THE NATURE OF SERVICES PROVIDED TO ADULT FEMALE SURVIVORS OF ABUSE AT THE LENASIA POLICE STATION

by

CHANAZ ANZOLETTE MITCHELL

submitted in fulfilment of the requirements for the degree of

MAGISTER OF ARTS IN SOCIAL SCIENCE

in the subject

SOCIAL WORK

at the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: MS. K.T. MOAGI

NOVEMBER 2003
SUMMARY

The research addresses secondary victimization of women reporting abuse at the Lenasia Police Station and reasons why it occurs. In addition, the research also determines if the expectations of the survivors of abuse about the police when reporting abuse are in line with what the Domestic Violence Act stipulates as their duties.

To determine this, a sample of survivors reporting abuse was used. A qualitative and quantitative approach to the research was used. Two questionnaires were used for the sample of survivors and for service providers, with an opinion survey with knowledgeable people and a focus group discussion with police.

It was found that some women were experiencing victimization by the police and that the survivors’ expectations of the police were as stipulated in the Domestic Violence Act. Services provided by service providers were outlined and obstacles preventing police to provide a good service were identified. Recommendations were made.
KEY TERMS

Survivors of abuse, secondary victimization, re-victimization, abuse, domestic violence, Domestic Violence Act, Nisaa Institute for women’s development, Lenasia Police, perpetrators, gender, power and control.
“I declare that "THE NATURE OF SERVICES PROVIDED TO SURVIVORS OF ABUSE AT THE LENASIA POLICE STATION" is my own work and that all sources that I have used or quoted have been indicated and acknowledged by means of complete references.”

________________________
Signature

November 2003

Date

Student Number: 3362 969 -2
ACKNOWLEDGEMENTS

First and foremost, I would like to thank GOD almighty, without whom I would not have been able to complete this study.

I wish to thank all those who participated in the study. I thank you for your willingness and selflessness, without you this study would not have been possible and successful.

A special thank you to Ms Moagi, Prof. Van Delft and Dr. Schenk for their assistance and support.

Thank you too to Christiane Kolbe, my proof-reader and editor for her assistance.

I would like to thank my father Joel Mitchell, mother Elaine Mitchell for their undying support and words of encouragement.

I would also like to thank my sister Lyndall Mitchell for assisting with the typing and her continual support.
A special thank you to the Lenasia police and especially Senior Superintendent Moodley.

Finally, I would also like to thank the staff of Nisaa Institute for their support and assistance, especially Zubeda Dangor, Romila Pillay, Pontsho K. Segwai, Hajra Ismail, Fozia Dangor, Mimmie Pudumo, Himesh Ranchod and Shumani Mulaudzi.

TABLE OF CONTENTS

CHAPTER ONE: GENERAL INTRODUCTION

| Introduction | 1 |
| 1.1. Background to the problem | 1 |
| 1.2. Problem statement | 5 |
| 1.3. Aims and Objectives | 9 |
| 1.3.1. Aim | 9 |
| 1.3.2. Objectives | 10 |
1.3.3. Underlying assumption 11
1.4. Research Design 11
1.5. Sample 13
1.5.1. Sample of survivors 13
1.5.2. Additional sources of data 15
1.6. Data collection 17
1.6.1. Primary data 17
1.6.2. Secondary data collection 17
1.6.3. Process of data collection 18
1.7. Data analysis 19
1.8. Ethical considerations 21
1.9. Definition of terms 22
1.10. Summary 23

CHAPTER TWO: OVERVIEW OF DOMESTIC VIOLENCE AND RELATED THEORIES

Introduction 24
2.1. Domestic violence: An overview 24
2.1.1. Definition of domestic violence 25
2.1.2. Definition of violence according to females and males respectively 30
2.1.3. Prevalence of domestic violence 32
2.1.4. Statistics on domestic violence 34
2.1.4.1. Domestic violence in South Africa 34
2.1.4.2. International domestic violence statistics 38
2.1.4.3. Domestic violence facts presented to S.A. members of Parliament 41
2.2. Cycle of abuse 43
2.3. Factors contributing to violence against women 49
2.3.1. Gender roles and stereotyping 49
2.3.2. Societal upheavals 49
2.3.3. Unresponsive legal systems 49
2.3.4. Religion, tradition, and culture 50
2.3.5. Alcohol and drugs
2.3.6. Violence in family of origin
2.4. Power and control wheel
2.5. Causes of abuse
2.6. Why women stay
2.6.1. Theories about men
2.6.2. Theories about women
2.6.3. How Theories Link To The Nature Of Services Provided
   By Police To Survivors Of Abuse
2.7. Theories about domestic violence
2.7.1. Conflict theory
2.7.2. Feminist theory
2.7.3. Victimization theory
2.7.4. Injunctions
2.7.5. Additional domestic violence theories
2.8. Pertinent concepts in the study
2.8.1. Oppression and victimization of women
2.8.2. Gender
2.8.3. Gender stereotypes
2.8.4. Attitudes
2.8.5. Mindsets
2.9. Women and Victimization
2.10. Secondary victimization of the survivor by other role players
2.11. Secondary victimization by the police in other countries
2.12. Secondary victimization by the police in South Africa
2.13. The image of the police at Lenasia police station
2.14. Consequences of secondary victimization
2.15. Responses
2.16. Summary

CHAPTER THREE: RESEARCH DESIGN

Introduction
3.1. Research philosophy 102
3.1.1. Positivist (quantitative research) 102
3.1.2. Phenomenological (qualitative research) 103
3.1.3. Combined research approach 104
3.2. Research strategies 107
3.3. Research design 107
3.3.1. Exploratory research 107
3.4. Sampling 108
3.4.1. Probability 108
3.4.2. Non probability 109
3.4.3. Sample 110
3.4.3.1. Survivor sample 110
3.4.3.2. Additional sources of information: Service providers 111
3.4.3.3. Focus group and knowledgeable people 111
3.5. Background information about Lenasia 112
3.6. Researcher 114
3.7. Participants 115
3.8. Process of obtaining data 115
3.8.1. Survivors: Interview schedule 116
3.8.2. Service providers 118
3.9. Negotiating entry 119
3.10. The value of the pilot study 121
3.11. Summary 123

CHAPTER FOUR: PRESENTATION OF DATA

Introduction 124
4.1. Background information of sample 124
4.1.1 Data Analysis 125
4.2. Results of the interviews conducted with adult female survivors of abuse 126
4.3. Results of questionnaire of service providers 135
4.4. Focus group discussion with Lenasia police 143
4.5. Responses knowledgeable others 146
4.6. Summary 148

CHAPTER FIVE  DISCUSSION

Introduction 149

5.1. Major themes that emerged from the study 149
5.2. Discussion of findings of service providers 155
5.3. Discussion of findings with the police 156
5.4. Responses of knowledgeable others 157
5.5. Conclusion of the study 157
5.6. Summary 158

CHAPTER SIX  CONCLUSIONS AND RECOMMENDATIONS

Introduction 159

6.1. Conclusion 159
6.2. Recommendations for the police 163
6.2.1. Staffing 163
6.2.2. Networks 164
6.2.3. Community forums 164
6.2.4. Debriefing and stress mechanisms 165
6.2.5. Training 165
6.2.6. Monitoring 165
6.3. Recommendations for service providers 166
6.3.1. Task teams 166
6.3.2. Advertising 166
6.3.3. Working agreements 166
6.4. Role of social work 167
6.5. Lessons learnt by researcher 168
6.6. Future research 168
6.7. Epilogue 169

Bibliography
Appendices

Appendix 1: Problems experienced by domestic violence and rape survivors with the Lenasia police

Appendix 2: Interview Schedule

Appendix 3: Questionnaire for service providers

Appendix 4: Domestic Violence Act

Appendix 5: Power and control wheel

Appendix 6: Bill of Rights

Appendix 7: Organisations

Appendix 8: Zapiro Cartoon

Appendix 9: Narratives of women from abuse to the secondary victimization

Appendix 10: Tables

Appendix 11: Model

Appendix 12: Summary of expectations of police

LIST OF FIGURES

<table>
<thead>
<tr>
<th>FIGURE</th>
<th>DESCRIPTION</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Types of abuse</td>
<td>26</td>
</tr>
<tr>
<td>2</td>
<td>The cycle of abuse</td>
<td>43</td>
</tr>
<tr>
<td>3</td>
<td>Power and control wheel</td>
<td>51</td>
</tr>
<tr>
<td>4</td>
<td>Income categories of woman and man headed</td>
<td>81</td>
</tr>
<tr>
<td>5</td>
<td>Women and men MPs in the National Assembly</td>
<td>99</td>
</tr>
</tbody>
</table>

LIST OF TABLES

<table>
<thead>
<tr>
<th>TABLE</th>
<th>DESCRIPTION</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>1</td>
<td>International conventions that responded to violence against women and their recommendations</td>
<td>86</td>
</tr>
<tr>
<td>2</td>
<td>Government participation in the international arena</td>
<td>93</td>
</tr>
<tr>
<td>3</td>
<td>Organisations to address violence against women</td>
<td>95</td>
</tr>
</tbody>
</table>