when you first arrived, you may unwittingly become involved in a lot of bad things" **(Participant M).**

"As a new inmate, I assumed that upon my admission to a correctional facility, I would receive an orientation. However, this did not transpire as planned; instead, I was briefed on a few

topics before being led directly to my cell. As the days passed, I thought they would call to arrange a suitable orientation, but that did not occur, and other offenders helped me to get other services” **(Participant C)**.

“I was admitted and transported to the hospital for a medical examination as soon as I arrived at the reception desk. I was never informed about the existence of other service providers, including psychologists, social workers, educators, and religious professionals. I did not communicate with my family for over three months since they were unaware of my sentencing location. I could have talked to the social worker about a lot of my family issues, but I was unable to schedule a meeting with her since I did not know how to do so. Given the circumstances, I ultimately resorted to smuggling my cell phone in order to speak with my family members and handle matters discreetly without the help of social workers” **(Participant E)**.

“The correctional officers who are working in offices were preparing to leave when I arrived at the correctional facility after 17:00. They never said anything to me, but as soon as I was admitted, they led me directly to the cell. After a while, I realised that there were also cells that house non-smoking offenders, but that did not help me since I started smoking after two weeks of admission. I was placed with offenders who were smoking while I was not and I had asthma. I was abused by this situation because, although I had never smoked before, I now smoke, even dagga, and I find it hard to stop. Had I been asked if I smoked or not, I never would have started”. **(Participant A)**.

“I was an active member of the church prior to my incarceration, and they never exposed me to faith-based programmes whilst I was behind bars. It seemed that the church of my preference was not available within the correctional facility, so I ended up attending other churches that were available for my emotional growth. I used to observe other offenders gathered with their spiritual counsellors from outside. After eighteen months, I discovered that the correctional facility accommodated my preferred church; the only difference was that services were held on Wednesdays rather than on the weekends. I would not have joined other churches while the church of my choice was available if I had received a full assessment and had been introduced to spiritual programmes” **(Participant O)**.

“I received an N3 in the electrical engineering course at TVET College before incarceration. I was informed of AET after being admitted to the correctional facility, but I was never informed about the courses offered there. I was unable to enrol in AET because I had matriculated, thus I was forced to stay inactive. As time passed, I learnt that technical classes were offered, but no educators were present instead, offenders were educating one another at the library. Sadly, I learnt about these courses much too late because I was now engaged with gangsters and my behaviour had become out of hand. If I was informed about these technical courses and familiar with the educational offerings at the maximum correctional centre I would have continued with my studies” (Participant F).

“I felt very sorry for the offence I had committed at home, and I was always eager to speak with them and offer my side of the story. After spending seven years and six months in the correctional facility, my profile was sent to the parole board in order for me to be granted parole. The parole board committee informed me that because I committed a crime at home and received a further profile, I cannot be eligible for parole benefits before completing the VOD/VOM process. I stayed there for about eight years, and throughout that time, I was assessed by different professionals and placed on various programmes, but I was never informed about VOD/VOM programs, which caused me great anguish and made me quite violent. My family members were among the victims when I first began the procedure, but regrettably, they did not accept my account. They assumed that I was compelled to reunite with them in order to receive parole benefits, and they questioned me about why I was calling them now, so many years later. I would have completed the VOD process during the first three months of my term and made amends with my family if restorative justice programmes had been available to me sooner” (Participant B).

“To further elaborate on what my brother (participant B) has already stated, my victims never accepted me as a good man and would not meet with me; as a result, they believed that I was on VOD in order to be released from the correctional centre rather than to provide them with closure for what had happened. We would not have encountered these issues prior to our placement on parole; therefore, if the department could orient us to these restorative justice programmes as soon as possible” (Participant P).

“My experience was dreadful, sir. I was found guilty of a crime I did not commit and, because of my aggressive nature, was unable to contain my rage. I didn't receive assistance since I

wasn't familiar with the correctional surroundings and wasn't oriented when I arrived. As time went on, I became extremely violent and would frequently fight with other offenders. I was originally given a fifteen-year term, but I continued to commit crimes inside the correctional facility. As a result, I was charged with additional offences and received a twenty years imprisonment sentence” (Participant N).

The rehabilitation process for offenders is negatively impacted by a lack of orientation within the correctional facilities. According to the interaction the researcher had with the participants, the participants were forced to engage in activities that they would not have otherwise if they had been familiarised with the systems of the correctional centre. Undoubtedly, the orientation programme is one of the most crucial initiatives that can help newly admitted offenders better comprehend the organisation and culture of the correctional facilities. If the orientation is taken seriously and all professionals participate in it to promote their services, that might make it easier for offenders to receive those services.

The participants discussed how their lack of orientation had affected them, and it became clear that this had cost them their lives. Numerous organisations accept orientation, and when it is properly executed, it improves the efficiency of those institutions' operations and boosts employee confidence. During the participants' discussions, it became clear that not being familiar with the daily operations of a correctional facility causes ignorance, which in turn causes a lack of comprehension of the facility's procedures. The majority of participants stated that while their actions were not particularly horrible, they had been misled by other offenders who took advantage of them because they did not have enough knowledge about the correctional centre's life. Offenders are unlikely to participate in programmes offered by the correctional facility if the orientation is subpar since these programmes are not promoted to them. They have a far higher likelihood of committing crimes again while they are in the correctional centre and after they are released if they do not participate in those programmes offered by the correctional facilities.

When the offender arrives in the correctional centre, it is important that he is profiled and the sentence plan is compiled according to the needs of an offender so that the offender will be orientated accordingly. The profile of each offender is informed by the analysis of the data acquired through the evaluation of needs and hazards, which also help the involved officials

design specific interventions for each offender (DuPlessis, 2016). According to the Correctional Services Act 111 of 1998, a sentenced offender's assessment must be completed as quickly as feasible after admission to determine the security classification for purposes of safe custody, health needs, educational needs, religious needs, specific development programme needs, work allocation, allocation to a specific correctional centre and needs regarding reintegration into the community. According to DuPlessis (2016) and the Department of Correctional Services Offender Rehabilitation Path Orientation Guide (2007: 13), the aforementioned steps must be finished within twenty-one days of the offender's admission. It also suggests that other steps, such as orienting offenders to all services offered by the correctional facility, are necessary in addition to the assessment.

4.6 TIMING OF INTRODUCING THE REHABILITATION PROGRAMMES

When the participants were asked about how the rehabilitation programmes are implemented within the correctional centre, especially the phases of attending the programmes, duration of time they spent attending programmes and compliance with their sentence plan, they responded as follows:

“In our first incarceration, we never attended programs at the maximum correctional centre, but we only attended programs at the medium correctional centre three months before our placement on parole”. **(Participant C)**

“When I arrived at the correctional centre, I thought I would be placed on pre-programs so that I could easily adapt to the correctional centre environment and avoid being involved in illegal activities. Unfortunately, I was considered for programs as late as after I completed my half-sentence, and I had to fight to be considered. I went to the parole board to be placed on parole but it did not happen hence I had not attended the programs. I can say that I only attended programs to be placed on parole; I had no interest in what was discussed during the sessions since they failed to place me on programs in time” **(Participant E).**

“Within the correctional centre, especially at maximum correctional centres, we were only considered for correctional programs. Social work programs, psychologist programs and other programs that are facilitated by other professional service providers are offered at a very late stage and mostly six months before our placement on parole. When we asked to be considered in programs as early as we can we were told that our half sentences are too far so we should

wait until we are called by them. It became clear to us that programs facilitated by professionals, the aim is to produce progress reports and it has nothing to do with correcting our behaviours” (Participant N).

“In our first incarceration, we were serving six years and above sentences but we were never considered for other programs including social work programs. We were called into offices, assessed and that was all. When we requested to be considered for parole, we were told that there is a backlog and we will be considered as soon as possible. When we were called by the parole board for a parole hearing, we found out that we had progress reports which stated that we attended programs while we did not. The parole board asked what we benefitted from the social work programs but we could not provide answers hence we never attended such a program” (Participant G).

“What we noticed is that there is no timing of introducing the programs within the correctional centres. In the centre where I served my first sentence, we attended different programs but there were no schedules used to recruit us, some never attended those programs because other programs are attended by the individual choices” (Participant K).

“Sir, do you know what? There is a document called a sentence plan which consists of lists of programs to be attended by the offender and timeframes for attending those programs but service providers are not adhering to it. The Case Management Committee (CMC) is supposed to call each offender every six months and review their sentences and guide them on how and when they should start attending programs but this is not happening. If we asked professionals to consider us in programs, they told us that CMC must refer us and they refuse to consider us in programs if we are not referred by CMC. The case management committee refers us offenders to service providers late and their referral system is very poor because it is static while there are always movements in correctional centres” (Participant A).

“When I was placed on parole, I was expecting that there would be aftercare services or programs that would support my re-entry to the community, but there were none. After our placement on parole, we faced a lot of difficulties and there was nowhere to discuss those issues hence there are no after-services when you are being placed on parole” (Participant H).

The above extracts reveal that there are no clear schedules for the introduction of the rehabilitation programmes and they are often offered at a very late stage of offenders' incarceration periods and that has negative effects on their process of preparing to be considered for parole. It was highlighted that in maximum correctional centres, rehabilitation programmes are less conducted hence many participants mentioned that they attended programmes in medium correctional centres. Programmes that are conducted by professionals are the scarcest programmes in maximum security and this proved that orientation programmes are unavailable within the correctional centres. Having so many offenders who are not granted paroles during the parole hearing sessions due to outstanding reports has proven that offenders are considered very late in rehabilitation programmes.

The shortage of professionals to execute the rehabilitation programmes also delays offenders from attending programmes in time hence social workers and psychologists end up having heavy caseloads. He further mentioned that in his first incarceration, he did not attend programmes and he was told that there was a backlog due to a shortage of workers. Murhula and Singh (2019) argued that due to the shortage of social workers and psychologists' related matters, programmes required for offenders are not readily available. This simply means that even if these professionals are willing to execute programmes in time, staffing affects their planning of rendering programmes to offenders.

Another mentioned delay for offenders to be placed on parole was poor referrals by the CMC to service providers. CMC is responsible for referring offenders to rehabilitation programme implementers and if they are not referred on time, they end up not being considered for programmes as they rely on their referrals. It also transpired that Case Review Teams sessions are not held to review offenders' sentences and the sentence plans as stated in their sentence reports such as compulsory attendance of specific rehabilitation programmes are not always adhered to programmes as stated on their sentence plan. Murhula and Singh (2019) believe that rehabilitation programmes frequently fail because they tend to place more emphasis on the process than the results; as a result, attention is paid to the attendance of offenders rather than whether the programmes have the desired impact of altering their behaviour.

4.7 PARTICIPANTS EXPERIENCES WITH REHABILITATION SERVICES

When participants were given a chance to share their experiences with rehabilitation services that they participated in during their first incarceration, the following information was shared:

“According to our understanding and from what we have observed, rehabilitation within the correctional centres does not exist at all. As offenders, if we do something wrong or fail to comply with other rules of the correctional centre, we get beaten into a pulp without even listening to our concerns, therefore punishment is a dominating procedure rather than the rehabilitation procedure” (Participant C).

“In our first incarceration, we have never been considered for vocational programs and even today we are still not considered for them. What we understand is that vocational skills are the most important skills which play a vital role in rehabilitating us as offenders, but within the correctional centres, we spend more time being locked in cells doing nothing for the whole day. Sometimes we do not even get an hourly exercise due to the shortage of correctional officials and sometimes due to punishment” (Participant P).

“Nothing is taken seriously in this place and rehabilitation services are very poor. With some other time, we spent months without being provided with basic needs such as cosmetics and clothing. Sometimes we lack self-esteem and are unable to attend programs because you cannot attend programs while you not bathed and wearing torn uniform; it is so embarrassing and humiliating” (Participant O).

“I had family issues which I discussed with the social worker and the social worker was so helpful. After the social worker engaged with my family members, my family decided to come and engage with the social worker but unfortunately, it did not happen hence the social workers are not available during the weekends. Since our family members got opportunities to pay visits for us only during the weekends due to work-related matters, they ended up not getting our progress from other professionals who contributed a lot to our rehabilitation path. Therefore the composition of professionals affects our rehabilitation path hence their services are not available for us during weekends and holidays” (Participant A).

“When it was Sunday attending church service, my spiritual advisor picked up that I was experiencing some problems and he spoke with me to get what was affecting me. In our

conversation, it transpired that he needed to refer me to social workers for further interventions. He tried several times to refer my case and to meet with my social worker within the correctional centre but it did not happen hence they don't meet due to the shift they are working. I could not get help because there is a lack of inter-professionals within the correctional centres” (Participant G).

“I committed Para suicide during the weekend and I was taken to an internal hospital for medical intervention. Since it was during the weekend, they did not refer me to social workers or a psychologist and I was expecting that they could refer me on Monday because attempting to kill myself was due to difficulties that I was facing within the correctional centre. During the week, nothing happened hence they did not refer me to responsible professionals who would assist me with the problems I had” (Participant L).

“Since I have attended different programs within the correctional centre, I have noticed that most program facilitators equip us with the same thing. Programs that are conducted by social workers are similar to programs that are conducted by psychologists and case officers. It confused us why we should attend different programs with the same content but to different service providers” (Participant B).

“Within the correctional centre, we are only equipped with life skills related programs to prepare for community re-entry and there are no programs which equip us how to start businesses and empower us with adventure skills. What we were equipped with previously within the correctional centre did not help us because we needed skills which would help us to generate the income” (Participant I).

According to the extracts above, many challenges negatively impact on the rehabilitation services within the correctional centres and the goal of rehabilitating offenders is far to be accomplished by the DCS. According to participants, the biggest challenge is that the DCS is failing dismally to meet the basic needs of incarcerated offenders and that contributes more to the ineffectiveness of the rehabilitation services. For instance, the living arrangements, the correctional centre's rule that no offender should walk unescorted, and the times allocated for other activities such as dining halls and lockup times sometimes make it impossible to attend professional rehabilitation services.

The working arrangements between professionals were also cited as contributing to the challenges with rehabilitation programmes. Participants spoke about poor inter-professional or interdisciplinary relations within the correctional centre as contributing to poor rehabilitation programs. Other participants revealed that there are programmes which are conducted during the weekends such as spiritual programmes and they are not treated or considered as rehabilitation programmes because they are not integrated with other programmes which are facilitated by other professionals.

As mentioned by participants, the unavailability of professionals during the weekends and holidays is still a problem within the correctional centres hence offenders cannot access their services even if there are emergencies. Service providers who work only during weekends are unable to do referrals and discuss cases with professionals because the Department shift pattern disadvantaged them, therefore rehabilitation is jeopardised anyway. The social workers are expected to work with offenders and their families, therefore families of offenders only come during holidays and weekends when social workers and other professionals are off duty, therefore other services are limited due to the structure and operations of the correctional centre.

In the discussions, punitive procedure was said to be more dominating within the correctional centres as offenders are still punished if they have done wrong things as they are beaten or locked for a long time in cells. As mentioned by other participants, most correctional officials do not understand the rehabilitation process hence they are not trained on how to execute rehabilitation services within the correctional centres and participants concluded by stating that nothing is taken seriously within the correctional centres. The White Paper on Corrections (2005) states very clearly that the DCS is facing a lot of challenges which hinder the rehabilitation process such as overcrowding, the state of the DCS facilities, institutional or correctional centre's culture, corruption and mal-administration, training and retraining of members for the new paradigm and the needs of special categories.

Bello (2017) sensitised the importance of integration of services to reduce the recidivism of offenders. The author added that various forms of interventions and programmes target individuals to prevent them from becoming involved in criminal behaviour or, for those who are already in conflict with the law, reduce the likelihood that they will re-offend. Integration interventions are therefore attempts by various components of the justice system such as inter-

professionals within the department and in partnership with social agencies, NGOs, educational institutions, communities and the offender's family, to support the successful social integration of individuals at risk of re-offending.

4.8 REHABILITATION PROGRAMMES OFFERED BY THE DEPARTMENT OF CORRECTIONAL SERVICES

One of the goals of this study was to understand the programmes offered to offenders by DCS. Below, are the participants' responses when the researcher probed them about the types of rehabilitation services that they are receiving and their accessibility to the participants:

"There are a lot of programmes offered at the correctional facilities, we are not equipped with all of them" **(Participant F).**

"I believe he intended to emphasise that, although some programmes are available and to which we are entitled, there are no facilitators to help them run smoothly. For instance, psychologists are not present in other correctional facilities to lead psychological programmes, but social workers constantly urge us to consult psychologists" **(Participant M)**

"Only those serving life sentences are moved to other correctional facilities for counselling; determinants do not receive their services. If there are no psychologists in your management area and you are not serving a life sentence, you are not eligible for their services" **(Participant N).**

"I found it difficult to comprehend how psychologists work. I was unexpectedly invited to attend a psychologist programme while I was still in my cell because I had never asked to be considered for the programme and had never been informed in advance that I would be. I was admitted to this programme without being assessed, and I participated in it among felons who had committed offences more serious than mine" **(Participant A).**

"Psychologists don't run any effective programmes. They took us into account for one hourlong session and issued us attendance certificates as group members who have benefitted from the programme. They don't even evaluate that session; there are no follow-ups or anything" **(Participant E).**

“The majority of programmes offered in correctional facilities are in the social work field. They carry out accurate assessments and make sure to recognise our criminogenic elements, yet they do not enrol us in pertinent programmes” (Participant D).

“I committed a fraud crime and received a sentence for it, but after the social worker assessed me, I was put in an anger management programme. I was perplexed by this decision because my crime wasn't related to aggression, and I had expected to be put in a life skills programme” (Participant K).

“Sometimes, in order to receive need-based services, we confess to crimes we have previously committed but have not yet received a sentence. However, social workers do not consider our criminal history; instead, they only pay attention to the crimes for which we have already received sentences. As a result, other criminogenic factors are not discussed in group sessions” (Participant B).

“I was asked how many children I have during the social worker's assessment, and I replied that I have two. After the assessment, I had hoped to be accepted into a parenting skill programme in order to improve as a parent once I was placed on parole, but that did not happen” (Participant O).

“Only two of the seven programmes run by social workers are actively attended; the others remain mute. Other programmes are silent, so they are not conducted, thus if you are not selected for the sexual offender treatment programme, you will most surely be considered for the anger management programme” (Participant L)

“When we explain how we committed crimes to social workers and other experts during assessment sessions, they frequently don't believe us, and occasionally we are compelled to confess to crimes we didn't do” (Participant N).

“The social worker informed me "What I know is that you were not taken from church" after I explained to her that I had been falsely accused of committing rape during my first incarceration and had instead been set up by my girlfriend. I was hoping to gain support and tools that could prevent me from being accused of rape in the future, but the social worker let me down. Even if we undergo the VOD process, participant O said, they will feed us words and

get us to say things we did not commit. This is extremely upsetting to us, sets off our rage, and makes us lose hope in these programs” (Participant F).

“We were never evaluated when we were selected for correctional programmes; instead, they picked us at random and occasionally considered us for the same programmes more than once, although there were numerous programmes we did not enrol in” (Participant C)

“Even though we value vocational programmes greatly, we are not included in them. The majority of us are not interested in formal education, which they primarily promote as being (AET). We are not provided with FET courses, and if they are, there are no educators to instruct us” (Participant H).

“We occasionally need to be taken into consideration for one-on-one sessions with programme facilitators, but these sessions are not offered to us inside the correctional facility. Because our needs and issues are not always the same and because we rarely vent during group sessions, it is quite perplexing why programmes are not tailored to each individual. Even when our circumstances prevent us from being grouped with other offenders, we are occasionally compelled to participate in group sessions” (Participant G).

“We are not likely to participate in programmes that are not intended to be mandatory. Programmes in this category include educational, psychological, and spiritual ones. Since we cannot be granted parole without participating in correctional and social work programmes, the majority of us solely pay attention to those” (Participant D).

Participants reported that another element that greatly influences recidivism is the lack of fully trained correctional officials to execute the programme. They stated that, the Department of Correctional Services has manuals and programmes to help offenders with their rehabilitation goals, but there are not enough facilitators to implement them. According to the participants, other specialists, including psychologists, do not offer full programmes to help, and even when they have, they do not screen offenders before considering them in programmes. Participants highlighted that psychologists specifically target offenders who are about to be placed on parole, giving them one session of consideration and awarding them certificates of attendance. Most participants concurred that the majority of programmes within the correctional centres are carried out in order to report data and achieve targets. Murhula and Sing (2019) claim that

while there are no well-structured programmes to rehabilitate offenders, the DCS rehabilitation programmes attempt to deliver needs-based custodial sentence plans and interventions to offenders.

During assessment sessions, specialists and correctional officers intimidate offenders because they sometimes push them to confess to crimes they did not commit, and if they refuse, they are denied services. These participants concluded by stating that forcing offenders to admit wrongdoing they did not do has an impact on their recovery process because it leads to them being enrolled in the incorrect programmes and receiving therapy that does not address their true behaviours. According to Murhula and Singh (2019), unskilled DCS employees use a "one size fits all" strategy. This simply means that they use the same programmes on various offenders who have committed various crimes and that this approach leads to additional issues and recidivistic behaviour.

To prevent recidivism, most participants were yearning for rehabilitation programmes that include vocational education and training. They believed that vocational skills would open up higher opportunities for the exploration of self-employment after their incarceration. According to Mohammed and Mohamed (2015), adding vocational education and training in offenders' rehabilitation gives them the possibility to raise their chances of successful reintegration into society while reducing their risk of reoffending. According to Vangala (2019), vocational training significantly helps with the rehabilitation of offenders by changing their behaviour and attitudes, boosting self-esteem and confidence, improving employment skills, reviving humanity, improving cognitive abilities, fostering growth, raising literacy levels, and transforming them into law-abiding citizens.

According to the extracts above, most programme facilitators conduct programmes through group work methods and individualising programmes is still a challenge. Even if they require specific attention due to their unique needs, this is unlikely to occur. Even if their demands are not uniform, this way of grouping them prevents them from sharing their experiences and problems because some of their issues are private and they are unable to discuss them in group sessions. Participants emphasised that sometimes they are released on parole without receiving the required rehabilitation because individualisation is so rare in correctional facilities.

Participants mentioned that they only attend programmes which are compulsory within the correctional centres. Other participants that most offenders only enrol in programmes that are required since failing to do so prevents them from being granted parole. This simply means that most programmes are run to get offenders ready for parole placement without evaluating whether or not the offenders benefitted from those programmes. Participants added that neither offenders nor correctional officials adequately comprehend the goal of rehabilitation programmes. In their study, Murhula and Singh (2019) suggested that all offenders should be required to participate in rehabilitation programmes because it is beneficial to their rehabilitation.

4.9 PARTICIPANTS' PERCEPTIONS OF THE CONTENT OF THE REHABILITATION PROGRAMMES

As part of the focus of this research, it was important to explore participants understanding of the content, objectives, and intended outcomes of the programme they attend.

When the participants were asked about their perceptions, they stated the following:

“Do you know what Mr Khanyile? Sometimes we just attend programs to get progress reports or certificates. There were no serious discussions during group sessions but facilitators kept on telling us about themselves and their progress and they said less about the content of the programs. Sometimes we spend two weeks without gaining anything because facilitators talk jokes and generalise the content of the program” (Participant N).

“If you are illiterate, you gain nothing from these programs. Previously we attended almost eight different programs but we did not gain anything from them hence most of the content was shared in English and most words were not translated into our mother language and most facilitators were unable to simplify the content for us by giving examples so that we could understand the discussions. Most facilitators just read the manuals for us and those manuals were written in the English language and we could not understand and get the message from those group sessions” (Participant K).

“There is too much theory in these programs and sometimes we get bored. The way they are facilitating programs it's like we are attending school. They do not consider facilitating by

involving us in activities or playing videos for us so that we can have more understanding of the content of the program. No televisions, no charts, no pictures, no diagrams but nothing, so we fail to pay attention and follow discussions during the sessions because the content is delivered by one method which is manual reading” (Participant P).

“It is very difficult for us to follow and understand the content that is discussed during group sessions hence we are not given a chance to say something because we are always overcrowded in group sessions. We are not even provided with notebooks to note down some important information during group sessions so that we can remind ourselves in future. There is no flow of information and no patterns in sessions that are conducted, so sometimes we got confused and it seemed as if most facilitators do not prepare themselves before conducting sessions” (Participant C).

“What is more surprising is that we have libraries within the correctional centres, but programs manuals are not available and also pamphlets which might have good content and assist us in our rehabilitation path” (Participant D).

“I was sentenced for theft previously, but I was placed on an anger management program and equipped with aggression while I was not an aggressive person. I thought I would be placed in life skills programs to improve my life skills but it did not happen. I failed to understand why I was placed on an anger management program while I did not even have a history of anger issues” (Participant G).

“I attended an anger management program previously because of the crime that I committed. During the program, the content was not addressing the anger issues but the focus was more on life skills. I thought I could gain more techniques of dealing with anger but unfortunately, the actual content of the program failed to satisfy my needs” (Participant E).

“Programs are rushed as a result, we spend less time attending them. Facilitators summarise too much the information and we lose a lot of content along the way by doing so. Sometimes the program was supposed to have 12 sessions but the facilitators reduced it to five sessions and compelled us to sign for twelve sessions. This shows that we missed a lot of information when attending these programs” (Participant J).

One of the participants spoke about the lack of professionalism by some programme facilitators. For instance, programme facilitators divert from the points of discussion and end up talking about themselves. Other participants voiced out that procedures of conducting programmes are very poor and they limit them as offenders to gain more information from them. Offenders are not allowed to attend programmes if they were not invited to those programmes, but they are only considered for programmes only if they are due for placement on parole. Other participants sensitised that people learn in different ways, some learn by reading pictures, some learn by activities and others learn by watching videos, therefore delivering content through reading manuals only does not satisfy their needs.

The information that is shared by programme facilitators during sessions does not change and there is no improvement from it. The participant further mentioned that programmes which were conducted five years ago have the same content as the programmes that are conducted currently. This shows that programme manuals are not reviewed and there is a lack of research skills by programme facilitators. Offenders, within the correctional centres do not have access to programme manuals to read for themselves so that they can have a better understanding and get familiar with the content that is discussed during the sessions. Group sessions are always overcrowded and group members do not get chances to share their ideas and even if they are willing to get some clarity, they are not given any chance to ask and seek for clarity.

Participants complained about the issue of rushing the programmes as this also limited the content that they were supposed to get hence programme facilitators summarised everything as a result, the pattern of information got lost along the way. There is a shortage of programmes to address the criminal behaviour of offenders as a result they end up being placed in the wrong programmes which have content that does not match their criminogenic needs. According to Participant N, programme facilitators do not prepare themselves before facilitating sessions hence when offenders seek clarity from them, they just become angry and yell at them.

Bello (2017) believes that recidivism may also be influenced by programmes that are not sustainable to satisfy offenders' needs, are poorly handled by facilitators, or are understaffed by the number of officials needed to run them. Ortiz and Jackey (2019) revealed that there is a dearth of quality programming to get offenders ready for release and this leads to recidivism.

4.10 HINDRANCES TO SUCCESSFUL REHABILITATION SERVICES

Offenders serving sentences are constantly offered rehabilitation services, indeed an understanding of the hindrances to attaining the goals of rehabilitation is important. During the group discussions with the offenders, the following transpired:

“We were told that this is not a prison but it is a correctional centre, but the correctional centre is not conducive at all and even the buildings of correctional centres have still the structure of prisons which does not bring hope and trust to us, and even today we have no access to other services such as sports activities and vocational skills” (Participant P).

“In this place, we are not treated with respect, correctional officials always called us names (referring to vulgar language) and we are still being punished if we have done something wrong” (Participant C)

“They beat us into a pulp, some are beaten to death, and some are beaten and ended up being hospitalised. Sometimes we are taken to isolations without following the correct procedure of charging process” (Participant C).

“This place is so traumatic hence we are housed overcrowded in unit cells. Sometimes they house us together with offenders who are infected with TB and offenders who are mentally ill, and this affects us hence we end up being infected too and suffer from mental illness; sometimes they become violent and fight with other offenders” (Participant N).

“Our lives are in danger within the correctional centres hence correctional officials are no longer doing their jobs of providing security but they task other offenders to control us. Some of us are beaten by other offenders and they give us instructions on behalf of correctional officials. Correctional officials always left sections/units unattended and locked as a result sometimes if we are called to attend programs, it becomes very difficult because the gates are always locked and with no availability of correctional officials” (Participant E).

“There is a lack of communication within the correctional centres; we are not informed about things that are happening in the centres. If there are changes within the centre or there is

vocational skills training from external service providers, they don't tell us but they only select their favourite individuals" **(Participant J)**.

"The department does not link us with external service providers to gain more knowledge. Other programs are not available within the correctional centres, and for those which are available, sometimes facilitators fail to execute them hence they are not trained. Most program facilitators do not take us seriously and they are treating us like objects, not human beings" **(Participant B)**.

"Sometimes within the correctional centres, we do not operate as per our decisions hence gang members compel us to do things in their favour. If you are not involved in gang members, it is like you are spying their operations to correctional officials and your life is always in danger. If you are not involved in gang activities, they call you "inyoni" or "impatha" which simply means that you know nothing and you become their enemy if you comply with the rules and policies of the correctional centre" **(Participant M)**.

"Within the correctional centres, we are always recruited to join the gang members. When joining gang members, sometimes you are given no choice but you join for your safety and survival. What is more painful is that the education of gangs is against rehabilitation hence we are taught hatred and they push us to commit more crimes within the correctional centres" **(Participant L)**.

"As offenders, we are not trusted at all and other correctional officials used to say "once an offender always an offender" this simply means they believe that our offending behaviour will never change and we are likely to re-offend after incarceration. Even if they are facilitating the programs, they don't utilise all their skills and they don't put enough effort because they always have the feeling that they will re-offend and come back to correctional centres, they used to say "Eyy uyabuya vese wena ejele" they are always discouraging us" **(Participant F)**.

"The issue of substance abuse is still a problem within the correctional centres. There are a lot of drug smuggling incidents by both correctional officials and offenders. We had never used any substances before our incarceration but within the correctional centre, we ended up smoking dagga and others even take "hoonga". "izidakamizwa ziyasilekelela ukushaya isigwebo" this simply means that substances help them to ignore the longest of the sentence,

and we are sometimes recruited to take substances by those who are selling them” (Participant B).

“Before attending programs, we make sure that we smoke as we can, so during the programs “sisuke siziqhunyelwe thina” means that they used to attend programs while they are high” (Participant N).

“Due to the availability of these substances within the correctional centres, we become addicted and once we are addicted, we fail to attend programs and those who are willing to attend programs get disturbed because substances always cause the scenes within the centres. The department has no rehabs and specialists to assist us if we are addicted, therefore we are placed on parole even if they know that we are addicts and they don’t even refer us to external service providers for further interventions” (Participant O).

“Other correctional programs are informal and they are facilitated by other offenders who are not trained and lacking relevant content. We attend these programs in absentia of correctional officials and they don’t monitor the sessions. Most of the time, we lack interest in attending these programs because offenders who are facilitators do not respect us and their communication skills are very poor” (Participant F).

“Gangsterism program falls under correctional programs and it was also facilitated by offenders and they are still facilitating it. When we attended this program, we thought that it focused on the consequences of being a member of a gangster, but the content was against the aim of the program hence facilitators were promoting it. Offenders who are leaders of gangsters and knowledgeable about it are the ones who facilitate the gangsterism program” (Participant D).

The participants’ responses above showed that several obstacles stand in the success of the rehabilitation services within correctional centres. One of the highlighted problems was overcrowding. The participants acknowledged that the correctional services staff is overwhelmed by the number of offenders in their centres. This leads to poor planning and also to enrolling offenders in programmes just for compliance. With overcrowding, the participants highlighted that the likelihood of offenders getting opportunities to participate in vocational training is very limited because such training takes fewer students at a time and over a longer

period or until an offender is satisfied competent. According to Mnguni (2011), certain correctional facilities' working environments do not promote the efficient and effective provision of rehabilitation services because of problems that are in opposition to those procedures. Because of overpopulation in correctional facilities, it is less likely that offenders will undergo rehabilitation (Nkosi, 2018).

Privileges for certain offenders were also mentioned as one of the hindrances to successful rehabilitation services. Participants stated that some correctional officials allow other offenders special treatment and give them the authority to rule over other offenders. Sometimes these offenders see themselves as the facilitators of the rehabilitation programmes as they always accompany the officials assisting them with administration duties. Other participants stated that most of them do not take these programmes seriously and they attend just to get certificates. Some of them do not even attend but they pay to get these certificates of attendance hence these programmes are not even monitored when they are facilitated. Shalihu, Pretorius, Van Dyk, Vander Stoep and Hagopian (2014), Manganye (2016) and Shonhayi (2017) found that corruption and improper conduct by correctional officials jeopardise the rehabilitation within the correctional centres as they are unethical, behaving strangely and lacking important skills associated with reforming process.

Participants also spoke about poor communication or communication that is aimed at privileging some offenders and disadvantaging others. For instance, when there are external service providers who are looking for offenders who want to participate in skills training, the information is only communicated to the offenders who are favoured by the correctional officers. As a result, the same offenders get trained in a variety of skills while the majority of the offenders have no access to any programmes.

The participants also reported gangsterism as still a major problem and the biggest hindrance to rehabilitation programmes. Since the correctional officials cannot protect them from gangster members, they end up joining gangsters to support themselves. According to Meseret (2018), offenders participating in gang activities have little interest in enrolling in rehabilitation programmes, and if they do, they use the chance to find other offenders and train them to commit additional crimes in the future. When the gangs rule a centre, only what is permitted

by the gang happens. Worse, when there are gang fights, all programmes are forbidden in the correctional centres.

The availability of drugs inside the correctional centre was also mentioned as one of the hindrances towards rehabilitation services. Mathe (2007) cited drugs that are smuggled by both the correctional officials and the offenders as hindrances towards the effectiveness of the rehabilitation programmes. As per Participant O, once offenders are addicted to substances, they pay less attention to all rehabilitation services and spend more time looking for drugs than participating in programmes for recovery. The responses of other participants showed that drug use also contributes to violence, so if other offenders lack the funds to purchase drugs, they steal from other offenders in order to obtain cash. In other cases, they fail to compensate drug dealers after accrediting them, leading to their assault and eventual death. According to Caudy et al. (2015), criminal thinking and substance addiction each had a different effect on recidivism. According to their claim, the severity of the association between criminal thought and recidivism is moderated by the symptoms of a substance use disorder.

4.11 PARTICIPANTS' UNDERSTANDING OF THE RELATIONSHIP BETWEEN REHABILITATION AND RECIDIVISM

When the researcher asked the focus group participants about how they understood the connection between rehabilitation and recidivism, they gave the following responses: *“Sir, I think a person can be regarded as a recidivist if he or she was rehabilitated before placement on parole”* (Participant C).

“Recidivism happens when someone failed to utilise the skills that he or she was equipped with when attending rehabilitation programs within the correctional centre” (Participant E)

“If rehabilitation programs were not effective enough during the incarceration that increases the chances of us (referring to X-offenders) to recidivate after incarceration” (Participant A)

“You can be only considered as a recidivist if you attended all rehabilitation programs that were recommended for you in your sentence plan” (Participant F).

Most participants showed a great understanding of the relationship between recidivism and rehabilitation. It transpired that they understand that the purpose of placing them in

rehabilitation is to prevent recidivism and also to be law-abiding citizens after their incarceration. As mentioned by Participant F, no one can be called a recidivist if he was not considered for correctional programmes in his first incarceration.

4.12 PROPOSED WAYS OF REDUCING RECIDIVISM DURING AND AFTER INCARCERATION.

It was crucial to explore the strategies that can be used to lessen the problem of recidivism. As a result, the research participants were asked to identify any strategies that they believed would be beneficial to them in order to lessen recidivism, and the following information was provided:

“I believe that because we end up picking up additional criminal techniques from them and attempting to use them after incarceration, we shouldn't be housed alongside offenders who have committed significant crimes and are serving lengthy sentences” (Participant J).

“We are rarely given access to vocational skills training and are consistently placed in programmes that will not assist us following our release from the correctional centre. We can prevent recidivism if we are given greater consideration for vocational pieces of training that could expand our chances of working for ourselves” (Participant P).

“Some of us are skilled and have gained a great deal of knowledge while incarcerated, but the issue is that we don't know how or where to put our skills to use. If the Department of Correctional Services can connect us with appropriate outside service providers, we can market our skills and they could help us once we're released from the correctional centre” (Participant B).

“I lost a support system after receiving a sentence that kept me far from home and prevented my relatives from coming to see me. I began smuggling people into the correctional facility in order to get money, and when I was released from the correctional centre, my siblings did not want me back because they could no longer trust me. I propose that, as offenders, we should be permitted to serve our sentences in our local correctional facilities in order to receive the most support, as I was forced to re-offend and return to the correctional centre because I had nowhere to reside” (Participant H).

“There is no distinction between an offender and a parolee because receiving parole while still having a criminal record and being denied access to other public services does not assist us in any way and instead serves to inflame our feelings. After being granted parole, it is suggested that our criminal records be removed from the database, allowing us to begin our lives over”
(Participant N).

Participants shared different opinions on what can prevent recidivism. Some spoke about the DCS adhering to the separation of offenders according to their crimes and security levels. For example not mix offenders who committed minor offences with those who committed very serious crimes because the minor offence offenders end up learning more about crime from the more hardened criminals. The majority of the participants emphasise the importance of rehabilitation programmes that incorporate skills-based training. Almost all of them spoke about a desire to participate in vocational skills training. To them, this will open up their opportunities for self-employment or even to teach other community members when they get released. In that way, they can contribute back to the society.

Another important strategy for reducing recidivism that was proposed by the participants was the importance of an offender serving his sentence close to his community in order to maintain family ties and receive visits from family members. The White Paper on Corrections from 2005 also highlights the importance of sentencing offenders close to their relatives so they can receive support and have a beneficial impact on their recovery process. The participants then suggested that they ought to be permitted to serve their sentences in the original location. Chikadzi (2017) found in his research that ex-offenders have difficulty readjusting to life after being released from correctional facilities because they are rejected by both their families and society at large.

The participants of this study felt that having strong family contact while in prison also contributed to a positive rehabilitation journey. They spoke about how many offenders commit more crimes in the correctional centre because they know that nobody cares about them outside and they see the correctional centre as their home. The more they commit crimes within the centre, the more their sentences increase and the more they stay inside the prison. The unfortunate part is that, when they do that, they do not commit the crime alone they recruit more offenders to join them and that hinders any efforts towards rehabilitation services.

4.13 CONCLUSION

This chapter has shown that there are numerous reasons that both encourage recidivism and make it difficult for the correctional facility to provide rehabilitation programmes. These elements include subpar programming, poorly qualified correctional officials to facilitate programmes, a lack of integrated services, gangsterism, and drug smuggling by both offenders and correctional officials. While the general public believed that recidivism occurs after imprisonment, evidence from the study findings has shown that the primary issue is within the correctional facilities. It is clear from looking at the obstacles to rehabilitation that DCS still has a long way to go in its goal of rehabilitating offenders. The greatest barrier to rehabilitation was determined to be the unfavourable environment in correctional facilities. The results of the study have shown that correctional officials were untrained for the new paradigm even though prisons were converted to correctional facilities; as a result, these facilities continue to operate like prisons and punitive measures continue to predominate over correctional services.

CHAPTER 05

RECOMMENDATIONS AND CONCLUSIONS

5.1 INTRODUCTION

The journey through this research thesis has been a meticulous exploration into the participants' perspectives and experiences regarding the rehabilitation programmes provided by the Department of Correctional Services, seeking to unravel meaningful insights that contribute to the limited body of knowledge. As I embark on this final chapter, the focus shifts from the detailed analysis of data and findings to the synthesis of key conclusions and the formulation of actionable recommendations.

This chapter is structured into: the general conclusions and the recommendations related to them, the major conclusions that are aligned with the objectives of the study and the recommendations where the researcher proposes tangible actions based on the findings of the research study. The major conclusions are aligned with the objectives of the study which were:

- To understand the rehabilitation programmes that offenders participated in during their incarceration.
- To gain insight into how and when offenders are recruited to participate in rehabilitation programmes.
- To describe the offenders' perceptions and experiences of the rehabilitation programmes that they participated in during their first incarceration.
- To establish from the participants the possible strategies for reducing repeat offending in a correctional Centre.

In the realm of application, the recommendations offered in this chapter aim to bridge the gap between theory and practice. Grounded in the evidence unearthed during my research, these recommendations are crafted to empower stakeholders, inform criminal justice policies, inform decision-making processes and inspire future research endeavours. The insights gained from this study have the potential to catalyse positive change and foster advancements within correctional services and Community Corrections fields.

5.2 GENERAL CONCLUSIONS AND RECOMMENDATIONS

• Participants understanding of the relationship between rehabilitation and recidivism

The research participants in the study appeared to have a comprehensive understanding of the relationship between rehabilitation and recidivism and they recognised that rehabilitation is not merely a means of punishment but a strategic approach to breaking the cycle of criminal behaviour. The majority of them spoke about reoffending as not a choice but as a result of psycho-socio-economic challenges they encounter on release, particularly when they were inadequately prepared for life outside the prison.

The participants were able to identify the rehabilitation programmes available to them that are aimed at preventing recidivism. These were spiritual programmes, education programmes, social work programmes, psychologist programmes (although mentioned as very limited), and programmes by correctional services officials. While the participants were able to identify and acknowledge the role of different professionals in rehabilitation services, they identified the gaps in these programmes. One of the gaps mentioned was that the programmes tend to adopt a one-size-fits-all approach. There is a limited individualised nature of rehabilitation efforts, which recognises that each offender has unique needs and challenges. Most interventions are not tailored based on assessments and when offenders get released, there are no professionals that provide on-going support.

• Participants' understanding of parole rules and conditions

The participants admitted to having a clear understanding of the rules and conditions of parole. However, they viewed the parole conditions as one of the harshest and most difficult. For instance, they cited the fact that the parole lifespan depends on maintaining a good relationship with a family member who signed or who is a gatekeeper for their parole is very problematic. Family members quarrel all the time and when their families and relatives have power over their parole conditions, they end up mistreating them. Ex-offenders are sent back to correctional facilities by their relatives if they make a tiny mistake at home, and they are not allowed to present their case. When ex-offenders and their families are having issues at home, mediation is not used; instead, correctional officers hurry to return offenders to the correctional facilities for 48 hours of observation without consulting DCS community corrections specialists such as social workers.

Due to scheduling constraints, mediation between the offenders and their family members is not conducted when they are brought back to the correctional facility for the 48-hour observation period. Instead, the offenders are advised to find other family members who are willing to take them back. Offenders who are returned to correctional facilities due to family disputes suffer greatly from this, since they are ridiculed by other offenders and appear to have not adjusted to life outside of the correctional centre.

Participants extended their understanding of the parole conditions by identifying community service as one of the parole conditions that contribute to recidivism. As parolees are expected to perform certain hours of community service, some of the parolees are placed very far from home and they incur travelling expenses to reach these places. Unfortunately, they are not compensated for such services despite the travelling costs they incur. When they fail to report for community service because of financial constraints, they are re-incarcerated for parole violations. Some ex-offenders reside in remote, rural areas far from community corrections offices. Offenders are also expected to report in person and be recognised by community corrections correctional officials, if they cannot because of financial constraints, they are labelled as parole violators and charged with breaking the law without committing any new offences. Following their release from the correctional centre, parolees are required to report all of their movements and obtain authorisation from community corrections before relocating. This can present a challenge in situations where an unexpected move is necessary, such as an emergency.

Recommendations

- It is advised that DCS specialists provide aftercare services to offenders once they are placed on parole.
- If there are issues between offenders and their families, mediation should be tried before returning x-offenders to incarceration.
- The government should shorten the ten-year criminal record clearance waiting period and remove offenders' criminal records as soon as they are placed on parole.
- Ex-offenders who live far from community corrections offices should be visited near their homes and signed there to avoid being affected by transport challenges.

• **Barriers to the rehabilitation services within the correctional centres**

There are several barriers mentioned by the research participants that prevent rehabilitation services from being provided in correctional facilities. One of the main barriers to rehabilitation services is gangsterism. The goals and culture of gangsters are incompatible with those of rehabilitation services. According to the research participants, despite the desire of many offenders to stay away from gangsters, some offenders join gangsterism for protection. Because offenders are not kept apart in the correctional facilities, offenders who are not affiliated with the gangsters eventually take on their lifestyle and culture. Because gangsters' culture is hostile to rehabilitation, members of the gang attend rehabilitation programmes merely as a formality. They do not utilise the knowledge they learn within the correctional centres, nor do they apply the life skills they gain there to their circumstances once they are released from the correctional centre. This is because gangsterism occurs outside of correctional facilities as well. The participants mentioned that once you join gangsters, nothing you take positive in life and you become more aggressive than before.

Prisons were redesigned from prisons to correctional facilities with the addition of rehabilitation services; nevertheless, correctional officials were not well trained in the new paradigm. The atmosphere of the correctional facility is unfavourable, and as a result, rehabilitation programmes do not function well. Correctional officials who lack professionalism and good work ethics are discouraging offenders from attending programmes by calling them derogatory names and they do not respect offenders or take them as human beings. The study's conclusions also showed that there is still a problem with favours and smuggling between offenders and correctional officials because of the bribes that offenders provide to other officials to gain access to illegal items such as dagga, cell phones and dangerous weapons inside the correctional facilities.

Another major obstacle to rehabilitation in correctional facilities is overcrowding. According to the study's findings, when offenders are overcrowded in a correctional facility are less likely to receive the services to which they are legally entitled. Programme facilitators do not fairly select offenders for rehabilitation programmes, and offenders hardly benefit from vocational training. Even when they are occasionally chosen for programmes, they do not get anything from it because they show up in large numbers for group discussions that eventually spiral out

of hand. Despite the large number of offenders, there are relatively few programme facilitators, which causes a delayed recruitment of offenders for rehabilitation.

Another issue impeding rehabilitation efforts in correctional facilities is substance misuse. The results of this study showed that drug smuggling by both offenders and correctional officials occurs within correctional facilities. Most offenders take drugs to get around serving their sentences, but in the process, they develop addictions. It is challenging to place drug-abusing offenders in programmes because they become angry, disrupt conversations for other offenders, and occasionally nod off during sessions. Because substances cause strife and violence in correctional facilities, offenders steal from one another and from others, getting into toxic relationships in order to obtain money for drugs. The study's conclusions demonstrated that drug trafficking endangers the lives of both offenders and correctional officials.

Recommendations

- It is recommended that offenders who are not part of gangsters not be housed together with offenders who are involved in gangster activities.
- Programmes to combat gangsterism ought to be led by qualified correctional officers rather than by offenders.
- The structures of correctional facilities need to be rebuilt to resemble correctional centres rather than prisons; this would make it easier for correctional officials to recognise and deal with offenders who are involved in gangsterism.
- In-house hospitals must house all sick offenders until they recover from their illnesses; sick offenders cannot be placed among healthy offenders.
- Rather than assigning other offenders to watch over other offenders, DCS ought to install cameras throughout the correctional facilities if there is a lack of security staff.
- Electric gates should be installed in correctional facilities in order to facilitate offenders' mobility and ensure that they attend programmes on time.
- Correctional officials should not operate entrance gates; instead, security companies should do so in order to eliminate the problem of smuggling.
- The new paradigm of correctional services must be taught to correctional officials, and when hiring new staff, DCS must take human behaviour training into account.
- Instead of waiting for their half sentences like all other offenders, offenders who qualify for correctional supervision should be taken into consideration and placed on that kind of parole.

- To lessen overcrowding, additional thought should be given to other kinds of parolees, such as medical parole.

5.3 MAJOR CONCLUSIONS THAT ARE ALIGNED WITH THE OBJECTIVES OF THE STUDY

5.3.1 Objective 01: Rehabilitation programmes that participants participated in during their first incarceration.

The study's findings showed that the correctional facilities lack orientation programmes for newly admitted offenders that can help them adjust easily to the correctional centre's life. When an orientation programme is lacking, offenders behave badly because they do not know what life is like in the correctional facility. Inadequate orientation of offenders has detrimental effects on them; as a result, they miss out on crucial programmes that may greatly aid in their rehabilitation. It becomes more difficult for offenders to adjust to life in a correctional facility if they are not given an orientation programme upon their arrival. If they had been familiar with life within the correctional facilities, many offenders would not have participated in illicit activities there. The orientation programme is misinterpreted by other departments in correctional facilities, leading them to believe that it is only intended for admission offices. Each department in the correctional facility should inform newly admitted offenders of programmes that they provide and market other services that they render to those newly admitted offenders.

The study's findings also demonstrated that repeat offenders are not given special programmes which are specially designed for them; instead, their eligibility for the same programmes from their initial sentence is reviewed. If the offender is returning to the correctional centre, programme facilitators do not trace programmes done by an offender prior to the placement on parole but they just re-assess an offender and place him in similar programmes. The majority of programmes are more highly facilitated in medium security centres when offenders have done half of their sentences and are less offered to offenders in maximum security centres. Programmes in social work were found to be the most facilitated programmes within the correctional centres. Even though the social work section is responsible for the majority of programmes, it has been found that most programmes are frequently implemented incorrectly because offenders are usually placed on programmes which do not match their criminal

behaviour. For example, offenders who are sentenced for theft and housebreaking are used to be considered for anger management programmes instead of life skills programmes. Within the correctional centres under the social work section, there are nine programmes which offenders must benefit from which are life skills, free to grow, substance abuse, orientation, resilience and support, moral generation and parenting skills programme, anger management programme and sexual offender treatment programme. Amongst these programmes, only two programmes are most facilitated which are anger management and the sexual offender treatment programmes. Other programmes are ignored though they are also important and can contribute to the success of offender rehabilitation.

There are not enough psychologists to carry out programmes and there are not enough appropriate programmes within their purview. The psychologists' programmes are mostly focused on offenders serving life sentences and determinant offenders are unlikely to benefit from psychologists programmes. The Department of Correctional Services does not provide psychologists to correctional centres that are in rural communities, which has a detrimental effect on offenders' paths to rehabilitation.

The participants of the study also spoke about the challenges they are experiencing when attending the rehabilitation programmes that are facilitated by the Correctional Services officials. These programmes include anger management, sexual offenders programme, a new beginning, gangsterism, crossroad, substance abuse and economic crime. These programmes are compulsory for all convicted offenders. Unfortunately, they are facilitated by correctional officials who are not fully trained in them and some of them are very unprofessional when facilitating these programmes. As a result, the majority of the offenders have little interest in participating in them. For those who attend, their main interest is to sign the attendance registers. The majority of offenders gain certificates of attendance even when they do not participate in programmes because these programmes are not strictly monitored by the facilitators.

Although educational programmes are thought to be the most effective in lowering recidivism, they receive less participation from offenders in correctional facilities. The study's findings indicate that while most offenders are not interested in formal education, such as Adult Education Training (AET), correctional facilities place a greater emphasis on it. The majority

of offenders favoured vocational training and skills, but sadly, correctional facilities rarely offer these kinds of programmes. Offenders are occasionally offered courses in engineering, but they are never provided with stationery or technical instructors to help them. As a result, the offenders get disheartened and decide not to attend school inside the correctional facilities.

One of the most significant programmes offered by correctional facilities is the spiritual programme. Though many offenders participate in this programme, it is not considered as rehabilitation initiative. There are no available appropriate programmes that fit inside the spirituality sections. Chaplains and other appropriate correctional personnel do not oversee the spiritual programmes, which are led by offenders and outside service providers. Moreover, faith-based programmes lack structured offerings. Most offenders who are housed in correctional facilities do not go to church; instead, they participate in spiritual programmes only once in order to receive attendance certificates, not to improve their moral character or advance their emotional development. The issue is that while some offenders are eager to attend church inside the correctional facilities, their preferred congregations are not there. The DCS is not collaborating with outside churches, which has a negative effect on other offenders' chances of rehabilitation.

Recommendations:

- It is recommended that the Department of Correctional Services (DCS) designs specific rehabilitation programmes for repeat offenders.
- The DCS should implement rigorous entrance programmes that might help recently admitted offenders adjust to life in a correctional facility.
- Programmes should only be conducted by correctional officials who are trained to facilitate correctional programmes and who understand the new paradigm of DCS; if there are no trained officials, it is advised that DCS train their employees.
- Orientation programmes must be conducted for each component within the correctional centres in order for offenders to be knowledgeable and make good choices as soon as they are admitted.
- DCS should prioritise vocational programmes within the correctional centres, and all offenders must attend vocational training before their placement on parole.

5.3.2 Objective 02: Gaining insight into how and when offenders are recruited for rehabilitation programmes within the correctional centres.

The study's findings indicate that set practises or approaches of recruiting offenders for rehabilitation programmes within the correctional centres are not followed or used correctly. The findings have demonstrated that whereas offenders with maximum security are less likely to be recruited for programmes, those with medium security are more likely to be recruited for programmes following their classification as mediums. Maximum security offenders are not recruited earlier in programmes because they are taken as offenders who have still to stay within the correctional centre and cannot be called by the parole board anytime soon.

It came to light that most offenders are recruited very late for rehabilitation programmes maybe six months before their placement on parole. The offenders being considered late for rehabilitation programmes was brought on by a lack of staff to carry out programmes, overcrowding, and poor referrals by the Case Management Committee (CMC) and other pertinent offices. Most offenders spend more time doing nothing within the correctional centres and when they are about to be placed on parole, they start to attend programmes and only concentrate on compulsory programmes. Attending programmes in a short space of time by offenders does not help at all because they have to deal with many things while expected to prepare the issue of address and other reports from different components.

The study also found that despite offenders' unique needs, rehabilitation programmes are primarily provided through group work sessions and are not individualised. Programme facilitators do not always conduct comprehensive assessments, and when they do, they tend to place offenders in programmes at random without considering the possibility that their actions may have contributed to their crimes. According to the study's findings, most offenders are assigned to irrelevant programmes as a result of improper assessment procedures. It transpired that DCS programmes are “size one fits all kinds of programmes”. Other rehabilitation programmes are compulsory and others are not compulsory, those which are not compulsory are not attended by offenders while they are also important and might benefit them and address their criminal behaviour.

Most rehabilitation programmes are once-off programmes irrespective of the sentence of an offender, for example, the offender who is serving twenty five years imprisonment attends the same programmes as an offender who is serving two years and they attend equal sessions.

Types of crimes committed by offenders and sentences that are being served by offenders do not matter when it comes to rehabilitation programmes but what matters is that offenders attended a programme. According to participants of the study, the quality of rehabilitation programmes within the correctional centres is doubted because these programmes are not correctly implemented and facilitated by correctional officials. Rehabilitation programmes which are supposed to be attended by parolees after their placement on parole at community corrections are not provided to offenders due to limited resources and the non-availability of ex-offenders.

Recommendations

- It is recommended that offenders should start attending rehabilitation programmes as early as possible in maximum security within the correctional centres.
- Offenders should attend rehabilitation programmes as per their sentence plan and per their behaviours and there must be schedules or proper procedures of recruiting offenders to programmes within the correctional centres.
- Offenders should be assessed by programme facilitators and identify their criminogenic needs before placing them in rehabilitation programmes.
- Offenders with special needs and those who prefer to be treated individually should be considered for individualised programmes.

5.3.3 Objective 03: Describing offenders' perceptions and experiences of the

rehabilitation programmes that they participated in during their first incarceration.

The study's findings demonstrated that the majority of the research participants thought that rehabilitation programmes were more of compliance than a tool to help them change their criminal behaviour. According to the findings of the study, offenders are not considered for vocational training which might help them to acquire employment and self-employment after their incarceration, but they are most considered for programmes which focus more on theory than programmes which can allow them to focus more on practice. The majority of participants preferred skills that can help them to become self-employed after their incarceration such as carpentry, bricklaying and plumbing skills.

Programme content is consistently condensed, and group sessions are also abbreviated. Group facilitators talk about themselves and share their experiences instead of focusing on the points of discussion during group sessions. The majority of programmes typically consist of eight sessions, each with a specific topic for discussion. However, the facilitators can stray from the main topic and speak about unrelated topics. For offenders to better comprehend and gain from the programmes, the facilitator occasionally must supplement the content found in most programme manuals with additional details and examples. Participants in the group become even more confused if facilitators jump to another session without understanding the topics of discussion for that day. This happens when they lose track of the session patterns.

The study's findings also demonstrated that social workers, psychologists, and correctional officials all run the same programmes; as a result, they all present the same content in group sessions. Programmes such as anger management programme and sexual offender treatment programme are facilitated by both correctional officials and social workers, and they equip offenders with the same content. Because fit one fit-all kind of programmes do not always provide relevant content, the majority of offenders end up not benefitting from rehabilitation programmes. Facilitators tend to talk about themselves and other unrelated topics during group discussions rather than the programme's content. The study's findings also showed that before programmes start, offenders are not included in the planning process. The facilitators do not explain, comment or give clarity on the material during group discussions; instead, they merely read it from manuals.

The study's findings indicate that because offenders have no access to programme manuals, they find it challenging to understand the topics covered in group sessions. The offenders are not even provided with notepads or pens to take down crucial information so they may constantly review the lessons they have learnt while attending the programmes. There are libraries within the correctional facilities, but programme manuals or other materials that talk about rehabilitation services are not made available in libraries for offenders.

The study's findings also showed that when it comes to placing offenders in vocational pieces of training, favouritism remains an issue. It simply means that there is no equity in these selections because there are no proper procedures followed when choosing offenders for vocational training; instead, it depends on who you know. Other offenders benefit from all

vocational training and others do not get even a chance to attend those vocational training. As many offenders do not have identity documents, they cannot be considered for vocational training because identity documents are one of the required documents. After attending vocational training, sometimes offenders are awarded certificates which have their correctional centres' details such as their correctional centre registration number, therefore they do not get the chance of employment with those certificates. The study's findings showed that the majority of rehabilitation programme manuals are written in English, and some programme facilitators find it challenging to simplify and translate English into the offenders' native language. During translation, meaning is sometimes lost.

The study's findings have shown that rehabilitation programmes are rendered with one procedure which is through verbally conveying content. Other methods of carrying out programmes, like games, activities, and showing videos to offenders do not exist at all. The study's conclusions also showed that DCS employees are pressured to facilitate rehabilitation programmes even if they lack the necessary training to carry them out, which has a detrimental effect on offenders' rehabilitation path and prevents them from reaping the benefits of the programmes. Since external service providers are not invited to lead programmes within the correctional facilities and referrals are not made to them if their services are needed, that also impacts negatively on the rehabilitation processes.

Recommendations

- No matter how educated they are, offenders should not be permitted to facilitate programmes or equip other offenders;
- Programmes should be reorganised to include both open and closed groups.
- It is recommended that programme sessions be increased rather than decreased in order to improve the likelihood that offenders will comprehend the content of the programmes.
- Programme facilitators should adhere to group rules; group sessions should involve no more than twelve members; and offenders should only be gathered if they have similar homogenous needs and criminogenic requirements.
- Before programmes start, offenders should be involved in the planning process so they can provide their discussion points.
- Notebooks and pencils should be provided to group members so they can take notes or important information during the programme.

- Programme handbooks and brochures discussing rehabilitation should be made available in the correctional centres' libraries for easy access.
- When choosing offenders for vocational training, there should be clear selection methods and standards that take into account their requirements, commitment, and skills.
- Programmes should be conducted in a language that is supportive of the ethnic group of offenders, and manuals should be written in a language that each ethnic group can understand.
- Programme facilitators such as social workers, psychologists and correctional officials should regularly meet and review the content of the programmes they facilitate in order to prevent repetition of information.
- To ensure that offenders gain the most from the programmes, alternative ways of facilitating rehabilitation programmes such as games, activities, and watching films, should be practised.

5.3.4 Objective 04: Possible strategies of reducing repeat offending in a correctional centre.

The participants of the study spoke about strategies that can be used to lower recidivism. Recidivism may be decreased by allocating offenders to cells or units based on the offences they committed and the length of their sentences within the correctional centres. This is because, in most cases, offenders who are serving less sentences and committed light crimes end up learning more criminal activities from offenders who committed serious crimes and serving long sentences. Sutherland's differentiation theory emphasises that criminal behaviour is learnt from others, therefore if offenders who committed different crimes and serve different sentences are kept in the same place, they end up learning more from each other and they become expert criminals.

Incarcerating offenders who committed minor offences might not be a solution to other cases, but there must be other alternatives of sentencing for first-time offenders and those who are serving less sentencing. Suspended sentences, fines, probation, welfare and community services and restitution can be considered as other forms of sentencing. Keeping offenders in the correctional centre does not always help but sometimes they can be linked with other service providers such as NICRO and Khulisa who can help in correcting their criminal behaviour.

Offenders who were previously sentenced must form part of organisations that deal with the issue of crime in communities and they must be put at the forefront of crime campaigns.

According to the study's findings, vocational training should be compulsory for all sentenced offenders before they are placed on parole because it is thought to be the most effective way to lower recidivism. The participants also suggested that, in order to keep them occupied and prevent recidivism, the Department of Correctional Services must link them with outside businesses and non-governmental organisations (NGOs) where they can integrate the skills they learnt from vocational training. Skilled offenders should be allowed to use their skills in the open community and give back to the community while they are still incarcerated rather than being locked up for many hours doing nothing. Offenders find it difficult to get employment opportunities after their incarceration; therefore it can be good enough if DCS can provide skilled offenders with equipment tools which can assist them in starting businesses after their incarceration rather than looking for opportunities for employment.

The study's findings also showed that because of the great distance between the offenders and their families, offenders lose the support of their families following their sentencing. It was therefore suggested that offenders serve their sentences nearer their hometown correctional centres so that they may continue to receive support from their friends, families, and relatives. Even if offenders are sentenced near their hometowns, the DCS should always host family days and conduct more family conferences to ensure that offenders receive full support from their families. According to the study's findings, offenders are often granted parole while maintaining criminal records. This has a detrimental impact on the offenders' lives, depriving them of various public services and increasing their likelihood of reoffending. It was suggested that if an offender is granted parole, their criminal records be expunged to make it simpler for them to obtain a means of living. The offenders are not compensated or they do not get paid for the community services they are doing after incarceration while they are doing important services, therefore they must be compensated so that they can be encouraged and avoid returning to criminal activities.

Recommendations

- It is recommended that offenders who are serving less sentences and committed petty crimes should not be housed together with offenders who committed serious crimes.

- After being placed on parole, offenders' criminal records should be removed from the system so that they can get equal opportunities for employment and self-employment like other public servants.

5.4 RECOMMENDATIONS FOR FUTURE RESEARCH

Based on the findings of this research study it is recommended that future research should focus on the following:

- To describe the perceptions and experiences of correctional officials with rehabilitation services and parole breakers.
- A comparison study will focus on the issue of recidivism between urban and rural correctional centres, and between male and female offenders.
- The research will explore the strategies and procedures in implementing rehabilitation services within correctional centres.
- Studies that describe the understanding of correctional officials with a new paradigm of DCS and offender rehabilitation path.
- Research will focus on the evaluation of correctional programmes that are facilitated by correctional officials.
- Research study which will focus on perceptions and experiences of special categories offenders with rehabilitation services.

5.5 CONCLUSION

One of the problems that are still being addressed in South Africa is recidivism. The study's findings indicate that the main cause of recidivism was determined to be programmes failure in correctional facilities. The internal factors such as overcrowding, unprofessional of correctional officials, smugglings and substance abuse were viewed as main factors which hinder the rehabilitation services within the correctional facilities. Future studies will benefit from this study's understanding that, contrary to popular belief, internal factors have a greater influence on recidivism than external factors.

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APPENDIX

Appendix A Approval Letter



correctional services

Department:

Correctional Services

REPUBLIC OF SOUTH AFRICA

Private Bag X136, PRETORIA, 0001 Poyntons Building, C/O WF Nkomo and Sophie De Bruyn Street, PRETORIA Tel (012) 307 2770, Fax 086 539 2693

Dear Mr. Z M Khanyile

RE: APPLICATION TO CONDUCT RESEARCH IN THE DEPARTMENT OF CORRECTIONAL SERVICES ON THE EXPERIENCES AND PERCEPTIONS OF REPEAT OFFENDERS WITH REHABILITATION SERVICES: A CASE STUDY OF NCOME MEDIUM B CORRECTIONAL CENTRE

I wish to inform you that your request to conduct research in the Department of Correctional Services has been approved

- This ethical approval is valid from 12 September 2022 to 12 September 2023 The Area Commissioner where the research will be conducted will be informed of your proposed research project.
- It is your responsibility to make arrangements for your interviewing times
- As per the DCS Research Policy, and Standard Operating Procedure you cannot do research at Ncome, since you are working there, therefore you need to identify the alternative site, where you will conduct research, it's a conflict of interest, kindly consider Glencoe
- You are requested to contact Glencoe Area Commissioner before the commencement of your research
- It is your responsibility as a researcher to recruit your research participants ,you cannot request DCS staff
- You are not allowed to use photographic or video equipment during your visits however the audio recorder is allowed
- Your identity document/passport and this letter should be in your possession when visiting the Correctional Centres
- You are required to use the terminology used in the White Paper on Corrections in South Africa (February 2005) and Correctional Services Act (No. 111 of 1998) e.g. "Offenders" not "Prisoners" and "Correctional Centres" not "Prisons".

- You are required to submit your final report to the Department for approval by the Commissioner of Correctional Services before publication (including presentation at workshops, conferences, seminars, etc) of the report.
- Should you have any enquiries regarding this process, please contact the REC Administration for assistance at telephone number (012) 3072894/95/[REDACTED]

Thank you for your application and interest to conduct research in the Department of Correctional Services.

Yours faithfully

[REDACTED]

ND MBULI

Chair: DCS REC

DATE: 12/09/2022

Appendix B: Ethical Clearance (Povisional Approval)

04 April 2022

Zama Cyril Khanyile (220105506)
School Of Applied Human Sc
Howard College

Dear ZC Khanyile,

Protocol reference number: HSSREC/00003943/2022

Project title: Perceptions and experiences of repeat offenders with rehabilitation services: A case study of Ncome Medium B correctional Centre

Degree : Masters

Provisional Approval – Full Committee Reviewed Protocol



This letter serves to notify you that your application received on 18 March 2022 in connection with the above, was reviewed by the Humanities and Social Sciences Research Ethics Committee (HSSREC) on 30 March 2022. The protocol has been provisionally approved, subject to the following conditions set out below being addressed:

1. Please revise your research plan/schedule.
2. How will participants be recruited at the Ncome medium B research site? More specific information is required regarding sample recruitment strategies and the data collection procedures
3. The PI mentions informed consent will be sought but will the ethics protocol ensure that the setting permits the process of informed consent AND refusal?
4. Please remove template information from the information sheet and simplify language level to a maximum grade 8.
5. Consent for video and photographic recording needs to be justified or removed
6. Please provide isiZulu versions of the information sheet
7. The ethical framework for an extremely vulnerable population with severely restricted autonomy needs to be clear. Equally, there are concerns about the welfare of the study participants during the conduct of the study in the setting of an at-risk (aggressive offenders) population. For instance, how will the study participants be protected from the risk of coercion, undue inducement, disrespect and exploitation? What measure will be put in place to ensure the researchers safety?
8. The ethics protocol needs to demonstrate careful consideration of a fair distribution of benefits and burdens. Will participants be in jeopardy of risks associated with the study? In other words, how much of the burden of research should prisoners be asked to bear?
9. How will privacy be ensured within a correctional setting?
10. How will the handling of sensitive material and confidentiality be ensured given the focus group tool?
11. Gatekeeper permissions are required from the Department of Correctional Services

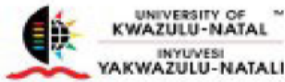
Kindly upload your response on Tab B of the RIG online system as soon as possible. Please do not submit a new revised application.

This approval is granted provisionally and the final clearance for this project will be given once the above-mentioned condition(s) 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.

Humanities & Social Sciences Research Ethics Committee
UNZN Research Ethics Office Westville Campus, Govan Mbeki Building
Postal Address: Private Bag X54001, Durban 4000
Tel: +27 31 260 8360 / 4557 / 3587
Website: <http://research.ukzn.ac.za/research-ethics/>

Founding Campuses:  Edgewood  Howard College  Medical School  Pietermaritzburg  Westville

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UNIVERSITY OF
KWAZULU-NATAL
INYUVESI
YAKWAZULU-NATALI

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

Yours faithfully



Professor Dipane Hlatshile (Chair)

/dd

Humanities & Social Sciences Research Ethics Committee
UKZN Research Ethics Office Westville Campus, Govan Mbeki Building
Postal Address: Private Bag X54001, Durban 4000
Tel: +27 31 260 8300 / 4657 / 3587
Website: <http://research.ukzn.ac.za/research-ethics/>

Founding Campuses:  Edgewood  Howard College  Medical School  Pietermaritzburg  Westville

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Appendix C: Informed Consent

UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE (HSSREC)

APPLICATION FOR ETHICS APPROVAL For research with human participants

INFORMED CONSENT RESOURCE TEMPLATE

Note to researchers: Notwithstanding the need for scientific and legal accuracy, every effort should be made to produce a consent document that is as linguistically clear and simple as possible, without omitting important details as outlined below. Certified translated versions will be required once the original version is approved.

There are specific circumstances where witnessed verbal consent might be acceptable and circumstances where individual informed consent may be waived by HSSREC.

Information Sheet and Consent to Participate in Research

Date: 25 October 2021

Good day

My name is Zama Khanyile and I am working for department of correctional services as a social worker. For any enquiries or further clarifications, I can be contacted on my office telephone number 034 972 9340 and to my email address [REDACTED].

You are being invited to consider participating in a study that involves research. The title of the study is “perceptions and experiences of repeat offenders with rehabilitation services: a case study of Glenco correctional Centre”. The aim and purpose of this research is to describe the perceptions and experiences of offenders with the rehabilitation services that are offered in a correctional Centre. The study is expected to enroll fifteen participants from Glenco management area at Glenco correctional centre. It will involve the following procedures: the participants will be expected to attend focus groups as per scheduled. The duration of your participation if you choose to enroll and remain in the study is expected to be eight months or less where focus groups will take sixty minutes per session.

The study may involve the following risks and or discomforts, participants may be easily identified and known by the community that they are repeat offenders. Therefore, they can be exposed and labeled by arrogant offenders. The study will provide no direct benefits to participants. The participants will get the opportunity to hear the experiences of each other and that will help them stop blaming themselves about reoffending. If the information needed is not fully effective, more participants will be added into a study so that the findings will be true and of quality.

Should the study potentially involve risks psychosocial interventions, counseling services will be made available for affected participants. This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee.

In the event of any problems or concerns/questions you may contact the researcher at the office telephone number 034 972 9340 or the UKZN Humanities & Social Sciences Research Ethics Committee, contact details as follows:

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus

Govan Mbeki Building

Private Bag X 54001

Durban

4000

KwaZulu-Natal, SOUTH AFRICA

Tel: 27 31 2604557- Fax: 27 31 2604609

Email: HSSREC@ukzn.ac.za

Your participation in this research is voluntary and participants may withdraw participation at any point, and that in the event of withdrawal of participation the participants will not incurred penalty or loss of treatment or other benefit to which they are normally entitled. There will be no potential consequences for participants who will withdraw to participate in the study. Participants who will fail to behave and maintain confidentiality maybe terminated from the study.

There are no costs might be incurred by participants because of participation in the study. At the end of the study participants will be given small gifts in thanking their participation and their time they spent participating in the study.

The researcher will not use personal information of the participants such as their names, identity numbers, prison registration numbers and their background information. Focus groups will only involve selected participants and they will be not described in detail. Collected data will be written down and stored in a lockable cabinet and in a safe private place. If the data is stored in a computer, a strong password will be created to make sure that there is no one accessing it.

CONSENT (Edit as required)

I (Name) have been informed about the study entitled describing perceptions and experiences of repeat offenders with rehabilitation services by Zama Khanyile, social worker.

I understand the purpose and procedures of the study.

I have been given an opportunity to answer questions about the study and have had answers to my satisfaction.

I declare that my participation in this study is entirely voluntary and that I may withdraw at any time without affecting any of the benefits that I usually am entitled to.

I have been informed about any available compensation or medical treatment if injury occurs to me because of study-related procedures.

If I have any further questions/concerns or queries related to the study I understand that I may contact the researcher at 034 972 9340.

If I have any questions or concerns about my rights as a study participant, or if I am concerned about an aspect of the study or the researchers then I may contact:

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus

Govan Mbeki Building

Private Bag X 54001

Durban

4000

KwaZulu-Natal, SOUTH AFRICA

Tel: 27 31 2604557 - Fax: 27 31 2604609 Email:

HSSREC@ukzn.ac.za

Signature of Participant

Date

Signature of Witness
(Where applicable)

Date

Appendix D: Translated informed consent

**ABANTU BASE - UKZN NE - SOCIAL SCIENCES
RESEARCH ETHICS COMMITTEE (HSSREC)**

**UKUSETSHENZISWA KWEMVUME YEZIMISO ZOKUZIPHATHA Ukuze
ucwaninge nabahlanganyeli babantu**

Iphepha Lokwaziswa Nokuvuma Ukuhlanganyela Ekucwaningeni

Usuku: 25 Mfumu 2021

Sawubona

Igama lami ngingu Zama Khanyile futhi ngisebenzela umnyango wezinkonzo zokuqondisa izigwegwe njengesisebenzi sezenhlalakahle. Kunoma yikuphi ukubuza noma ukucaciswa okwengeziwe, ngingathintwa ngenombolo yami yocingo ehhovisi 034 972 9340 nasekhelini lami leposi le - email [REDACTED].

Umenywa ukuba ucabangele ukuhlanganyela esifundweni esihilela ukucwaninga. Isihloko salolu cwaningo "siyimibono nokuhlangenwe nakho kokuphinda ukudla izaphula - mthetho ngezinkonzo zokuqondisa izigwegwe: ukuhlolwa kwe - Glenco correctional Centre". Injongo nenjongo yalokhu kucwaninga iwukuchaza imibono nokuhlangenwe nakho kwezaphula - mthetho ngezinkonzo zokuqondisa izigwegwe ezinikezwa eCenter yokuqondisa izigwegwe. Lokhu kuhlola kulindeleke ukuba kubhaliswe abahlanganyeli abayishumi nanyokungu endaweni yokuphatha iNcome e Glenco correctional centre. Kuyohilela izinqubo ezilandelayo: abanengxenye bayolindelwa ukuba babe khona emaqenjini agxilile njengendlela ehleliwe. Isikhathi sokuhlanganyela kwakho uma ukhetha ukubhalisa futhi uhlale esifundweni kulindeleke ukuba sibe izinyanga ezingu - 8 noma ngaphansi lapho amaqembu agxilile eyothatha khona imizuzu engamashumi ayisithupha ngesikhathi ngasinye.

Lokhu kuhlola kungase kuhilele izingozi ezilandelayo noma ukungaphatheki kahle, abanengxenye bangase babonakale kalula futhi baziwe umphakathi ukuthi baphinda izaphula - mthetho. Ngakho - ke, zingadalulwa futhi zibhalwe izaphula - mthetho eziqhoshayo. Tufunda ngeke anikeze izinzuzo eziqondile kwabahlanganyeli. Abanengxenye bayothola ithuba lokuzwa okuhlangenwe nakho komunye nomunye futhi okuyobasiza ukuba bayeke ukuzisola ngokuhoxa. Uma ukwaziswa okudingekayo kungaphumeleli ngokugcwele, abanengxenye

eyengeziwe bayonezelwa ekuhloleni ukuze lokho okutholakele kube yiqiniso futhi kube sezingeni eliphezulu.

Uma lolu cwaningo lungase luhilele ukuzifaka engozini yokungenela kwengqondo nezinkonzo zokweluleka kuyonikezwa abahlanganyeli abathintekile.

Lokhu kuhlola kuye kwabukezwa ngokwezimiso zokuziphatha futhi kwavunyelwa iKomiti Ye - UKZN Humanities and Social Sciences Research Ethics Committee.

Uma kwenzeka kwenzeka kuphakama noma yiziphi izinkinga noma ukukhathazeka/imibuzo ongase uthintane nomcwaningi eposini lezingcingo 034 972 9340 noma i - UKZN Humanities & Social Sciences Research Ethics Committee, thintana neminingwane ngalendlela:

ABANTU & ISAYENSI YEZENHLALO YOKUCWANINGA NGEZIMISO ZOKUZIPHATHA

IHhovisi Lokucwaninga, Westville Campus

Govan Mbeki Building

Private Bag X 54001 Durban 4000

KwaZulu-Natal, SOUTH AFRICA

Tel: 27 31 2604557- Fax: 27 31 2604609 Iposi

le-elektroniki: HSSREC@ukzn.ac.za

Ukuhlanganyela kwakho kulokhu kucwaninga kuwukuzithandela futhi abanengxenyane bangase bahoxise ukuhlanganyela kunoma iyiphi i - point, nokuthi uma kwenzeka behoxa ekuhlanganyeleni abanengxenyane ngeke bakhuphe isijeziso esibomvu noma ukulahlekelwa ukwelashwa noma enye inzuzo ngokuvamile abanayo. Ngeke ibe khona imiphumela engase ibe khona kwababenengxenyane abayohoxa ukuze bahlanganyele kulokhu kuhlola. Abahlanganyelayo abayohluleka ukuziphatha futhi balondolozwe imfihlo mhlawumbe banqamukile kulolu cwaningo.

Azinkho izindleko ezingase zibangelwe abanengxenyane ngenxa yokuhlanganyela kulokhu kuhlola. Ekupheleni kwababehlanganyela esifundweni bayonikezwa iziphondo ezincane ngenxa yokubonga ukuhlanganyela kwabo nesikhathi sabo abasichitha behlanganyela esifundweni.

Umcwaningi ngeke asebenzise ukwaziswa komuntu siqu kwababenengxenyane enjengamagama abo, izinombolo zokuthi bangobani, izinombolo zokubhalisa zasejele nokwaziswa kwabo okuyisisekelo. Amaqembu agxilile ayohilela kuphela abanengxenyane abakhethiwe futhi ngeke achazwe ngokuningiliziwe. Imininingwane eqoqiwe izobhalwa phansi bese igcinwe ekhabethe elihluthulelwe nasezindaweni eziphephile. Uma imininingwane igcinwe kwikhompyutha, igama lokungena elinamandla lizokwakhiwa ukuze kuqinisekwe ukuthi akekho ofinyelele kulo.

Isivumelwano

Mina ngike ngatshelwa ngocwaningo olunesihloko esithi ukuchaza imibono nokuhlanganwe nakho kokuphinda izaphula - mthetho ngezinkonzo zokululama zika Zama Khanyile, isisebenzi sezenhlalakahle.

Ngiyayiqonda injongo nezinqubo zesifundo.

Ngiye nganikezwa ithuba lokuphendula imibuzo ephathelene nesifundo futhi ngiye ngaba nezimpendulo zami zanelisekile.

Ngithi ukuhlanganyela kwami kulesi sifundo kuwukuzithandela ngokuphelele nokuthi ngingase ngihoxe nganoma isiphi isikhathi ngaphandle kokuthinta noma yiziphi izinzuzo engivame ukuba nazo.

Ngiye ngatshelwa nganoma isiphi isinxephezelo esitholakalayo noma ukwelashwa uma ngilimala ngenxa yezinqubo ezihlobene nokuhlolwa.

Uma ngineminye imibuzo/imibuzo noma imibuzo ehlobene nokuhlola engiqondayo ukuthi ngingathintana nomcwaningi ngo - 034 972 9340.

Uma nginemibuzo noma ngikhathazekile ngamalungelo ami njengomhlanganyeli ocwaningayo, noma uma ngikhathazekile ngesici salokhu kuhlola noma abacwaningi abangase ngixhumane nabo:

ABANTU & ISAYENSI YEZENHLALO YOKUCWANINGA NGEZIMISO ZOKUZIPHATHA

IHhovisi Lokucwaninga, Westville Campus

Govan Mbeki Building

Private Bag X 54001 Durban 4000

KwaZulu-Natal, SOUTH AFRICA

ETel: 27 31 2604557 - Fax: 27 31 2604609

Iposi le-elekthroniki: HSSREC@ukzn.ac.za

Isignesha Yosuku Lokuhlanganyela

**Isignesha Yosuku LoFakazi
(Lapho kusebenza khona)**

Appendix E: Focus group questions

Focus group schedule

Biographical data of inmates

Kindly tell me about yourself in terms of?

- Gender :
- Age:
- Level of education literate or illiterate:
- Sentence:
- Previous crime sentenced for:
- Current crime sentence for:

Focus group questions

- What type of rehabilitation programmes that you participated in before?
- At what stage of imprisonment you participated in rehabilitation programmes?
- What was your experience of the rehabilitation programs?
- How did you perceive rehabilitation programmes?
- Were the rehabilitation programmes fully effective to rehabilitate you?
- Were rehabilitation programs assisted you to face life challenges after your incarceration?

Appendix F: Translated focus group questions

Gxila ohlelweni lweqembu Ukwaziswa

okungokwezibalo kweziboshwa

Ngitshela ngomusa ngawe ngokwakho?

- Ubulili :
- Ubudala:
- Izinga lemfundo lifundisa noma alazi:
- Isigwebo:
- Ubugebengu bangaphambili bagwethsha:
- Isigwebo sobugebengu samanje:

Gxila emibuzweni yeqembu

- Hlobo luni lwezinhlelo zokululama owahlanganyela kuzo ngaphambili?
- Yiziphi izigaba zokuboshwa owahlanganyela kuzo ezinhlelweni zokululama?
- Yini obhekana naso esimisweni sokululama?
- Wazibona kanjani izinhlelo zokululama?
- Ingabe izinhlelo zokululama zaziphumelela ngokugcwele ekukulungiseni?
- Ingabe izinhlelo zokululama zakusiza ukuba ubhekane nezinseselele zokuphila ngemva kokuboshwa kwakho?

Appendix G: Approval notification – Expedited application



19 September 2022

Zama Cyril Khanyile (220105506)
School Of Applied Human Sc
Howard College Campus

Dear ZC Khanyile,

Protocol reference number: HSSREC/00003945/2022
Project title: Perceptions and experiences of repeat offenders with rehabilitation services: A case study of Ncome Medium B correctional Centre
Degree : Masters

Approval Notification – Expedited Application

This letter serves to notify you that your response received on 16 September 2022 to our letter of 06 July 2022 in connection with the above, was reviewed by the Humanities and Social Sciences Research Ethics Committee (HSSREC) and the protocol has been granted FULL APPROVAL

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

This approval is valid for one year until 19 September 2023.

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

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

Yours faithfully



Professor Dipane Hlalele (Chair)

/ms

Humanities & Social Sciences Research Ethics Committee
UKZN Research Ethics Office Westville Campus, Govan Mbeki Building
Postal Address: Private Bag X54001, Durban 4000
Tel: +27 31 260 8360 / 4587 / 3587
Website: <http://research.ukzn.ac.za/research-Ethics/>

Founding Campus:  Edgewood  Howard College  Medical School  Pietermaritzburg  Westville

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Appendix H: Turnitin report

Turnitin Originality Report

- Processed on: 04-Apr-2024 8:01 AM CAT
- ID: 2339599940
- Word Count: 42019
- Submitted: 1 khanyile thesis By Zama Khanyile

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[Mthethwa, Mthobisi Blessing.. "Exploring Business Studies student teachers' experiences on the integration of educational technological resources at uMgungundlovu District.", 2021](#)

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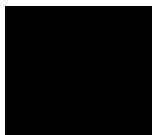
17 March 2024

***PERCEPTIONS AND EXPERIENCES OF
REPEAT OFFENDERS WITH REHABILITATION
SERVICES: A CASE***

***STUDY OF GLENCOE CORRECTIONAL
CENTRE, KWA-ZULU NATAL***

This confirms that I edited substantively the above document, including a Reference list. The document was returned to the author with various tracked changes to correct errors and clarify meaning. It was the author's responsibility to attend to these changes.

Yours faithfully



Dr. K. Zano

Ph.D. in English

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