

**THE IMPACT OF POLICE CORRUPTION ON SERVICE DELIVERY  
IN PRETORIA CENTRAL**

by

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**UNIVERSITY OF SOUTH AFRICA**

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# DECLARATION

Student Number: 4182-425-3

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# DEDICATION

## ***MANTOA EVELYN VILAKAZI (1940 – 2010)***

Firstly, I would like to dedicate this study to my late mother, whose life was an example of integrity, determination, and generosity. She was so committed to raising us single-handedly under difficult circumstances. She taught us to pray and to value education, and taught us that these are the keys to success. She remains a pillar of strength to me. Lala ngoxolo Ma.

## ***MAKONJANI JAN VILAKAZI (1962 - 2008)***

My late brother bequeathed to us a love of family. I am grateful for his endless support, in particular during the difficult times of our lives. He relocated us from Sydney farm to Bohlokong Township in Bethlehem on the 23 December 1993 when he bought us a house. Lala ngoxolo Mphephethe.

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# ABSTRACT

This study sought to measure the perceptions of the community on the prevalence of police corruption and its impact on service delivery in the Pretoria Central area.

Using a literature review and 25 in-depth unstructured interviews, the study found that the majority of community members regard most police officials as corrupt. A lack of understanding on the part of the police of the negative impact that actual or perceived police corruption has on sound police-community relations was evident. Recruitment without proper vetting of the workforce emerged as one of the causal factors for corruption.

The study provides several recommendations for the enhancement of the South African Police Service's systems to militate against incidents of corruption and its impact on police service delivery.

**Key terms:** Police corruption, Service delivery, South African Police Service

# ACRONYMS

ACU	Anti-Corruption Unit
AFU	Asset Forfeiture Unit
AG	Auditor-General
CPF	Community Policing Forum
DPSA	Department of Public Service and Administration
DPCI	Directorate for Priority Crime Investigation
DSO	Directorate of Special Operations
IPID	Independent Police Investigative Directorate
NACF	National Anti-Corruption Forum
NIA	National Intelligence Agency
NPA	National Prosecution Authority
OECD	Organization for Economic Co-operation and Development
PCCA	Prevention and Combating of Corrupt Activities Act
PP	Public Protector
PSC	Public Service Commission
SAP	South African Police
SAPS	South African Police Service
SD	Sectoral Determination
SIU	Special Investigating Unit
UNISA	University of South Africa

In this study, the researcher utilises police official(s), police officer(s) and police member(s) interchangeably.

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# Chapter 1

# Orientation

## 1.1 Introduction

This chapter provides an overview of the South African Police Services (SAPS) from its early years, during the apartheid era and that of the constitutional democracy at a lesser level. An overview on the concept of police corruption is also provided. In 2013, the SAPS celebrated 100 years of existence. Over the last 20 years of democracy, the once feared police force has been successfully transformed into a police service. A mandate and responsibility of the police service is to render the professional service delivery to all community members in South Africa (South African Police Service (a), 2013).

Before democracy, principal human rights problems included the police's use of lethal weapons, excessive force and torture against suspects or detainees that resulted in deaths and injuries. The country had a high crime rate, and criminals were often better armed than the police were. In October 2009, Fikile Mbalula, the former Deputy Police Minister, called for the use of firepower against armed criminals, which the media and civil society groups criticized as a police "shoot to kill" (US Department of State, 2010).

The Pretoria Central policing precinct is an important area for clean governance in South Africa. It has head offices of various government departments, is the centre of diplomacy, and thus is important for the local and international image of the country. A negative police image for this precinct can send the wrong message to the rest of the police service both nationally and internationally.

## 1.2 Background

The SAPS traces its origin to 1655, when Cape Town settlers formed the Dutch Watch, a paramilitary organisation. In 1913, several policing groups were consolidated into the Mounted Riflemen's Association (Winslow, 1996). The author

further notes that some members of this association established a separate organisation, which they called the South African Police (SAP).

Overtime, the police force operated without adequate scrutiny and lack of civilian oversight. The poor institutional controls and a politicised policing outlook led to various corrupt practices. In 1991, the former Minister of Law and Order, Hernus Kriel appointed an ombudsman to investigate allegations of police misconduct (Winslow, 1996). The author further states that Hernus Kriel developed the Police Code of Conduct and he established Community Police Forums (CPF).

At the end of the apartheid regime in April 1994, the SAP was renamed the South African Police Service. The Ministry of Law and Order was renamed the Ministry of Safety and Security (Winslow, 1996). Sydney Mufamadi was appointed as the first Minister of Safety and Security. He had a long history of involvement in the Struggle (Mufamadi, 2014). On 29 January 1995, the late former South African President Nelson Mandela appointed General George Fivaz as the first National Commissioner of the SAPS. Fivaz had the responsibility to align the new Police Service to new legislation and the process of transformation in South Africa (South African Police Service (c), 1994).

### **1.3 Understanding Corruption**

Hale (1989 in Gaines and Kappeler 2015:406) asserts that many people consider any crime committed by the police as evidence of corruption. The author further said that there is considerable disagreement among police experts as to which behaviours should be termed corruption. A police official who drives while intoxicated, abuses a spouse, or uses illegal drugs while on duty is not necessarily corrupt (Gaines and Kappeler, 2015:407).

The crime presently known as corruption was known in the common-law crime as bribery (Burchell, 2006:889). The author further asserts that corruption derives from the old French word 'briber', meaning to beg, something given to a beggar. The English managed to twist this to the present meaning, to corrupt by giving gifts. Corruption is a term denoting dishonest or illegal profits and it means to damage, or spoil a person or his hopes (Bosman, 2012:3).

According to the Prevention and Combating of Corrupt Activities (PCCA) Act, 12 of 2004, corruption is the misuse of public powers, office, and authority for private gain. In terms of Section 3 of the PCCA Act, the general crime of corruption is committed by any person who accepts or offers to accept any gratification (Swanepoel, Lotter and Karels, 2014:84). In support, the National Prosecuting Authority (NPA) (2008:150) defines corruption as the misuse of public office with a corrupt intent, and may include any crime. In addition, Joubert (2010:185-186) mentions that corruption is a social phenomenon with negative impact on any society. On the other hand, Faull (2007:3) argues that for any act to be corrupt it must involve an abuse of entrusted power for personal gain.

Active corruption is the unlawful and intentional offering of a benefit to a person who has been charged with some duty (Snyman, 2002:376). The author further claims that the intention is to influence the latter to commit or omit to do some act. In terms of Section 3(b) of the PCCA Act, someone who offer or agree to offer any gratification to another person commits active corruption (Joubert, 2010:186).

Passive corruption is the offering of any benefit to the authorities in return for the favours (The Brazil Business, 2012). The author further mentions that the acceptance of such offer by the authorities results in passive corruption. Any official may commit passive corruption in an unlawful and intentional receipt of a benefit of whatever nature (Snyman, 2002:376). Persons who corruptly accepts any gratification from another person commits passive corruption in terms of the PCCA Act (Joubert, 2010:186).

For the purpose of this study, the researcher defines corruption as the abuse of the power entrusted to public officials. It is a crime that may include acts of bribery, nepotism, extortion, fraud, and theft for personal gain. It involves the offering of or receiving of benefits, to influence public officials to commit or omit to do their official duty.

### **1.3.1 Police corruption**

Punch (2009:18) articulates that police corruption is committed when police officials knowingly do or not do something that is against their duty for personal gain. Police corruption involves various acts by police officials, placing their personal gain ahead of duty (Scaramella, Cox and Mc Camey, 2011:459). The authors further pronounce that it may result in the violation of police procedures, criminal law or both.

Police corruption is the deviant behaviour guided by a clandestine set of norms. The State or the police officials may be held liable for any damage arising from wrongful police action (Joubert, 2010:25). One example of police corruption is the dishonest, unethical, or criminal behaviour of a police official who steals property from a crime scene (Newham and Faull, 2011:5).

The researcher defines police corruption as the unlawful and intentional act of abusing power by police officials. It occurs when they commit a crime or omit to prevent crime from happening. Sometimes it may result in loss to the State or community and is punishable by the State.

### **1.3.2 Types of police corruption**

The 1971 Knapp Commission found that corrupt police officials fall into two categories: "Grass Eaters" and "Meat Eaters" (Gaines and Miller, 2005:202). Grass eaters refer to police officials who are engaged in minor acts of corrupt practices (Scaramella *et al.*, 2011:456). The term "meat eaters" refers to the police officials who are engaged widely in serious corruption (Gaines and Miller, 2005:202-203). Meat eaters are the police officials who "aggressively misuse their police powers for personal gain" (Mackey, 1997:4). On the other hand, Reseachomatic (2011) is of the opinion that most common types of police corruption are bribery and extortion.

Adapted from Prenzler and Ransley (2002), the following is a six-part typology of police corruption and misconduct (Prenzler, 2009:15-17):



#### 1.3.2.1 Graft or “classic corruption”

Graft or classic corruption is often consensual, in the form of shakedowns, or legitimate businesses. Petty corruption consists of the tips, commissions, kickbacks, gifts, or discounts given to the officials in an exchange for services to be rendered. Shakedowns are known as accepting bribes for not pursuing a criminal violation (Newham and Faull, 2011:6). The authors further note that receiving kickbacks is for the personal benefits for referring business to particular individuals or companies. It has been argued that grand corruption has a negative impact on the economy (Kunaka, Matsheza and Nederlands Instituut voor Zuidelijk Afrika (Amsterdam), 2001:15).

Ticket fixing involves police officials cancel traffic tickets as a favour to the friends or their family members (Newburn, 1999:4). For example, according to (Volksblad, 2011) Moses Sechaba (23) from Sasolburg was sentenced to 29 years for housebreaking and murder. He indicated that the police officials helped him with police vehicles to transport things that he had stolen.

#### 1.3.2.2 Process corruption

Process corruption it is another form of misconduct pertaining to police officials who steal valuables from a crime scene (Scaramella *et al.*, 2011:458). Noble cause corruption is akin to the philosophy of “the end justifies the means”. The “frame-up” is when police officials’ plant or add to evidence (Newburn, 1999:4). Addition to that, sometimes it is when suspects are not informed of their rights or are denied their legal advice (Newham & Faull, 2011:6).

#### 1.3.2.3 Excessive force or “brutality” or unjustified force

Excessive force or police “brutality” can be anything from “rough handling” such as serious assault, torture, and murder. Furthermore, it comprises verbal abuse, intimidation, threats of violence, and dangerous high-speed vehicle that pose a physical threat. The SAPS Standing Order (General) 251, in accordance with Section 13 of the SAPS Act, cautions police officials against the excessive use of force (Swanepoel *et al.*, 2014:180).

#### 1.3.2.4 Unprofessional police conduct

Unprofessional police conduct is a deviance directed towards the community as “misconduct” such as rudeness and misuse of confidential information. The embarrassment caused by misconduct can damage community trust and undermine official morale (Dunn and Caceres, 2010).

#### 1.3.2.5 Internal corruption or workplace deviance

Internal corruption or workplace deviance includes harassment of police employees and discrimination or favouritism in promotion. Police occupational deviance refers to inappropriate work-related activities in which police may participate (Gaines and Kappeler, 2015:406).

#### 1.3.2.6 Unprofessional police conduct off duty

Unprofessional police conduct off duty includes criminal offences and inappropriate behaviour committed off duty. They reflect negatively on the official’s work such as drunken driving and assault.

### **1.3.3 Bribery**

Bribery is the crime that requires the public officials to perform the duties in a manner that benefits the briber rather than the community (Burchell, 2006:889). Police officials occasionally are voluntarily offered something of value to influence their performance of an official duty (Gaines and Kappeler, 2015:408). Punch (2009:19) emphasises that the offence of bribery, a police official agrees in exchange for a reward not to lay charges, or pursue an investigation.

According to Wraith and Simpkins (2011:56), bribery involves nepotism, and delegation of authority according to self-interest rather than merit. Bribery involves police officials taking no enforcement action in exchange for monetary remuneration (Scaramella *et al.*, 2011:453). Reporting to the Portfolio Committee on Police, the Consortium for Refugees and Migrants in South Africa asserts that the police confiscated the legal documents of foreign nationals, and forced them to pay bribes in return for their release (US State Department, 2010).

The researcher defines bribery or *tjo-tjo* (Sesotho word) as ‘the crime that consists of the unlawful and intentional act of agreeing to wrong-doing. It involves the giving and receiving of money or anything that may alternates the behaviour of the police official. Agreeing not to prosecute a crime for reward betrays the community trust and should consistently be punishable by the Law.’

#### **1.3.4 Service delivery**

Service delivery is the organisational and structural dimension of improving the government’s performance in delivering programme and services (Canada, 2002:1). *The White Paper on Transforming Public Service Delivery* further accentuates, that achieving the community’s needs on service delivery is a legitimate practice by which government departments are judged, together with the effectiveness of these services that meet the basic needs of all community members (SA, 1997:9-10) citation in (Naidoo, 2004:1-2). In a policing context, service delivery is when police officials are doing right things that are consistent with community needs (Shah, 2005: xxiii).

#### **1.4 The Aim and Purpose of the Research**

Research is classified in terms of aim such as the basic research, applied research, action research, development research, and team research (Fox and Bayat, 2007: 10). The general aims of research are observe and describe, predict, determination of the causes and explain (Blakstad, 2008:1).

The aim of this study is to examine the impact of police corruption on service delivery in the Pretoria Central policing precinct.

The purpose of research is the process of correcting and refining hypothesis, which should lead to the acceptance of certain scientific truths (Blakstad, 2008:1). Addition to that is to describe the nature of the study object; to explain things the way they are; and to predict phenomena (Welman and Kruger, 2001:18).

The purposes of this research were to:

- ❖ chart the developments on police corruption in South Africa and beyond through a literature review;
- ❖ assess the community's opinion of police corruption; and
- ❖ to provide recommendations for the prevention and reduction of police corruption.

### **1.5 Problem Statement**

A research problem is one of the first statements made in any research paper and defines the research area (Blakstad, 2008:1). It typically introduces a qualitative study and the author advances the issue that leads to a need to conduct the study (Creswell, 2013:300).

Firstly, the researcher frequents and works in a separate unit within the vicinity of Pretoria Central. As a member of the SAPS, he is familiar with anecdotes of police corruption, incidents that are alleged and proved as reported in the media. Despite the independence of the study, the inevitability of the human emotion regarding the reputational damage to the SAPS cannot be denied. From the researcher's unobtrusive observations over the years, the impact that perceived police corruption caused, as gauged from attitudes of community members, has always been negative.

Secondly, corruption is very catastrophic to the community at large. The problem can be formulated as the impact of police corruption on service delivery in Pretoria Central. It has the negative impact to the people who are in need of the police service. According to the Centre for the Study of Violence and Reconciliation, police corruption in South Africa is "widespread" and "widely acknowledged," Yet "seldom acted upon" (News24, 2007a). Police corruption takes a tremendous toll on the reputation of all Law enforcements and leaves the community convinced that police officials are dishonest (Dantzker, 1997:162). It is becoming a big problem in South Africa and it may create the community to lose confidence in the police. The SAPS corruption allegations are an unfortunate perpetual challenge facing the police transformation process (Newham, 2002:20). The author further said that there is little indication that the organisation to date is effectively overcoming the problem.

In most cases, it pushes them to take law into their own hands and retaliate to the criminals. Some of the angry communities, owing to police corruption, resort to the mob justice and vigilantism. The problem with such groups is that they do not have regulations that guide on how to handle the criminals. In most cases, they kill them owing the highest punishment they inflict to them for their involvement in criminal activities.

From the above, it is clear that corruption is a serious challenge to service delivery in the SAPS. There is a growing recognition within the police department that corruption is one of the biggest challenges facing the SAPS (Newham and Faull, 2011:3). According the study conducted by Faull (2008:1), the South African police officers are increasingly perceived as being corrupt. The police are expected to protect the people and regard their rights.

It was important to research the problem of police corruption because it undermines fundamental human rights and the rule of Law (Joubert, 2010:185). The SAPS and the Pretoria Central police station are both strategic public service entities. The former is an assurance to society that crime is being prevented and that when it is alleged, it will be investigated and where proven, perpetrators shall experience the full might of the law. The police officials should use the power that invested on them to protect, not to take advantage of their communities. In order to improve the service delivery in the SAPS, the police should be more attentive to people and investigate their cases.

### **1.6 Value of the Research**

From what is deemed will be the positive outcomes if its recommendations are implemented, a deduction can be made that this study will benefit South African communities, and is of vital importance to the SAPS in general. It will help the organisation to understand the perceptions of the community members on the prevalence of police corruption, the extent of it, and impact of corruption on service delivery.

There has been an urgent need to conduct this study because police corruption destroys the healthy community-police relationship that is essential to successful

democratic policing. If corruption goes unchecked, the SAPS will quickly lose the trust and support of the community it serves; thereby making its law enforcement responsibilities that much harder (Rose, 2011:3).

Like any postgraduate research, the key value of the research is to broaden existing knowledge on police corruption. Thus, the study will be valuable to other researchers, the Criminal Justice System in South Africa, and the rest of the continent, the academic community, and law practitioners. Potentially, it may ignite further research in the area of police corruption.

In South Africa, as elsewhere on the African continent, there is a knowledge gap with respect to various policing issues. If these gaps are minimised, democratic policing will be possible. In addition, it will assist in discouraging and deterring police officials from being involved in corrupt activities. To police officials who come across this study, it will promote awareness about the consequences of police corruption.

### **1.7 Research Questions**

Research questions narrows the purpose statement to specific questions that researchers seek to answer (Creswell, 2011:110). The researcher wishes to find responses to the following questions, expressed below in thematic format:

#### **1.7.1 The literature on police corruption in South Africa**

The scholars of police corruption culture claims that there are unique challenges to researching their respondents (Faull, 2007:16). The author further alleges that corruption by its nature is difficult to research, manage and curb. In 2009, the Institute for Security Studies conducted a survey of three Gauteng police stations; found that 85% of police respondents believed that corruption was a serious problem in the SAPS (Rose, 2011:2).

#### **1.7.2 The community's perceptions on the prevalence of police corruption**

Some of the factors that lead to police corruption include a lack of supervision, and the fact that most officers can double or triple their salaries through corrupt activities (Gaines and Miller, 2005:203). The community members perceive the police officials as self-serving, drunkards, drug users, illiterate, and overworked (Faull, 2011:6).

According to Prenzler (2009:7), police corruption has highly variable effects such as the protection rackets inevitably include extortion, kidnapping, and gang warfare.

### **1.7.3 The impact of police corruption on service delivery**

The impact of police corruption on South Africa is devastating (Basdeo, 2010:399). Approximately half of all South Africans think that “all” or “most” police officials are involved in corruption, and some even have to pay bribes to get help from the police (Institute for Security Studies, 2006:9). The community is aware that public officials divert public funds away from service delivery into their back pockets (Newham, 2013). According to Stefani (2010), community member’s perceptions were that the police are out to get them; they are always corrupt, brutal and kill innocent people.

### **1.7.4 The preventative measures to reduce the incidents and impact of police corruption**

South African Government should be responsible to apply a successful framework and to provide the necessary capacity to fight corruption (Ramsingh and Dobie, 2006:2). The community education around police corruption is an issue requiring urgent attention in South Africa (Faull, 2007:14). The PCCA was endorsed to provide for the strengthening of measures to prevent and combat corruption (Joubert, 2010:184-185).

## **1.8 Conclusion**

It is very important for the police officials to know the impact of their actions to community. It is disappointing when some of them get involved in the commission of criminal activities. It is sad for the South African community to experience some form of the police dishonesty, especially after 20 years of democracy in this country.

## Chapter 2

# Research Methodology

### 2.1. Introduction

According to Welman and Kruger (2001:2), research refers to the process in which scientific methods are used to expand knowledge in a particular field of study. Research is a tool by which they can test their own, and each other's theories, by using this antagonism to find an answer and advance knowledge (Blakstad, 2008:1). Williams (2011) is of the opinion that methodology is used to give a clear cut idea on what the researcher is carrying out his or her research. Furthermore, the latter author states that methodology maps out the research work in relevance to make solid plans.

### 2.2 Philosophical Worldview

A worldview is "a basic set of beliefs that action" (Guba, 1990:17). Another position about worldviews comes from the pragmatists (Creswell, 2009:10). For the purpose of this study, the researcher opted for a paradigmatic perspective. Creswell (2013:299) defines pragmatism as an interpretive lens focuses on the outcomes of the research, the actions, situations, and consequences of inquiry. Pragmatism assesses the value of research strategies and methods in terms of how well they work in dealing with that problem (Denscombe, 2010:324).

Maree and Van der Westhuizen (2009:19) state that a paradigm refers to a way of viewing the world. According to Cohen, Manion and Morrison (2001:6), paradigmatic assumptions and perspectives greatly influence methodological choices and require a consideration of different research methods. Guba and Lincoln (2005) assert that modern qualitative research has been conducted based on various paradigms that influence conceptual and concerns of legitimacy, control, data analysis, among others.

Each of the paradigms listed by Guba and Lincoln (2005:200) are characterised by intended action of research, control of research process/outcomes, relationship to



foundations of truth and knowledge and voice of the researcher/respondents. Although some people refer to “the qualitative paradigm,” there are many different paradigms within qualitative research, some of which differ radically in their assumption and implications (Bickman and Rog, 2009:224). Qualitative research is the predominant paradigm of research in the social sciences (Fox and Bayat, 2007:64).

### **2.3 Research Design**

The three different types of research designs are qualitative, quantitative, and mixed methods. A qualitative research design, unstructured and in-depth interviews in explanatory research was adopted for this study.

Research design refers to the plan for research that spans the decisions from broad assumptions to detailed methods of data collection and analysis (Creswell, 2009:3). In addition, research design is defined as the entire process of research, from conceptualising a problem to writing the narrative (Bogdan and Taylor, 1975) in Creswell (2013:300). Research design is the plan of how to go about addressing research questions in terms of which you obtain research respondents and collect data from them (Msweli, 2011:59; Fox and Bayat, 2007:51).

Qualitative research can, theoretically speaking, be described as an approach rather than a particular design or set of techniques (Welman, Kruger and Mitchell, 2005:188). Qualitative research is a means for exploring and understanding the meaning individuals or groups ascribe to a social or human problem (Creswell, 2009:232). Moreover, qualitative research relies on transformation from reports, and recordings into data in the form of written words, and not numbers (Denscombe, 2010:325).

Qualitative research methods are designed to scientifically explain events, people and matters associated with them (Fox and Bayat, 2007:7). The point of departure was to study the object, namely man, within unique and meaningful human situations or interactions (Collins, du Plooy, Grobbelaar, Puttergrill, Terre Blanche, van Eeden, van Rensburg and Wigston, 2000:134). In addition, the researcher focused on the respondents’ first-hand experience of their life-world (Welman and Kruger,

2001:188). Qualitative research values richness of detail and depth of understanding, approaching a research problem from several different angles because it increase chances of "...homing in..." on correct and useful findings (Collins *et al.*, 2000: 89).

The researcher utilised basic research also called "academic research" or "pure research," to enhance fundamental knowledge about social reality (Collins *et al.*, 2000:83). Basic research has the advantage that it creates a basis for the application of knowledge and insight to the impact on the police corruption on service delivery. Collins *et al.* (2000:83) advocate this approach. This research contributes to human knowledge and understanding relating to police corruption. Basic research enables existing theories to be challenged and new ones to be developed by gathering more facts and information (Bless, Higson-Smith and Kagee, 2006:44).

The researcher also utilised explanatory research aimed at gaining insight into the community perceptions regarding police corruption. Based on the approach of Collins *et al.* (2000:95), the researcher looks for causes and reasons why police corruption is taking place in Pretoria Central. In this case, the researcher identified the variables and tried to determine if changes in the impact of police corruption resulted in changes in service delivery (Goddard and Melville, 2001:8).

## **2.4 Literature on Police Corruption**

Besides the interviews, this study draws on literature on police corruption in the South African context and elsewhere. There is a long historical relationship between policing and corruption in South Africa. That the two are inextricably linked is a grave matter because the police organisation is the prime agency of the State for law enforcement and social control (Loader and Walker, 2007 cited in Punch, 2009:1).

The community member perceptions about police corruption are very important; they are negative, they are determinant of trust and are determined by the user-friendliness of the police (Institute for Security Studies, 2006:15). Moreover, Faull (2007:5) emphasises that the negative perceptions of community members relating to the SAPS are worth noting. In contrast to the improving trends in community members' perceptions of corruption, the phenomenon is becoming worse within the police (Institute for Security Studies, 2006:9).

## **2.5 Target Population**

The research problem involves a particular population and it includes all the units of analysis regarding the conclusions the researcher wishes to reach (Fox and Bayat, 2007:31). The unit of analysis was the respondents from Pretoria Central with the aim to obtain their perceptions on the prevalence of police corruption (Welman and Kruger, 2001:52). The accessible target population of measurements was drawn from the community (Collins *et al.*, 2000:149-152).

## **2.6 Sampling**

A sample is the elements of the population for being studied and sampling is the process by which elements are drawn from the population (Fox and Bayat, 2007:54). The researcher utilised non-probability and purposive sampling in qualitative research because it is the most important type of sampling (Fox and Bayat, 2007:60). A sampling frame of 25 respondents was obtained in Pretoria Central, with whom to conduct unstructured in-depth interviews.

Welman *et al.* (2005:68), Fox and Bayat (2007:58) and Pellissier (2007:32) agree that the pragmatic advantage of non-probability sampling is that it is convenient, less complicated, and more economical in terms of time and financial expenses. The time spent with each individual respondent was between 45 minutes to an hour. For

reasons of convenience to the researcher and the respondent, the place and time were taken into consideration when the sample was selected, an approach advocated by Collins *et al.* (2000:152-153).

The samples were continuous until “saturation” point had been obtained. Saturation is a qualitative term that indicates that there is no more new information that can be obtained from the respondent. Saturate, saturated, or saturation is a process of gathering data to a point inquirer no longer finds new information (Creswell, 2013:289). Saturation signals the end of data collection relating to a specific concept or category (Denscombe, 2010:327).

The smaller-scale study was used to provide an accurate picture of the respondents rather than researching the entire population, simply because it was easier to manage a sample than the entire population. It was possible to supervise more effectively, and keep accurate records (Collins *et al.*, 2000:147). Moreover, a large sample is unnecessarily expensive and time-consuming. Conversely, a sample that is too small is not useful to gather the required information and may be scientifically useless (Collins *et al.*, 2000:162). The size of a sample depends on the size of the population. In addition, the homogeneity of the population and the degree of reliability required in the investigation, as well as the method of sampling, will affect the sample size (Fox and Bayat, 2007:61).

An increase in the sample size, proportionate to the place from which the sample is drawn, results in a decrease in the standard error (Welman and Kruger, 2001:64). The researcher tried to reduce the sampling error and bias by considering the relevant population criteria when selecting the sample. Furthermore, he used the common language used by many respondents in Pretoria Central. The sampling error defines the lack of fit between the samples and the population (Fox and Bayat, 2007:62).

## **2.7 Data Collection**

Research methods are tools used for the collection of empirical data. They are the means by which the researcher collects or produces different kinds of data (Denscombe, 2010:326). The researcher collected data from a diverse range of

respondents and settings. This strategy reduces the risk of chance associations and systematic biases (Bickman and Rog, 2009:245). The respondents were expected to answer the questions spontaneously and in their own words (Flick, 2011:12).

### **2.7.1 Literature Review**

There are two sources of existing data, primary and secondary data sources. According to Welman and Kruger (2001:35), a primary source is the written account of a direct witness of, or a participant in, an event, or an audiotape recording of it. It represents first-hand evidence of what happened. A secondary source provides second-hand information about events. A source has not witnessed the event but obtained the information either from someone else who experienced it first-hand.

The researcher obtained data that came directly from original sources, therefore classified as primary data. The first-hand accounts of experiences of the respondents were obtained. Primary sources for this study consist of the interviews with the respondents at the Pretoria Central. The transcripts of the interviews, textbooks (current), and articles in journals, documents, dissertations, thesis (academic), and newspapers adverts. Furthermore, sources of data used for the purpose of this study include the Internet and audio tape (Fox and Bayat, 2007:142; Vithal and Jansen, 2010:21; Anderson and Poole, 2009:22 and Collins *et al.*, 2000:173).

### **2.7.2 Interviews**

The researcher conducted unstructured in-depth, open-ended, audiotape interviews, which followed an informal and conversational style. The interviews were conducted just once in each case on a one-to-one basis at a public place in Pretoria Central, and were later thoroughly transcribed, an approach that is supported by Cresswell (2013:160).

The 25 respondents were interviewed about their opinions on the impact of police corruption on service delivery in Pretoria Central. The responses were separately reported for each respondent. A qualitative study of the social world of community members was utilised; utilising unstructured interviews as the primary research approach. An attempt was made to understand how individuals experienced their

life-world and how they made sense of what happens to them (Welman and Kruger, 2001:188).

Opinions and views expressed throughout the interviews stem from one source, namely, the interviewee. One-to-one interviews were relatively easy to arrange and to control (Denscombe, 2010:327). In-depth interviews have also been called “intensive interviews” (Pitout, 1995:112). They are another type of face-to-face interviews and they are intended to obtain detailed information (Collins *et al.*, 2000:177). As Westmarland (2011:84) suggests, interviews on this study were conducted on a one-on-one basis, at a private and central location that is free from any interruptions, but publicly accessible, because of the geography, logistical issues, and sensitive or complex issues.

Unstructured interviews were informal and referred to as in-depth interviews. The respondents were given the opportunity to talk freely about events, behaviour, and beliefs in relation to police corruption; this type of interaction is sometimes called non-directive. It has been labelled as an informant interview since it is the respondent’s perceptions that guide the conduct of the interview. Furthermore, in in-depth interviews, the researcher asks questions about sensitive and highly emotional issues (Welman, *et al.* 2005:166). These provided the most direct evidence of the respondent experience about police corruption. In-depth interviews offer a complete picture, including the reasons behind the interviewee’s responses (Boyce and Neale, 2006:3).

## **2.8 Data Analysis**

The qualitative method was utilised to analyse, and interpret the data in order to relate the results to the research problem (Tshwane University of Technology, 2007:28). Qualitative data analysis is a messy, ambiguous, time-consuming, creative and fascinating process. The researcher intention was to bring order, structure, and to interpret the mass of collected data (Denscombe, 2010:295). Analysis of the information obtained from unstructured interviews was based on the respondent’s responses (Welman and Kruger, 2001:189).

### 2.8.1 Coding

The research data were carefully coded by the researcher (Cohen, Manion, and Morrison, 2001) citation in (Maree and Van der Westhuizen, 2009:31). The researcher used community perceptions as codes that emerged from the data and labels identified chunks of data (Collins *et al.*, 2000:245). Data were divided into small units of meaning, and then grouped together in categories that contain related codes. Each category contained codes that were semantically related (Henning, van Rensburg and Smith, 2004:102). He systematically analysed raw data, in the form of names and linked bits of the data to an idea that relates to each (Denscombe, 2010:284).

### 2.9 Verifying the Data and Ensuring Trustworthiness of the Data

Trustworthiness and authenticity is the key criterion of good qualitative research (Lincoln and Guba, 1985) and (Lincoln, 1994), neutrality of its findings or decisions (Babbie, and Mouton, 2001:276). Kumar (2014:216) argued that in the social sciences it is impossible to have a research tool, which is 100 per cent accurate, because it is impossible to control the factors affecting reliability such as the respondent's mood or the wording of questions and so forth. Babbie, and Mouton (2001:276) and Trochim and Donnelly 2007:149) compare the four criteria proposed by Guba and Lincoln (1985) with validity and reliability as defined in quantitative research:

**Table 1: Criteria for judging research**

<b>Traditional criteria for judging quantitative research</b>	<b>Alternative criteria for judging qualitative research</b>
Internal validity	Credibility
External validity	Transferability
Reliability	Dependability
Objectivity	Conformability

(Babbie, and Mouton, 2001:276) and (Trochim and Donnelly, 2007:149)

The data collected in study were verified by ensuring trustworthiness of data and complied with the research good practice given in Table 2 below:

**Table 2: The bases for judging the credibility of research have been** (Silverman, 2010) and (Cohen, Manion, and Morrison, 2001) citation in (Maree & Van der Westhuizen, 2009:31):

<p><i>Credibility (validity)</i></p>	<p>Credibility is the extent to which qualitative researchers can demonstrate that their data are accurate and appropriate (2010:299). It refers to a situation where the results obtained through qualitative research are agreeable to the respondents of the research (Kumar, 2014:368). Credibility, which parallels internal validity – that is, how believable is the findings? (Bryman, 2012:49).</p> <p>According to Kumar (2014:218) validity refers to the ability of a research instrument to demonstrate that it is finding out what you designed it to. A valid measure accurately represents the relationship between the two (Fox and Bayat, 2007:144), and invalid if it does not (Dowdall, Logio, Babbie and Halley, 2004:11). Validity means that data obtained reflects the truth, and the methods to obtain data are deemed accurate (Denscombe, 2010:284).</p> <p>In qualitative research, dealing with issues of validity, practicality, and effectiveness addressed the issue of quality (Maree and van der Westhuizen, 2009:33). The use of the concept validity in qualitative research is debatable and controversial Kumar (2014:220). Validity also concerns appropriateness of the data in terms of the research question being investigated (Denscombe, 2010:298).</p>
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Validity in this study 'checks out' whether the perceptions of the community members accurately reflect the impact of police corruption on service delivery (Vithal and Jansen, 2010:32; and Msweli 2011:61-62). The researcher ensured validity in this study by using thick, rich descriptions of the respondents' information and made experts to review questionnaires (Tashakkori and Teddlie, 1998).

Lincoln and Guba (1985) argue that it is not possible for qualitative researchers to prove in any absolute way that they 'got it right'. As qualitative studies explore respondents' perceptions, experiences, feelings and believes, it is believed that they are the best judge of whether or not the research finding have been able to reflect their opinions and feelings accurately (Kumar, 2014:368).

The researcher obtained credibility during the interviews through prolonged engagement with the respondents until data saturation occurs. Audio recording was useful to provide a good record, peer debriefing was also to review perceptions and help with decision-making. Member checking was also used to assess the overall adequacy of the data (Babbie, and Mouton, 2001:277).

In addition, look at below at Table 2: Data Collection for member checking. Furthermore, he obtained credibility through the use of triangulation to elicit the different points of view by asking different questions, seeking different sources and using different methods (Babbie, and Mouton, 2001:277).

*Dependability (reliability)*

Dependability is concerned with whether we would obtain the same results if we could observe the same thing twice (Kumar, 2014:369). Dependability, which parallels reliability – that is, are the findings likely to apply at other times? (Bryman, 2012:49).

Reliability refers to consistency in its findings when used repeatedly (Kumar, 2014:218). Reliability indicates the degree of exactness in measurement of an instrument (Flick, 2011:200-201). It is a concept to evaluate quality concept in qualitative study; it has the purpose of “generating understanding” (Stenbacka, 2001:551). Addition to that, it is concerned with the findings of the research and relates to the reliability of the findings (Welman *et al.*, 2005:145).

The researcher ensured reliability of this study by using all respondents sample from Pretoria Central and using methodology that Westmarland (2011:37) suggests. In addition, the reliable sources were used to give credence, authority, and support to the ideas and arguments that were presented (Neville, 2007:15).

During the course of this study, peers were used as auditors to ensure that proper procedures have been followed (Bryman, 2012:392). The data obtained it was open to the notion of inquiry audit by allowing other researchers to evaluate the decisions made in relation to the data collection and analysis (Denscombe, 2010:300). Furthermore, unsupported inferences were avoided (Cohen, Manion, and Morrison, 2001) citation in (Maree and Van der Westhuizen, 2009:31).

<p><i>Transferability</i> (<i>generalizability</i>) (<i>external validity</i>)</p>	<p>The concept of transferability refers to the degree to which the results of qualitative research can be generalised or transferred to other context or settings (Kumar, 2014:385). Transferability, which parallels external validity – that is, do the findings apply to other contexts? (Bryman, 2012:49). It concerns the ability of this study findings similar phenomenon at a universal level (Denscombe, 2010:298). Mason (2002:39) is of the opinion that it involves the extent to which you can make some form of wider claim based on your study and analysis.</p> <p>Transferability in this study was not made beyond the capacity of the data to support such statements (Cohen, Manion, and Morrison, 2001) citation in (Maree and Van der Westhuizen, 2009:31). The researcher obtained thick detailed descriptions database through purposive sampling to maximise the range of the data obtained and reports them, with sufficient detail and precision, to allow judgements about transferability of findings of this study to other contexts to be made by the reader (Lincoln and Guba, 1985) citation in (Babbie, and Mouton, 2001:277).</p>
<p><i>Confirmability (objectivity)</i></p>	<p>Confirmability refers to the absence of researcher biases (Babbie, and Mouton, 2001:278) and (Denscombe, 2010:298). Confirmability, which parallels objectivity – that is, has the investigator allowed his value to intrude to a high degree. (Bryman, 2012:49). Confirmability is the degree to which the results obtained through qualitative research could be confirm or corroborated by others (Kumar, 2014:366). This ‘refers to the degree to which the results could be conformed or corroborated by others’ (Trochim and</p>

	<p>Donnelly, 2007:149).</p> <p>The researcher avoided bias by guarding against his own expectations, misperceptions and the need to find answers that would support his preconceived notions about this study (Cohen, Manion, and Morrison, 2001) citation in (Maree and Van der Westhuizen, 2009:31). He distances himself from his everyday beliefs and suspended his judgements on social issues for duration of this study (Denscombe, 2010:302).</p> <p>Confirmability in this study was possible because the researcher followed the process in a similar manner for the results to be compared (Kumar, 2014:219). The researcher kept raw data of the respondent's audio recordings and transcriptions as a confirmability audit trail (Lincoln and Guba, 1985) and (Denscombe, 2010:298).</p>
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Source: Adapted from Cohen, Manion, and Morrison (2001)

**Table 3: Data Collection**

Data collection is an important part of the research methodology. Quality assurance was assured through implementation of the data collection strategies and an expert description of its various components is given in Table 3 below.

<b>Data Collection</b>	
<b>Strategy</b>	<b>Description</b>
<i>Triangulation and crystallisation</i>	<p>The researcher ensured reliability and improved validity in this study by utilising triangulation and crystallisation. Triangulation means that you take different perspectives on an issue you study or in answering your research questions. The researcher utilised different respondents to balance out the subjective influences of individuals (Flick, 2011:186). Furthermore, he utilised multiple data collection strategies to verify results (Maree and van der Westhuizen, 2009:30), and corroborate evidence from different respondents (Creswell, 2011:629) to produce understanding (Denscombe, 2010:346).</p> <p>Triangulation ensures interpretive validity (Terre Blanche and Durrheim, 2004) and establishes data trustworthiness (McMillan and Schumacher, 2001). It ensures that the study is well developed, rich, robust, and comprehensive (Cohen and Crabtree, 2006). The researcher requests the supervisor and other experts in research with divergent views on this topic. Furthermore, to confirm or refute the categories and subcategorises he discovered in the data (crystallisation) (Maree and van der Westhuizen, 2009:35-36).</p>
<i>Member checking</i>	<p>Member checking is another method of ensuring credibility. The researcher obtained respondents feedback to validate the findings (Fox and Bayat, 2007:107). He rephrased and probed their comments to obtain complete and nuanced meanings during interviews (Maree and van der Westhuizen, 2009:31).</p>

<i>Respondents' language: verbatim accounts</i>	The researcher obtained the respondents verbatim accounts of conversation and transcripts (Maree and van der Westhuizen, 2009:30). He was in a position to conduct cross-cultural interviews (Welman <i>et al.</i> , 2005:200).
<i>Audio recording</i>	The researcher utilised audio recordings because they provided a permanent record (Denscombe, 2010:187), where permission was obtained from the respondents, and transcribed later (Welman and Kruger, 2001:189). The researcher recorded the open-ended questions of the unstructured interviews (Maree and van der Westhuizen, 2009:31; De Vos, Strydom, Fouche and Delpport, 2005:298).
<i>Field notes</i>	The researcher took field notes where audio recordings were not possible. A written account of the things he experiences in the course of interviewing (De Vos <i>et al.</i> , 2005:298). Detailed descriptions of the respondent and the situations were recorded in the field notes (Collins <i>et al.</i> , 2000:172-173; Welman and Kruger, 2001:189).

(Maree and Van der Westhuizen, 2009:31) adapted from McMillan and Schumacher (2001).

## 2.10 Ethical Issues

The researcher abides by the Research Policy and the Code of Ethics of the University of South Africa (UNISA), the Code of Conduct of the SAPS, the Code of Ethics of the SAPS (Swanepoel *et al.*, 2014:403-405) and the SAPS National Instruction on Research. He did not commit plagiarism, piracy, or fabrication of results. As prescribed, he protected the interests of the respondents, and reports research findings accurately (University of South Africa, 2007:4-7). Ethical policing demands police officials to act with integrity and respect for people's diversity and the law, thereby enhancing service excellence to the approval of the community (Swanepoel *et al.*, 2014:405).

### **2.10.1 Informed consent**

According to the South African Constitutional Law in Chapter Two of the Bill of Rights, one of the requirements of freedom and security of the person is that: *“Everyone has the right to bodily and psychological integrity, which includes the right to...not be subjected to medical or scientific experiments (research) without their informed consent.”* The researcher informed research respondents in writing of the details of the research process, the potential risks, and benefits involved in the research (Tewksburg and Mustaine, 2004:55).

The research respondents, who agreed to participate in the research, were free to withdraw at any time they wished during the research (Fox and Bayat, 2007:148). The researcher compiled a consent form. Each respondent who agreed to be interviewed was asked to read and sign a consent form prior to participation and promised their complete anonymity (University of South Africa, 2007:12).

### **2.10.2 Privacy, anonymity and confidentiality**

Fox and Bayat (2007:148) and UNISA (2007:16) agree that the research respondents have the following rights:

- ❖ The right to privacy (including the right to refuse to participate in the research);
- ❖ The right to anonymity and confidentiality throughout the research;
- ❖ The right to full disclosure about the research (informed consent); and
- ❖ The right not to be harmed in any manner.

### **2.10.3. Provision of debriefing and counselling**

The researcher informed the research respondents about the reasons for the research and that there was no physical pain or discomfort. He ensured that there would not be any cases of adverse consequences, such as the psychological trauma or agony (University of South Africa, 2007:15). In support, he had thorough debriefing sessions, and dealt with problems generated by research experience (Babbie and Mouton, 2001:475). He made sure that they did not lose interest and that he did not get unreliable results (Welman and Kruger, 2001:172).

## **2.11 Conclusion**

In 2012, the researcher received permission from the SAPS Gauteng Provincial Office to conduct this study of the impact of police corruption on service delivery in the Pretoria Central. The 25 respondents from the above-mentioned policing precinct were interviewed. The researcher adhered to UNISA's Research Ethics framework on this study. Eventually, with data obtained from the research respondents and existing literature, it was possible to build an effective explanation on the prevalence of police corruption in the South African context.



## Chapter 3

# Police Corruption

### 3.1 Introduction

The SAPS is an extremely large organisation. Although many countries have a greater number of police officials, it is relatively rare to find police organisations that are comparable in size to the SAPS (Bruce, 2007:16). The author further states that it may present formidable challenge to the SAPS management to detect police corruption in South Africa.

Faull (2007:1) articulates that police corruption in South Africa is of paramount concern while Newham and Gomomo (2003:1) argue that it is not limited to South Africa. In addition, Rose (2011:1) acknowledges that South Africa is not alone in its struggle against police corruption.

### 3.2 Background

The Christian Church strongly condemned bribery especially in the form of the sin of simony and the secular Law of Europe followed suit (Burchell, 2006:890). The author further states that early English Law, relying on Biblical and Roman Law, held the judge who took a bribe to 'be corrupted by filth'. Campbell (2002:147) mentions that suspicions of corruption surrounded the police from the earliest times, but it was not until 1867 that the first official inquiry was set in motion to examine complaints of police misconduct.

Ramsingh and Dobie (2006:2) state that the apartheid government had to limit transparency to achieve its ends; such context was a breeding ground for corruption. The late former South African President Nelson Mandela emphasised this problem in his opening address to Parliament in 1999: "Our hope for the future depends on our resolution as a nation in dealing with the scourge of corruption. Success will require an acceptance that, in many respects, we are a sick society. When employees of a government institution set up to empower those who were excluded by apartheid

defraud it for their own enrichment, then we must admit that we have a sick society, which is the problem that manifests itself in all areas of life.”

### **3.3 Legislative Regime**

Crimes that are laid down by legislation, such as corruption, are known as statutory offences, since they form part of statutory law (Joubert, 2013:4). In order to deal with corruption in the entire public service, a Legislative regime is required, both to introduce preventative measures and to enable law enforcement agencies to deal with corruption. Van der Merwe (2001:2) proclaims that South Africa has been responsive in this regard through different pieces of legislation, bodies and mechanisms.

Faull (2007:1) indicates that key pieces of anti-corruption legislation, such as the PCCA Act, the Protection of Access to Information Act and the Protected Disclosures Act, remain poorly applied in many instances. Smit, Minnaar and Schenetler (2004:11) proclaim that some of the regulations, legislation, and conventions below regulate and guides SAPS.

**Table 4: National Anti-Corruption Framework**

Tenets	Example
<i>Regulatory framework</i>	Public Service Anti-Corruption Strategy
	Local Government Anti-Corruption Strategy
	National Anti-Corruption Programme
	Codes of Conduct
	Financial Disclosure Frameworks
	Procurement Policies
<i>Legislation</i>	The Constitution of the Republic South Africa Act, 108 of 1996
	The Criminal Procedure Act, 51 of 1977
	The Prevention and Combating of Corrupt Activities Act No. 12 of 2004
	The Promotion of Access to Information Act No. 2 of 2000
	The Promotion of Administrative Justice Act No. 3 of 2000
	The Protected Disclosure Act No. 26 of 2000
	South African Police Service Act No. 68 of 1995 Section 67 as amended by the South African Police Service Amendment Act No. 57 of 2008
	The Finance Management Act No. 1 of 1999 and the Municipality Finance Management Act, Act....2003
	The Financial Intelligence Centre Act, Act....2001
	The Prevention of Organized Crime Act No. 121 of 1998
	The National Prosecuting Authority Act, 1998
	The Public Service Act No. 103 of 1994 (as amended)
	Public Finance Management Act No. 1 of 1999
	Protected Disclosure Act No. 26 of 2000
	Independent Police Investigative Directorate Act No. 1 of 2011
<i>Conventions</i>	The United Nations Convention against Corruption
	The African Union Convention on Preventing and Combating Corruption
	The Southern African Development Community Protocol against Corruption
	Organization for Economic Co-operation and Development (OECD) Convention on Combating Bribery of Foreign Public Officials in International Business Transactions

(Public Administration Leadership and Management Academy, 2010:118)

### 3.4 The Constitution

The Constitution of the Republic of South African Act No. 108 of 1996 established precedents according to which a State is governed (McKean, 2005). The Constitution is a set of fundamental principles and the supreme law of the country (Smit *et al.*, 2004:26). Any law or conduct that is not consistent with it is invalid

(South Africa, 1996). The Constitution of South Africa ensures a high standard of professional ethics and building SAPS' integrity framework (Ramsingh and Dobie, 2006:2). The community depends on the police to protect full range of human rights through the effective enforcement of the country's Criminal Law (Mishra, 2005:5).

A distinct feature of the Constitution is the inclusion of a Bill of Rights (Joubert, 2013). Chapter 2 of the Constitution of the Republic of South Africa, 1996 entrenched the fundamental rights of all people and is called the Bill of Rights (Swanepoel *et al.*, 2014:2). The Bill of Rights is the cornerstone of democracy in South Africa and it enshrines the rights of all people in our country (Burger, 2009:3).

Marx (1999) is of the opinion that the police are both a major support and threat to a democratic society. The South African Constitution protects community freedom by placing the limits on the police powers such as the freedom of assembly. However, the police forcibly dispersed several demonstrations over poor delivery of basic services by using force (US Department of State, 2010). Thus, police corruption undermines fundamental human rights, endangers the stability and security of societies, undermines values of democracy, and jeopardised the rule of law (Joubert, 2013:193).

Police officials are legally obliged to respect and protect the rights of the community members, to promote and to fulfil those rights (Smit *et al.*, 2004:26-27) and to perform their duties in a manner that is consistent with goals of the Constitution (Swanepoel *et al.*, 2014:22). Furthermore, it provides the basis for fighting corruption and promotes good governance (Van der Merwe, 2001:2).

According to Section 205 (3) of the Constitution (Swanepoel, Lotter and Karels, 2014:3), the police officials are mandated:

- ❖ to prevent, combat and investigate crime.
- ❖ to maintain public order.
- ❖ to protect and secure the inhabitants of the Republic and their property.
- ❖ to uphold and enforce the law.

### **3.5 The Police Act**

According to Section 13 (1) of the SAPS Act No. 68 of 1995, police officials may exercise the powers and perform duties and functions assigned to them by Law (Smit *et al.*, 2004:28). The Police Act No. 7 of 1958, broadened the mission of the SAP to maintaining law and order and investigating and preventing crime, and gave the police extraordinary powers to quell unrest and to conduct counter insurgency activities (Winslow, 1996).

Then the Police Amendment Act No. 70 of 1965 empowered the police to search, without warrant, any person, receptacle, vehicle, aircraft, or premises within two kilometres of any national border, and to seize anything found during such a search. This search-and-seize zone was extended to within ten kilometres of any border in 1979 and to the entire country in 1983 (Winslow, 1996).

### **3.6 Police Powers**

Policing powers referred on police officials by law and it includes everything they are legally authorised to do (Smit *et al.*, 2004:27). According to William Pitt (1770) ... “Unlimited power is apt to corrupt the minds of those who possess it,” while Baron Acton, in the 19<sup>th</sup> century expanded the notion into ... “Power corrupts and absolute power corrupts absolutely” (Campbell, 2002: xi).

The policing powers only confer discretion to act; this requirement compels police officials to carefully consider and evaluate the impact of their powers on individuals (Joubert, 2010:15). The Criminal Procedure Act places strict limitations on the circumstances in which powers may be exercised (Joubert, 2001:20).

Police powers may also create opportunities for wrongdoing, especially under poor supervision and poor leadership (Dunn and Caceres, 2010). Accordingly, the law prohibits certain kinds of conduct such as the police corruption (Joubert, 2010:11). The Constitutional limitation clause, the exclusionary rule, and the right to just administrative action have influence on policing powers (Smit *et al.*, 2004:29).

### **3.7 Police Functions**

In South Africa without a proper police force, police officials, criminal law, criminal procedure and the law of evidence, the sovereign State would descend into chaos (Swanepoel *et al.*, 2014:3). The police officer's job is to keep people safe, protect their property from criminals and they make sure that they obey the law (Ready, 1997:5). The police officials play a pivotal role in the proper functioning of the criminal justice system and the Constitution of South Africa (Swanepoel *et al.*, 2014:3) guides it.

Smit *et al.* (2004:12) state the functions of the police below are:

- ❖ to ensure the safety and security of all persons and property in the national territory.
- ❖ to uphold and safeguard the fundamental rights of every person as guaranteed by Chapter 33 of the Constitution.
- ❖ to ensure cooperation between the Service and the communities it serves in the combat of crime.
- ❖ to reflect respect for victims of crime and an understanding of the needs.
- ❖ to ensure affective civilian supervision over the services.

### **3.8 Strategic Plan for the SAPS**

In terms of the Police Act, Chapter 5, Section 11 (2), the National Commissioner should submit The Strategic Plan for the SAPS before the start of each financial year (Smit *et al.*, 2004:19). The purpose of the Strategic Plan is to improve the service delivery of the SAPS in all communities (South African Police Service (e), 2002:11). One of the SAPS strategic priorities is “to intensify the fight against crime and corruption” (South African Police Service (f), 2010:4).

### **3.9 Police Corruption**

The researcher is of the opinion that only in South Africa that we only read more about police corruption. The media in democratic South Africa publishes new instances of the abuse of entrusted power for private benefit almost daily. The issue of corruption has come out of the closet and into the domain of public discussion, media reports, government actions and conferences (van der Merwe, 2001:1). The

fact that the issue of corruption has had substantial news coverage and that more information is becoming available about it in South Africa should be welcomed (Institute for Justice and Reconciliation, 2011:7).

Thus, study will attempt to fill existing research gaps in the literature on police corruption in South Africa. In support, Faull (2007:1) states that the majority of domestic research on the topic of corruption has been produced by a handful of researchers. The author further declares that even less data, appears to be available for other countries in the Southern African region.

### **3.10 International Perspective of Police Corruption**

The term 'corruption' describes a wide range of social conduct, which are condemned and rejected by societies all over the world as dishonest. Corruption is associated with some sentiments of rejection, rotten, contaminated, or depraved (Thomashausen, 2000:5). Police deviance and corruption shift over time, are complex, multi-faceted and surrounded by ambiguity (Punch, 2009:3). The major part of the problem of corruption sits in the developing world such as the countries in the Southern Africa and Latin America (van der Merwe, 2001:10).

According to Faull (2007:17), the international literature on the subject of police corruption is abundant. In browsing the internet, one can find websites in which there are very angry people trying to get the world interested in their complaints against police corruption (Campbell, 2002:132). In support of this statement, Ehlermann (2007:10-11) states that in the 1990s, corruption was a popular theme in major international organisations, such as the International Monetary Fund, World Bank, Organization for Economic Co-operation and Development (OECD), the Council of Europe, the United Nations and the European Union.

According to the Global Corruption Barometer 2006, the police are the organisation to which bribes are most commonly paid (Transparency International, 2007:314). Police corruption involves taking bribes in the form of money or other consideration to police officers with intention to undermine the aim of the criminal justice system (Dempsy et al., 2010:219). For examples, police bribery takes place when criminals bribe the police to destroy or sell docket, help prisoners escape or instruct junior

officers to cease investigations (Syed and Bruce, 1998). The police and the judiciary are seen as the two most bribery prone (Global Corruption Barometer, 2013:3). Newburn (1999:14) confirmed that police corruption it is a continuing problem and there is evidence of corrupt practices from all stages of police history. Worldwide, one in four people report having paid a bribe, and police were the most commonly bribed institution (Khazan, 2013).

Corruption appears to be on the increase because more countries are adopting democracy, which includes a free and active media. Russia and South Africa are good examples of this phenomenon by exposing corruption at every opportunity. If it were not for media in South Africa, very few corruption incidents would come to the fore (Grobler, 2002:22). Corruption in the police service in the United Kingdom has come under increasing public and official scrutiny (Newburn, 1999:1).

The surveys from Afrobarometer – a public opinion survey focusing on Africa – have also shown that South Africans are increasingly concerned about corruption, while in 2008, 15% of adults thought that corruption was “an important national issue”; by 2011 this had increased to 29% (Polity, 2012). International experience suggests that a specialised unit dedicated to investigating police corruption is crucial if these problems are to be tackled effectively (Newham and Gomomo, 2003).

### **3.10.1 Police corruption in America**

Corruption, like violence, is a recurring feature of American community (Punch, 2009:53). There is as well a long and rich history of police corruption in America (Richardson, 1974 citation in Punch, 2009:53). A perusal of police corruption in the America, it is virtually endemic, persistent, resilient, frequent, shifting in form over time and often-systemic (Punch, 2009:85). Corruption also arises periodically in other segments of the criminal justice system and judiciary as well as federal agencies such as the Federal Bureau of Investigation (Ermann and Lundman, 1996).

### **3.10.2 Police corruption in other African countries**

The types of corruption found in Uganda are also found in other African countries (Ruzindana, Lanseth and Gakwandi, 1998:53). Hammergren (2012:196-199) details the extent of police corruption involving the police in Ethiopia during the following



stages: the detection of the alleged crime, the investigation and pre-trial procedures, trial and appeal and the enforcement of the judgement. The delegates drawn from various sectors in South African society acknowledge that corruption adversely affects all sectors in society and impacts most directly on the poor. In addition, is corroding the national culture and ethos of democracy and good governance at all levels and sectors of society (van der Merwe, 2001:3); (National Anti-Corruption Forum, 1999); (Public Service Commission, 2000:1) and (Institute for Security Studies, 2001). Corruption afflicts the everyday lives of the very poorest and thwarts global efforts to lift countries out of poverty (Independent Commission for Aid Impact, 2014). Global Financial Integrity reported that South Africa had suffered an illegal outflow of R185-billion due to corruption in the public sector between 1994 and 2008 (News24, 2012).

The Uganda Police Force enforces the laws rigidly against the common people but tended to turn a blind eye whenever big officials in the government violated the same laws. Successive politicians had used the Police Force as a political instrument. There had been interference that is more political by politicians in the operations of the police (Ruzindana *et al.*, 1998:120).

In October 1998, the first Roundtable dialogue was held in Botswana. The countries that took part in that Southern Africa action to curb, combat and eradicate corruption includes Tanzania, Malawi, Mozambique, Zambia, Zimbabwe and Mauritius (Kunaka and Matsheza, 2000:16). Ghana, Kenya, Nigeria, South Africa, and Uganda have all embarked on anti-corruption initiatives that allow for public accountability and participation (Kututwa, 2005:104-105). In 2003, Kenya signed up to the United Nation's Convention against Corruption and the African Union's Anti-Corruption Convention (Hopkin, 2002:584).

### **3.11 The Causes of Police Corruption**

In South Africa, concerning the causes of police corruption, arguments revolve around one of three themes: the 'rotten apple' theory, salary levels, and the 'corrupting public' (Faull, 2007:7). Much has been written about the 'slippery slope' theory, which claims that corruption begins with minor misconduct and then escalates until it is serious (Newham and Faull, 2011:12). Private sector corruption is

often the root cause of public sector corruption. Before a public servant becomes corrupt and invites a bribe, someone who will be working in the private sector (Thomashausen, 2000:5) must have initially corrupted him.

### 3.11.1 Insufficient wages

The question on everyone’s lips is, “why” do the police officials do corruption? According to Grobler (2002), members of the public involved in police corruption of any kind are engaging in criminal behaviour and should be labelled accordingly. In addition, Newham (2002) is of the opinion that the lower ranks of police officials are in a vulnerable position to police corruption owing to insufficient wages. They frequently experience the need to supplement their incomes to make ends meet.

Terms like ‘the public’ may not sound farfetched when relating to motorists paying their way out of speeding fines, terms like ‘criminals’ (though still members of the public) seem better suited, and put the onus back on the SAPS member, especially when referring to gang relationships with corrupt police and other illicit activities (Faull, 2007:8).

**Figure 1: Average Salary for SAPS Employees**

How This Employer Pays	
According to Pay Scale the SAPS typically pays its employees -9% below market	Similar employers pay their employees at market salary. Similar companies include Ekurhuleni Municipality

(Pay Scale, 2014)

### **3.11.2 Over-ripe fruit**

Dantzker (1997:159-160) articulates that some people blame the problem of police corruption on the “rotten apple” theory. The over-ripe fruit theory argues that the actions of a small number of individuals tarnish the reputation of an entire organisation (Faull, 2007:7). Furthermore, Campbell (2002:238-239) suggests that those who believe in the theory of over-ripe fruit, any police official found to be corrupt is regarded as a rotten apple. The author further states that a dishonest individual may well corrupt an honest one given time, and circumstances. “It is semantics,” says Liza Grobler. “If you want to look at the rottenness, you can include all their crimes into the category of corruption because of the nature of their job and the powers they have” (Stormfront, 2008).

### **3.11.3 Code of silence**

Police culture typically tends to be characterised by the so-called ‘code of silence’ (Newham and Gomomo, 2003:1). Punch (2009:36-37) identifies police culture as having several elements, such as, solidarity; danger and sacrifice; excitement; “real” police work; and so on. According to Basdeo (2010:392), the ‘code of secrecy’, maintained by the police sub-culture, helps to protect corrupt police officials from the law. Ehlermann (2007:10-11) of the OECD states that police corruption is difficult to detect because sometimes involve a number of actors working together. Newham (2002) emphasises that police work takes place in messy and difficult circumstances. This motivates officers to ‘stick together’ and ‘watch each other’s backs’.

### **3.11.4 Poor hiring practices**

Some people blame problems of police corruption on poor hiring practices (Dantzker, 1997:159-160). In 2010, the former National Police Commissioner, Bheki Cele, admitted to Parliament that, ‘We have not been big on quality; we have been big on quantity. People have been thrown in by chasing quantity rather than quality’ (Newham and Faull, 2011:11-12). For the SAPS to effectively prevent police corruption, it should improve recruitment and selection processes (Newham and Gomomo, 2003:1).

### **3.11.5 The closure of Anti-Corruption agencies**

#### **3.11.5.1 SAPS Anti-Corruption Unit**

In 1996, the SAPS established its first dedicated Anti-Corruption Unit (ACU) to tackle the growing problem of police corruption. Its success peaked in 2000 when 1 048 members were arrested for corruption and the unit obtained 193 convictions (Newham and Gomomo, 2003:1). In 2002, the ACU was unceremoniously closed down on the instructions of the late former SAPS National Commissioner Jackie Selebi, who himself has been charged and convicted of corruption (Stormfront, 2008).

The closure of the ACU conveyed wrong signals despite police corruption having reached into the most senior echelons of the SAPS (Newham, 2002). It was a step backwards in terms of combating police corruption and resulted in a reduction in the numbers convictions of police officials involved in corruption (Newham and Faull, 2011:1). A better decision would have been to identify the shortcomings of the ACU (Newham and Gomomo, 2003:1). The SAPS integrated some of its members into the Organized Crime Unit (ibid). According to the ISS, “complaints about the SAPS surged dramatically after its ACU was shut down in 2002” (News24, 2007a).

#### **3.11.5.2 The Directorate of Special Operations**

The Directorate of Special Operations (DSO) also known as the Scorpions was a unit of the National Prosecuting Authority (NPA) of South Africa (Bridgland, 2008). The DSO was envisaged as the best of the best in the fight against organised crime, and corruption, including police corruption (Caromba, 2008). The prosecution-led approach of the DSO, as envisioned by its architects, is another factor that made the NPA the natural home of the Scorpions (Mashele, 2006:9). On 23 October 2008, the South African Parliament officially abolished the Scorpions and integrated it with the SAPS (BBC News, 2008).

### **3.12 Manifestation of Police Corruption**

Corruption in policing is widespread, resilient and it is illusion to think that it will not happen at some time (Punch, 2009:238). The author further states that it remains a permanent occupational hazard and a recurring phenomenon. Ehlermann (2007:10) of the OECD emphasises that bribery and corruption are frequently associated with other crimes, such as money laundering, accounting fraud, tax evasion, and extortion. Basdeo (2010:385) is of the opinion that corruption appears to be rife in the various sectors of the Criminal Justice System, more specifically the SAPS. Author further states that we only have to consult the media to determine the level of dishonesty and corruption in the SAPS.

The researcher wants to demonstrate, through the following examples, how police corruption takes place in South Africa. Some of the incidents of police corruption or police criminality took place during the apartheid era while others took place after the apartheid. These examples demonstrate how some of the top police officials were motivated by individual gain. On the other hand, some of them were involved in criminal activities to receive undue benefits in the course of their duties. In support, some examples demonstrate the consequences of police corruption and/or criminal behaviour by the police officials.

#### **3.12.1 Police official convicted of murder**

Eugene de Kock is a former apartheid SAP Colonel and Vlakplaas assassin (Parker, 2010:51). The crimes he committed include 6 counts of murder, as well as conspiracy to commit murder, attempted murder, assault, kidnapping, illegal possession of firearms, and fraud (News24, 2014b).

In 1996, De Kock was convicted of the killings he committed including 89 charges for crimes against humanity (Parker, 2010:51). De Kock was sentenced to 2 terms of life imprisonment for 6 murders and to a further 212 years' imprisonment on other charges (News24, 2014a).

### **3.13 The Consequence of Police Corruption**

When the police officials resort to violence or corruption to perform their duties or act in contravention of the law, the community loses faith in them (Swanepoel *et al.*, 2014:109). According to Section 36 of the Police Service Act, if a police official is found guilty of an offence, s/he shall be sentenced to a term of imprisonment (Joubert, 2010:27).

#### **3.13.1 The costs of Police Corruption**

In most cases, the liability cases filed against police officials range from false arrest to allege intentional violations of constitution, civil, and statutory rights (Gaines and Kappeler, 2015:440). The former head of the Special Investigating Unit (SIU), Willie Hofmeyr, in October 2011, told the National Assembly Portfolio Committee on Justice and Constitutional Development that corruption involving government procurement was costing South Africa as much as R30 billion each year (Polity, 2012). Civil claims against the SAPS are rising because of false arrests as well as for legal costs, assault, shootings, damage to property (De Waal, 2012). Author further pronounces that the costs as the result of the police actions earmarked the SAPS in its 2010/11 financial report, to a staggering R11-billion.

#### **3.13.2 Dismissed police officials**

Jackie Selebi is the late former National Commissioner of the SAPS and former president of the International Criminal Police Organization (Parker, 2010:137). The NPA issued him with a warrant of arrest on the 10 September 2007 for corruption, fraud, racketeering, and defeating the ends of justice (News24, 2007b). Selebi was convicted of corruption on the 2 July 2010 (BBC News, 2010). He was sentenced to 15 years imprisonment on 3 August 2010 for corruption and defeating the ends of justice (News24, 2010).

Bheki Cele is the former National Commissioner of the SAPS until October 2011, when he was suspended from duty owing to allegations of corruption (News24, 2011). The Public Protector (PP) found Cele's involvement in spending R1.7 billion rand on irregular building leasing deals that were unlawful, improper and constituted maladministration (Mail and Guardian, 2011). The reports of the Public Protector and that of the board of inquiry have found Bheki Cele to be unfit to hold office, and

recommended he be dismissed (Globalpost, 2012).“I have decided to release General Cele from his duties”, Zuma told reporters in Pretoria (The Public News Hub, 2012).

### **3.14 Police Credibility**

The legislation, international treaties, declarations, or regulatory oversight ensures that the police are held accountable for their actions (Swanepoel *et al.*, 2014:109). The Constitution established the Civilian Secretariat for the Police Service, and an Independent Police Complaints body to enhance police credibility (Joubert, 2013:12). This will ensure an effective and efficient investigation of the alleged offences and misconduct committed by the police officials (Goldsmith and Lewis, 2000).

#### **3.14.1 Civilian Secretariat for Police Service**

The Civilian Secretariat for Police Service was established by national legislation in terms of Section 208 of the Constitution, with the enactment of Civilian Secretariat for Police Service Act No. 2 of 2011 (Joubert, 2013:12). Its establishment was motivated by the need to promote democratic accountability, transparency and openness within the SAPS (Swanepoel *et al.*, 2014:371). It demonstrates a transversal civilian oversight capability on the governance and service delivery of the SAPS (Civilian Secretariat for Police, 2013:1).

#### **3.14.2 Independent Police Investigative Directorate**

The Independent Police Investigative Directorate (IPID) was established in terms of the IPD ACT 1 of 2011 (Joubert, 2013:122). The IPID, formerly known as the Independent Complaints Directorate, is an agency of the South African government. The IPID investigates criminal offences allegedly committed by the police officials and make appropriate recommendations (Independent Police Investigative Directorate).

According to the SAPS Act, the IPID functions independently of the ordinary functions of the SAPS (Swanepoel *et al.*, 2014:367). IPID investigates: deaths in police custody; deaths because of police actions and any complaints related to the discharge of a police firearm. In addition, IPID investigates rapes by police officials; rapes by any person while in police custody; complaints of torture or assault by

police officials; police corruption, and any other matters referred to it (Ground Up, 2013).

### **3.15 Mechanisms for the Prevention of Public Service Corruption**

World Bank's worldwide indicators reflected that corruption remained a problem within South Africa (US Department of State, 2010). Matthews (2000) detailed that organisational challenges to the eradication of corruption in the SAPS comprise of the fear of change, distrust and lack of incentives. Corruption is largely symptomatic of power imbalances. Change in citizens' perceptions is proposed as an avenue for institutional change; yet, institutional change is fundamental if perceptions are to be changed (Institute for Justice and Reconciliation, 2011:7).

The former SAPS Acting National Commissioner, Lieutenant General Nhlanhla Mkhwanazi once commented:

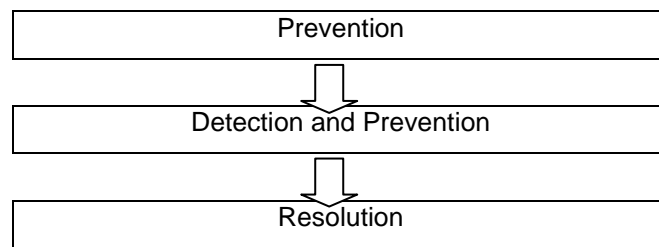
"I am saddened about some rogue members who joined the organisation with the sole purpose of furthering their criminal agendas. As SAPS management, we condemn any acts of corruption, abuse of power and criminal acts by members who are employed by the SAPS. Between 1 September 2011 and 31 December 2011, 189 SAPS officers have been charged for corruption and corruption related offences. We will never tolerate any acts of criminality within our ranks"

(South African Police Service (d), 2012:5).

According to the Corruption Watch, Anti-corruption activists took to the internet with a labour-backed campaign that aims to shame corrupt officials (The Public News Hub, 2012). The SAPS National Commissioner General Phiyega said that, the organisation will hold police officials accountable for misconduct, corruption and fraud (South African Police Service (a), 2013: iii). The PCCA Act 12 of 2004 was instituted to curb corrupt activities. It imposes a duty on people in positions of authority to report corrupt activities and related activities (Labuschagne and Els, 2006). From a research perspective, mechanisms of interaction between institutions and community need further empirical exploration (Institute for Justice and Reconciliation, 2011:7).



**Figure 2: The Components of an Anti-Corruption Strategy**



(Public Administration Leadership and Management Academy, 2010:117).

### **3.15.1 South African Police Service**

The SAPS is an independent governmental agency acting in terms of the South African Police Service Act and in terms of Sections 205 to 208 of the Constitution (Swanepoel *et al.*, 2014:109). In terms of the PCCA Act, community members can report all corruption cases to any police station in the area (Department of Public Service and Administration). In the SAPS, the Commercial Branch of the Detective Service Division holds the main responsibility for corruption (Business Anti-Corruption Portal). Corruption cases must be referred to SAPS because it investigates all criminal activities (Public Administration Leadership and Management Academy, 2010:104).

### **3.15.2 Public Protector**

The Office of the PP receives and investigates complaints from the community against government agencies or officials (South Africa's Public Protector). Anyone can report cases involving unfair conduct and improper enrichment with respect to public money (Department of Public Service and Administration). The PP investigates government abuse of power and mismanagement (US Department of State, 2010). They may recommend people to be prosecuted, they do not prosecute anyone themselves (Public Administration Leadership and Management Academy, 2010:103).

### **3.15.3 Special Investigating Unit**

The SIU fights corruption and serious maladministration in government departments through quality forensic investigations and litigation (Daily News Bulletin, 2010). Departments can refer any cases of corruption, maladministration to this Unit to investigate (Department of Public Service and Administration). If investigation shows

that corruption has taken place, the SIU will refer it to NPA for prosecution (Public Administration Leadership and Management Academy, 2010:103).

In November 2009, the Government announced that SIU would investigate 800 officials for housing fraud and for corruption (US Department of State, 2010). In 2010, the SIU discovered that more than 900 SAPS employees were guilty of fraud when they were caught “stealing welfare allowances from the State”. All of them accepted plea agreements with the NPA, by which they were required to repay, with interest, what was stolen (Pauw, 2010).

#### **3.15.4 Auditor-General**

The Auditor-General (AG) of South Africa is an office established in terms of Section 181(1) (e) of the Constitution of the Republic of South Africa, 1996 Act 108 of 1996 (Auditor-General of South Africa, 2015). AG investigates corruption, serious maladministration, improper conduct and unlawful expenditure of public money or property within State institutions (Public Administration Leadership and Management Academy, 2010:103). It has the discretion to audit any institution that receives money for a public purpose (South African Government Information Service, 1996). Departments can request the Auditor-General to assist in any cases of corruption involving money (Department of Public Service and Administration).

#### **3.15.5 National Intelligence Agency**

The National Intelligence Agency (NIA) is responsible for providing government with domestic intelligence and counter intelligence (Public Administration Leadership and Management Academy, 2010:103-104). Highly sensitive cases that affect negatively on good governance, service delivery and stability should be referred to the NIA (Department of Public Service and Administration). The foreign intelligence functions were taken over by the South African Secret Service (Deathpix, 1994).

#### **3.15.6 National Prosecuting Authority**

The NPA was established in terms of Section 179(1) of the Constitution and the NPA Act 32 of 1998 (Swanepoel, *et al.*, 2014:118). It is a key partner in the criminal justice system and it institutes criminal proceedings on behalf of the State (The Sunday Independent, 2014). It plays a critical role in ensuring that perpetrators of crime are

held responsible for their criminal actions (National Prosecuting Authority of South Africa, 2008).

The Asset Forfeiture Unit (AFU) is another unit in the NPA. The AFU does not itself institute prosecution but works closely with the prosecution and police investigation officers (Swanepoel *et al.*, 2014:120). It seizes the assets of people associated with organised crime (Department of Public Service and Administration).

### **3.15.7 Public Service Commission**

In terms of Section 196(4) of the Constitution, 1996, the Public Service Commission (PSC) is responsible for investigating and evaluating staff and public administration practices in the Public Service (Public Service Commission of South Africa). Investigate grievances of employees in the public service concerning official acts or omissions; and to recommend appropriate remedies (Public Service Commission Structure). Departments should refer cases to the PSC whenever the Public Service Regulations have been transgressed (Department of Public Service and Administration).

### **3.15.8 The Directorate for Priority Crime Investigation**

The Directorate for Priority Crime Investigation (DPCI), also known as the “Hawks,” has been established as an independent directorate within the SAPS (Directorate for Priority Crime Investigation, 2014). Its mandate is to combat serious corruption, and investigation of the national priority offences (South African Police Service (b)). Furthermore, DPCI coordinates efforts against organised crime and official corruption (US Department of State, 2010).

### **3.15.9 National Anti-Corruption Forum**

The National Anti-Corruption Forum (NACF) was launched in Cape Town on 15th June 2001. The NACF consists of three sectors, namely, Civil Society, Business and the Public Sector (Public Service Commission, 2011). The NACF was established to combat and prevent corruption, build integrity and raise awareness in all aspects of the society. The Forum is committed to share information and best practice on Sectoral Anti-Corruption work (National Anti-Corruption Forum NACF South Africa).

### **3.15.10 Department of Public Service and Administration**

The Department of Public Service and Administration (DPSA) formulates policies, regulations and frameworks to support effective anti-corruption work (Department of Public Service and Administration). The DPSA increased participation in governance by fighting corruption and public administration for improved service delivery in Africa (Parliamentary Monitoring Group). The DPSA can be approached for advice and information on referral agencies, but they do not investigate or prosecute cases themselves (Public Administration Leadership and Management Academy, 2010:104).

### **3.16 Conclusion**

The researcher concludes that police corruption is the common and constantly growing global problem that needs to be dealt with in a smart way. In addition Newham and Faull (2011: v) emphasise that corruption is a specific occupational hazard of policing agencies worldwide. According to Bayley and Perito, (2011:1) police corruption is a universal problem, but it is a particular challenge in countries in crisis and emerging from conflict. In certain instances, some of the community members encourage police corruption when it benefits them. Kleinig (1996) is of the opinion that those who are most interested in corrupting police officers may well have little to lose and a lot to gain from their illegal activities. The problem of police corruption has been understood largely as a problem of deviant police members responding to a toxic environment (Newham, 2002). Police corruption will always be in existence and the best option is to reduce it because it is very difficult to eradicate. For example, Newham (2002) states those decades of experience suggest that if you look for corruption in any police agency, you will find it. Newburn (1999: v) further accentuates that police corruption is pervasive, continuing and not bounded by rank.

## Chapter 4

# Data Collection and Analysis

### 4.1 Introduction

Data collection and data analysis of the research findings is discussed in this chapter. The findings of this study explain the impact of police corruption on service delivery in Pretoria Central. The population, unit of analysis or respondents in this study were the individuals who explicitly voiced their disturbing perceptions regarding the subject matter. The researcher wrote that all data that were collected in this chapter was from the unit of analysis who took part in this study. The unit of analysis consisted of 25 respondents drawn from the community.

The respondents were interviewed to examine the impact of police corruption on service delivery in the Pretoria Central policing precinct. The aim was to assess the community opinion of police corruption; and to gain first-hand accounts of the respondent's experiences and attitudes about police corruption. The qualitative and explanatory research utilised for this study aimed at gaining insight into a situation through unstructured in-depth interviews. The researcher, by utilising explanatory research, identified the reasons why police corruption is taking place at Pretoria Central.

## 4.2 Profile of respondents

The 25 respondents took part in a study that consists of 13 males and 12 females.

**Table 5: Gender and racial groups of the respondents**

Race	African		White		Coloured		Indians	
	Males	Females	Males	Females	Males	Females	Males	Females
<b>Total</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>

**Table 6: Age groups of the respondents**

18-21 years	<b>5</b>	41-50 years	<b>5</b>
22-29 years	<b>6</b>	51-60 years	<b>4</b>
30-40 years	<b>5</b>	Above 60 years	

**Table 7: Educational background of the respondents**

Primary School		Undergraduate Studies	
Partially complete		Partially complete	<b>2</b>
Complete	<b>2</b>	Complete	<b>3</b>
High School		Post Graduate Studies	
Partially complete	<b>4</b>	Partially complete	<b>6</b>
Complete	<b>6</b>	Complete	<b>2</b>

**Table 8: Employment and annual income of the respondents**

<b>Employment</b>			
Unemployed	<b>5</b>	Informal sector	<b>4</b>
		Formal sector	<b>16</b>
<b>Annual Income</b>			
R 0 - R60 000	<b>14</b>	R 201 000 - R500 000	<b>2</b>
R 61 000 - R120 000	<b>6</b>	R 501 000 - R1000 000	<b>1</b>
R 121 000 - R200 000	<b>2</b>	R 1000 000+	

### **4.3 A Community definition: Corruption and Police Corruption**

#### **4.3.1 Corruption**

According to Respondent 1, corruption is an illegal action by someone causing confusion in the communities, causing confusion at work, or when they are children, causing chaos at school. For example, it is when the community members are passionately involved in numerous criminal activities, in the local communities. Respondent 16 is of the opinion that when you allow something that is unlawful to happen and you cover it up, or you help it along.

Respondent 22 states that when a person robs other people of their belongings, such as the money swindler telling others that they can make more money if they invest in their project, but then end-up robbing them of their money. In contrast, Respondent 7 defines corruption as to break the law, for instance when someone do something illegal and promise person money so that person must not report what happened. In addition, Respondent 13 said that when the person wants to gain something at the expense of others, for instance if a person is employed and they abuse their power entrusted to them in their position. Respondent 10 hints that the law enforcement officials tend to take money from us as the community because we get drunk but they get the salary. We must give them our last R20's and we are not even working. It does not make sense to us.

Respondent 25 compares corruption to cancer that it is caused by maybe bacteria that enter your system. It starts developing, and it continues to eat your cells until you are unable to control it. I am saying that corruption is something that is started by someone and that someone is connected to somebody else and someone else again until it gets uncontrollable. It may end with the passing of the generation. It is very difficult to end corruption when it starts. The best way is to weed it out immediately before grows its roots. Respondent 19 pronounces corruption as the process of pulling our government down and selling out others' lives. When a person is committing illegal activities, you try to discipline that person, and that particular person offers you a bribe and you accept a bribe. At the end, the very same person will not stop but keep on doing the same crime.

### **4.3.2 Police Corruption**

Respondent 21 asserts that police corruption is the police criminality or the police do something that they were not supposed to be doing. He further said police corruption occurs when members beat suspects before they arrest them or frame them with the things they never done. Moreover, Respondent 6 postulates police corruption as a criminal behaviour by police official when she does something wrong and the police want something in return to helping that criminal. Respondents 15 and 2 articulated that police corruption is any type of crime that is committed by police officials in order to gain something that can benefit them while they abuse others' rights.

Respondent 11 proclaims that police corruption takes place when police agree with any illegal activity rather than to arrest suspects when criminal activities take place at their presence. They see something illegal then they do nothing and they play a role in promoting criminal activities. They even play along in the perpetration of such criminal behaviour. For instance, when I have stolen a motor vehicle and the police bust me, I tell them that I am going to sell that stolen vehicle and then I offer them bribe not to arrest me. I end up bribing them and they let me go free. In support, as the community members we see how the motor vehicle syndicates steal and convert the stolen vehicles with the police official's assistance.

Respondent 23 declares that police corruption takes place when the police service employs people with criminal records. Additionally, corruption takes place when the police raid a shop and they take that stuff home with them. We need people in the police that are honest, so that if the police raid a shop, one can go to the police station and know where those things are. The problem is that the police are going to take in two things to their holding place, but the rest they sell.

Respondent 3 mentions that a police officer arrests a person(s) for drugs, but then do not take them to the holding cells. They release them on the street, and extort a bribe from them. Then the police take those drugs and put another person somewhere to re-sell those drugs for them. Respondent 2 describes that when a police official uses wrong methods to extort benefits illegally from the community members. Furthermore, Respondent 24 emphasises that police corruption with the general police ranks, such as the Constables and Sergeants, are really all about if



you do not have drivers licence when driving, you give me R20 and you are allowed to go free.

Respondent 9 claims police corruption as the ineffectiveness of the police to uphold the Constitution of the country. They are mandated to enforce the Constitution of the land. So, when they go around wavering and try to undo the Constitution and prefer to do it their way, and that is the root of corruption. Respondent 20 expounds that police corruption is a give and take. It is different with different police ranks. The police official may also be in need of money but also that person who might have broken the law may also want the freedom so it happens both ways and it is rampant.

#### **4.4 Community Perception about the Quality of Service**

The community members were asked to comment individually on the service delivery offered by the SAPS. The majority of the respondents who took part in this study express their dissatisfaction with the quality of the service delivery offered by the police. The Pretoria Central community said that the police were supposed to look after them but most of them tend to be so unreliable.

##### **4.4.1 Allegations of Poor Service**

Respondent 4 criticised the police officers of performance that is below standard. The police officers tend to lack due to their slow response time when they were expected to attend to their complaints. The police response time is poor. 'If they do respond you feel like; no offence but they are like the bunch of people who could not get themselves jobs, they just give them jobs. I am not saying that they should be highly qualified people at least there should be some degree of intellect there'. She further said that they all seem somewhat dormant, they even ask irrelevant questions and they have low conviction rates.

Respondent 5's perceptions were that they could not rely on the police for anything because they are fly-by-nights. They frequently attend to complaints late, even if they show-up they always have lousy excuses because they are not that good. Similarly, Respondent 8 reiterates that the police tend to attend complaints late or sometimes they take forever to respond to their complaints.

Respondent 12 alleges that the police are not providing service as required therefore they are so incompetent. Moreover, the police show no interest as if they were forced to join SAPS and they are not passionate about their work. They lost hope in the police because when they are in need of police service the police are not there. Respondent 14 accentuates that at times when they call the police, they never show-up. Besides, even if they show-up they are ineffective. Furthermore, the police do not respect community members as their clients because when they need their help they are focusing on the wrong things.

Respondent 17 indicates that most of the times when they are in need of urgent police help; the police keep on telling them that they could not attend to their complaints due to the shortage of the vehicles and other useless stories. Furthermore, the police stations in Pretoria Central are very far apart which hinders the quality of service delivery that the police provide.

Respondent 18 viewpoints were that the cases that are reported to the police are not attended properly. When they open the cases, the police do nothing besides writing on the paper, and file those cases because they do not have a solution. When they enquire about their cases, they keep on giving them empty promises. Respondent 9 is of the opinion that some of the police are so lazy; they are not willing to do anything.

Respondents 3 and 1 allege that in most cases the police service that they offer to them is poor because most of the times after the complainants have opened their cases they never see the police again. In addition, the police do not have any form of follow-up; they just do paper work with no progress on the case afterwards. Respondent 25 hints that most of the times after they have opened the case, the police do not investigate cases; therefore, they are unable to provide them with their feedback. In support to this, even if anything of theirs is stolen, the police take forever to investigate criminal cases and most of them do not even provide them with feedback on their cases.

#### **4.4.2 Police ability to deal with community complaints**

Respondent 13 said that the police are unskilled and do not have enough capacity to handle their complaints. Some of the police officials are unable to deal with their complaints, and they end-up making the whole SAPS look bad. Whatever they do, they just do it for the sake of doing it and not because they are professional police officials. According to Respondent 7, the police do not care because someone was robbed of his expensive cell phone and some of the police they just passed as if it was not their job.

Respondent 21 perceptions were that many police officials are like a bunch of cowards who do not want to stand up for what is right. 'If you have the initiative to fix something, you will stand up for what is right'. Respondent 10 said that some of them are not in the job because of heroism or they need to fix something. In addition, Respondent 11 viewpoints were that the police are just there for a pay cheque. They take a complaint serious when they say that the man assaults his wife. They are very quick to react and you will find about ten vehicles attending that complaint.

#### **4.4.3 SAPS quality service delivery**

On the other hand, some of the community members argue with the majority of those who perceive the police in a negative light. Regarding service offered by the police in Pretoria Central community members had mixed perceptions. Some of the community members were satisfied with the quality of service that Pretoria Central SAPS provide to them. Respondents below contrast with respondents who were not satisfied with the quality of the service they receive from the police because they consider some of the police helpful. That said they consider some of the police are helpful every time they are in need of police help.

Conversely, Respondent 16 contends with other community members because she said that the police are able to deal with the community complaints effectively. The police always managed to deal with their concerns in a professional manner and sometimes they advise them on how to deal with their problems. The police are living up to the expectations and they are giving their best.

Respondent 19 used an example of the problem of teenage girls' dispose of their newly born babies by dumping them in the dustbins. The police are so useful because they are the first people to attend to such incidents. Some of the police officials always attend to their complaints, listen to the complainants and try to solve their problems. Similarly, Respondent 23 indicates that in most cases if there are incidents or violence in the community the police always deal with such incidents and they provide the service as required. They are trying their best and they feel safe when seeing the police visibility on the streets.

Respondent 2 expounds that the police deliver their service as required because when they lost a way the police came to their rescue. The police are there to protect them, enforce the law and they are willing to assist. On the same vein, Respondent 20 pronounces that they can rely on the police for their safety because when she was robbed her cell phone, the police chased the suspects, they got hold of her cell phone and they gave it back to her. In agreement, Respondent four reiterates that if they get into trouble, the police are the first people they will call. The reason behind this perception was that if there were no police the crime rate could be even higher.

Respondent 24 mentions that the police officials they are effective with radios because they are able to communicate much better if their junior rank police officials encounter difficult problems, which require senior police officials. Respondent 6 claims that the police are doing their job but the media tend to blame the police when things go wrong in the community. A prime example is that the South African prisons are full, which shows that the police are efficient.

## **4.5 Forms of Police Corruption**

### **4.5.1 Bribe**

Respondent 8 mentions that the main problem is about bribery that is offered to the police officials and this practice is everywhere. If the police found someone on the road driving without a driver's licence, they just take a bribe. The general police ranks, such as the Constables and Sergeants, are really all about if you do not have drivers licence when driving, you give me R20 and you are allowed to go scot-free.

Respondent 11 narrates that in most of the time when the traffic police stop taxis; they find the driver with no driver's licence. The drivers tend to beg them not take legal action against them and they simply offer the police official's bribes. The police then do not take any action against them and they allow them to go with no fine. In support, Respondent 12 said that bribery on our public roads occurs when the lawbreakers bribe police officials not to give them a ticket. Sometimes you find the taxi driver jumps a red robot with a taxi overloaded with 20 children in it. The traffic police are there, they see everything, they pull them off and the taxi driver just gives them R50.

Respondent 19 articulates that police corruption is the wrong practice by police officials. For instance, if they take bribes and let someone to go who is driving a vehicle that does not have the brakes, then later the same vehicle ends-up killing innocent people who are walking on the side of the road. This takes place because of dishonest police officials who took bribes and let the driver of the non-roadworthy vehicle go free, a person can kill another person, and then bribe the police to get rid of the case.

Respondent 1 declares that some of the police join with the organisation with the intention of benefitting themselves by taking bribes. Respondent 22 said that some of the police officials let street hawkers sell fake CD's on the street. If they seize the items, they keep the items for themselves. In some cases, they acquire bribes from drug dealers and some shoplifters work together with the police. Respondent 20 asserts that some of the police officials arrest someone who has committed a particular crime. The next thing they collect money from them and set them free to walk the streets again.

Respondent 24 postulates that when their property is stolen, they knew who the suspects were; they approach them and found their stolen items. They called the police to arrest those suspects, but to their surprise, those suspects never went to court. They released them after few hours because they forced them to pay bribes so that they can release them. The perpetrators keep on doing as they wish due to the police's willingness to accept bribes. Respondent 18 accentuates that in most

cases when police officials find that some people committed illegal activities they take bribes from them.

Respondent 17 proclaims that some of the police officials try to remain honest and to enforce the law, but the corrupt ones influence them to join their dishonest behaviour. They do this because if they take bribes while others do not, they would not trust each other. In addition, Respondent 2 reveals that some of the police officials are on the payroll of crime syndicates. Some of the police officials are bribed by the criminals to get rid of the certain dockets for personal gain, such as the money or other benefits.

#### **4.5.2 Extortion**

According to respondent 21, police officers' corrupt conduct takes various forms, such as extorting bribes from the illegal foreigners without papers. Additionally, Respondent 3 said that unscrupulous police officials have the tendency of extorting money from illegal foreigners in order not to arrest and repatriate them. Respondent 9 alleges that when the police officials find someone urinate in public they extort money from such a person and they let him go.

Respondent 23 states that police officials have a tendency of extorting bribes if they find some people driving vehicles that are not roadworthy rather than fining them. Respondent 15 pronounces that the wide-ranging police corruption activities of the lower ranks for instance, is when the police extort a bribe as 'payment' from the offender and allows such offender to go scot-free.

Respondent 6 is of the opinion that police officials who wear uniform commit petty corruption. The detectives who predominantly deal with cases commit the most sophisticated police corruption and they are the ones who extort money from well-to-do clients. They are involved in crimes such as stealing dockets and are involved in other serious crimes.

#### **4.5.3 Nepotism and Favouritism**

Respondent 12 asserts that nepotism and bribing for jobs is a common phenomenon in South Africa. They employ their friends, their brothers, their sisters and the whole

family get employment because they are connected the authorities, especially in government. So many people nowadays get jobs in the SAPS not because they meet the basic job requirements but just because they are connected to certain authorities. Furthermore, Respondent 7 states that it is the common trend in South Africa that when someone knows people in higher position they can easily them get jobs. The people who are connected to the top officials get jobs not because they went to school but because they are connected to the top officials.

Respondent 25 claims that another form of police corruption is whereby a police official(s) has an interest on a particular matter. Say, for instance, when they are supposed to arrest, a person and unfortunately one of them know this particular person(s) and feel that they must not be arrested for whatever reason; hence, they deliberately destroy evidence by making sure that the docket is lost for any benefit. Sometimes the police do not help them; they just dismiss them by telling them to sort out their own problems. Respondent 10's viewpoints were that the police do not treat people equally and this makes the community lose trust in the police. Some of the police officials are not fair because they tend to take sides.

Respondent 14 proclaims that the preferential treatment, which the Police offer to certain community members, is another cause of Domestic Violence. When male complainants report abuse by their female counterparts, some of the police even make a joke about such brave action by the male victims. On the contrary, if women went to the police station to report their husbands the police take their complaints too seriously. Respondent 16 accentuates that result in men taking the law into their own hands and kill women.

#### **4.5.4 Drug Dealing**

Respondent 24 declares that dishonest officials work hand in hand with crime syndicates to sell drugs such as nyaope in communities to South Africans. Some of the police officials inform drug dealers about police operations. They are issuing the drug dealers warnings to remove their stuff to avoid being arrested. As a result, many young South Africans are using drugs because nowadays police officials are the driving force behind drug dealing.

Respondent 4's perceptions were that some of the police when they patrol the streets they only arrest the drug addicts but not drug dealers. They extort money from them by forcing them to phone their friends or next of kin to bring money in order to release them. Furthermore, Respondent 13 expounds that some of the police officials use other community members to sell drugs for them. Respondent 5 cites that there are so many dangerous criminals out there and the people will tell you that someone owns certain neighbourhood. How can such a person(s) own neighbourhood while the police are there? They call them Brother this and Brother that, and that Brother that is selling dagga in this neighbourhood.

#### **4.5.5 Police Brutality**

Respondent 15 indicates that the majority of the police officials have a tendency of using their muscle to apprehend. Some of them are so ruthless to the community. Respondent 16 mentions that there are so many sad stories regarding the police profession in South Africa. These days we still have so many violent police officials who physically and verbally abuse their families.

Respondent 17 emphasises that some of the police officials tend to be brutal by beating the community members. Presently, the police officials are the lawbreakers and not the community. Instead, the community members are the ones who are trying to correct them. Respondent 10 hints that you find that most of the time the media and people in the community state that the police are the ones who are breaking the law because they assault community members just like in the Dark Ages. The police's duty is to arrest those who are breaking the law, to show them the way, and not to beat them.

Respondent 5 articulates that some of the police frequently fail to follow procedure when it comes to dealing with the strikes, and they are so violent. The very same types of police officials are killing innocent community members. Consequently, the police mandate is to go there and enforce the law not to treat people like tools. Respondent 12 describes that the police craze of "shoot first, shoots to kill and answer questions later" makes the police officials become so violent towards many innocent people in the community. The police killings of community members are widespread at the South African labour strikes and service delivery protests.



Respondent 6 said that South Africa may have a very hostile citizenry within the country. The rate of strikes in South Africa is much higher than in most Southern African countries because people in the other Southern African countries are a bit withdrawn. They do not confront as South Africans do, even though things in most African countries are worse by comparison. Police officials could at least learn to exercise a bit of restraint in terms of using violence against the communities who are involved in strikes or service delivery protests. Even looking into the Marikana incident, yes things were getting out of hand, the people were attacking the police but somehow there could have been better ways to handle that situation or to minimise the violence.

Respondent 1 postulates that you find police officials at the taverns that are always abusing and showing violence against the community. Respondent 8 declares that some police officials do terrible things like taking alcohol, throwing it out on top of the people and beating them up. No matter how drunken people are, they are still people and there should be a humane way to handle them. If they manhandle people that way, you wonder what kind of training they are getting in the SAPS.

#### **4.6 The causes of Police Corruption According to the Community**

Respondent 2 states that many different things cause police corruption such as status. Most police officials try to live beyond their salaries because of greed, and abuse of power, stress, and debts. Respondent 15 indicates that another cause of police corruption is the abuse of power by the police as if they are above the law. That is why community members take the law into their own hands and resort to mob justice.

##### **4.6.1 Lack of integrity**

Respondents 20 and 13 cite that one of the main causes of police corruption includes a lack of the police integrity and commitment. According to Respondent 9, the majority of the police officials lack accountability and transparency. Furthermore, Respondent 24 claims that some of them went into policing for the wrong reasons. Respondent 22 reveals that the majority of the police officials are unable to arrest criminals because they enter into criminal deals with them. Respondent 14

pronounces that some of the police officials are already corrupt and some were the criminals before they join the SAPS.

#### **4.6.2 Poor recruitment**

Respondent 23 proclaims that police corruption occurs as the result of the SAPS recruitment system that was not checked very well. Respondent ten mentions that people are employed into the police but are not scrutinised if they are properly qualified. In addition, Respondent 25 alleges that some of the police authorities who have power to recruit new employees also sell jobs for money.

Respondent 11 cites that some of the people who get employment in the SAPS are not capable. The SAPS Human Resources has to look at that and play their part. Respondent 21 emphasises that, as a result, they do not produce professional service to the community. Furthermore, the work is poorly done and many problems are created within the organisation.

#### **4.6.3 Underpayment**

Respondent 19 is of the opinion that the main cause of police corruption is the low police wages that police officials earn in South Africa. Police underpayment is one of the main motives they conduct police corruption. They work very hard but they are not well paid. Some of them do not get satisfaction with what they are earning. Consequently, they compensate themselves with bribery to supplement their low income to patch-up their debts. Some of them are indebted to the loan shacks in their attempts to survive.

Respondents 6 and 23 assert that the problem is that the wages they receive to feed their family with is not enough. It is the reason why they are so vulnerable to the big offers they receive from criminal activities. Respondent 20 postulates that the cause of police corruption is a lack of incentive on the part of the police official. Lack of money, enough salary, and packages are some of the causes of police corruption. In comparison with the South African police, the Botswana police officials have zero tolerance for police corruption because they pay their members satisfying salary.

Respondent 12 describes that if the police officials can be paid well; this will have a positive impact on service delivery. Respondent 1 articulates that this will result in the decrease of police corruption in general, because the SAPS will be able to control police officials better. In addition, Respondents 3 and 7 hint that, as a result, the Police Department will be able to fire them knowing that they did everything they can to meet their expectations.

Respondent eight expounds that good wages is one of the basic needs because if people are paid enough money to cover their living expenses it would be enough to make them happy. The big corporations pay their employees well in order to gain the good returns from them that they do, thereby ensuring that their human capital conduct their duties in order to make the company run like a well-oiled machine.

#### **4.6.4 Greed**

According to Respondent 4, some of the police officials' greediness for more money is another cause of police corruption. They take the bribes because they are greedy for more money. Respondents 13 and 25 agree that in South Africa, most of the police officials are greedy for more money. Respondent 18's perception was that some of the police officials are more interested in getting more money by promoting their illegal operations.

Respondent 16 accentuates that some of the police officials try to maintain certain standard of living that is beyond their means, resulting into the creation of more debts. Respondent 21's viewpoints were that some of the police officials find it difficult to manage their wages until the end of the month. They over commit themselves by having so many debts hence they are easily corrupted.

#### **4.7 Reasons for joining the SAPS**

Respondent 9 mentions that there are so many reasons and different motives why community members decide to join the SAPS. Respondent 7 said that it is an opportunity for someone to get a job because they need an income, since nowadays there are no jobs in South Africa and the SAPS is trying to get more people.

Respondent 6 indicates that there are certain good and bad people in the police. The police dishonesty and faults are common in the SAPS. Respondent 12 mentions that many community members wonder if the police lost their sense of morality because they seem to represent doom in uniform. The following are some of the reasons why people join the police in South Africa.

#### **4.7.1 Mediocrity**

Respondents 18 and 23 agree that these days the majority of people who join the SAPS do so because of the high unemployment rates in South Africa. In addition, Respondent 21 asserts that some of the police officials join the police for survival, not because they have a passion to be police officials. Furthermore, Respondent 23 pronounces that the people do not get job, they find the SAPS as the only opportunity for them to get a job.

Respondent 14 is of the opinion that the SAPS recruits do not have proper criteria regarding their tertiary studies so they decide to join with no courage to provide service to the community. Respondent 1 accentuates that some of the Grade 12 pupils in South Africa do not have the courage to go to the Universities to study further and pursue their careers. They see the SAPS as their last resort to get employment after Grade 12.

Respondent 13 postulates that some people join the SAPS led by default. Another class of recruit that may constitute about 10% of the police officials end up becoming police officials because of their qualifications. For example, some of the people do certain programmes such as Criminology or Policing Credentials. Consequently, they end up joining the police because of the qualifications that they have acquired.

#### **4.7.2 Unscrupulous Officials**

Respondent 16 claims that some people join the police with the intention of helping themselves and not the community. They do this through committing crime, police corruption and other criminal activities that cause anxiety in South Africa. Respondent 2 proclaims that some of the police officials are criminals, and thieves. Respondent 25 alleges that some of the police tend to steal from crime scenes.

Respondent 3 declares that some of them are the ones who organise criminal activities.

Respondent 11 hints that some the police think that they have the authority to conduct criminal activities. They work in partnership with motor vehicle syndicates to steal and modify vehicles. Respondent 8 emphasises that some people join the SAPS for their own benefit in order to execute their criminal activities. Moreover, Respondent 7 articulates that they simply want to be familiar with the police operations so that they are able to use the police resources to carry out their criminal activities. Furthermore, such individuals want to pursue their illegal activities and be able to conduct corruption freely.

Respondent 13 describes that there are so many killers out there and such things cause fear in the community. The real police officials are killed because of the crooked police officials who sell them out to criminals. Respondent 24 expounds that the police have so many cases where they have arrested wrong people and so many people are now in jail because of such police imposters. Respondent 19 said that it is sad because the police job affects other people's lives. Therefore, most police officials do not care about the wellbeing of the community members.

#### **4.7.3 Calling**

Respondent 5's perceptions were that some people join the Police because they are driven by a passion for becoming police officials and to them it is their career. The nature of police work requires a selfless commitment. Additionally, Respondent 3's viewpoints were that to be police official requires a desire to enforce the law, which is from the heart and is a calling to them. The community is blessed with the people who are up to the challenge of making the community feel safe. Respondent 4 cites that the some people join the SAPS to serve their communities by providing them with improved and effective service delivery.

Respondent 22 is of the opinion that some people want to help those who are vulnerable to abuse by protecting them. For example, you find that some individuals experienced abuse from their fathers while growing up, and it is quite common for

individuals growing up in such households to choose policing career in order to bring an end to such abuse as that which they experienced as children.

## **4.8 The Impact of Police Corruption on Service Delivery**

### **4.8.1 Negative impact**

According to Respondent 19, police corruption starts from the top and it goes down to the people who were supposed to deliver the service to the community. Respondent 14 claims that police corruption is rampant and it is different with different police ranks. Some of the officials are so rude while others have a negative attitude towards the community. Respondent 7 alleges that police corruption will always be there because South Africa has reached the stage where there is no turning back.

Respondent 9 mentions that we are very dependent on the police for good service delivery. Police corruption is very bad and has a negative impact on everybody on every level because you never know what to do. Respondent 18's perceptions were that police corruption has the negative impact on people; hence, they feel that there is no need to report dishonest police officials. At times, the police apprehend people for no reason and it is unbearable to be arrested for nothing.

Respondents 12 and 16 were of the opinion that police corruption has a negative impact on the community at large since the police are not doing what is expected from them. For instance, if someone can do something to you and the police arrest such a person, s/he will simply bribe them, and then they will squash that case. Respondent 11 mentions that many police officials are the perpetrators of crime and it affects the community negatively.

Respondent 2 proclaims that police corruption destroys the goodness of social, political, economic and cultural life. Moreover, the community does not trust the police. They lose courage and they do the opposite of what they are supposed to do. Furthermore, Respondent 23 emphasises that our country is in the hands of people who are not reliable and do not uphold and implement what is right. Respondent 21 hints that police corruption affects the community negatively; for instance, everybody can do crime as long as they have money to bribe the police officials.

Respondent 1 asserts that whistle blowers on police dishonesty are not protected because most of them end up being victims. Later down the line, other police officials pass the information on to the involved ones that a certain person has been giving information about their illegal actions. So many whistle blowers' lives are on the line, because some of the officials feed information to the criminals. Whistle-blowers are not protected because now the involved suspect/police is looking for the whistle-blowers and his/her life is at risk as a result. Respondent 20 reports that some of the corrupt officials give the criminal inside information and it is agonising when the criminals get the glory.

Respondent 10 pronounces that police corruption has negative consequences when it comes to the fact that the police should deliver good service that would be approved by the community. Respondent 24 articulates that it encourages the people to commit criminal activities and no longer be afraid of the police. They know that if they are caught by the police, there is always a way out as long they have money to bribe them. Consequently, they will keep on breaking the law knowing that there is a plan and they would not be in trouble.

Respondent 4 declares that police corruption makes the law less effective and it causes the people to lack trust to the police. Respondent 3 expounds that the people who are struggling are the victims of crime because their rights are not taken into consideration in most cases. Respondent 5 articulates that they would never call the police again, even if they can see someone kill another person because they know that they will do the same.

## **4.9 Community Action against Police Corruption**

### **4.9.1 Reporting corrupt officials**

Respondent 23 accentuates that it is important for the community to take the responsibility of reporting corrupt police officials. Furthermore, Respondent 21 indicates that if it were possible to identify those officials who are conducting criminal activities, they would report them. Respondent 9 describes that identification of shady police officials could take the form of checking the number plates of the vehicle they are driving in and checking their nametags if possible. According to

Respondent 14, it is significant to find out where they are located. The immediate thing is to go to the police station to report them to their superiors.

Respondent 18 said that she would report dishonest police officials to their senior official because it is very difficult to report cases of police corruption. Respondent 6 proclaims that the SAPS should keep on improving its unanimous hotlines that can be easily utilised by the community at large. In support, Respondent One said that it is necessary to have the simple way of reporting dishonest police officials, where the community members will phone and report them.

#### **4.9.2 Reporting is not helping**

Respondent 13 is of the opinion that reporting dishonest police officials is helpless because the process is taking too long. Respondent 4 states that they would not report the police officials who took bribes because even if they do report them, nothing will happen to them. Respondent 7 mentions that police officials who would open the case would then ask them complicated questions such as the identity of police officials involved which sometimes is difficult to reveal.

Respondent 2 alleges that they are fed-up of police corruption, because when they want to report corrupt police officials their colleagues do not take them seriously. Respondent 15 accentuates that they would end-up failing because even those on duty who take their statements will protect their colleagues. If a case is opened against them their colleagues, they will subsequently make sure that they squash that case. Sometimes when there are attempts to report them to the friends of the police officials involved in illegal activities, they would pretend as if they are doing something while they are doing nothing.

Respondent 17 declares that as far as them going to the police station to report a dishonest police activity are concerned, they do not think that is possible. If they notice the police officials doing what is wrong, they would rather not report them. Respondent 16 accentuates that is pointless to report corrupt officials because they are not trustworthy. Even if they can report them, nothing good was going to be accomplished out of their efforts to report them because most of them are not reliable.



Respondent 22 hints that it is very complicated for them to report dishonest police officials to their supervisors when they notice someone bribing them. They cannot go running and stay at the police station every day for three to four hours to see the Station Commander. Respondent 20 mentions that they would go to report police dishonesty the first, but the second time if no action is taken against them, they would feel that it is a waste of their time. They can report dishonest police officials but it is not helping. They do not get feedback, they get fed-up, they forget about it and they move on with their lives.

#### **4.9.3 Scared for life**

Respondent 11 emphasises that they are scared to report corrupt police officials because the same officials will attempt to get rid of them so that they will not create problems for them if they report them. They are scared for their lives because even if they succeed in reporting corrupt police officials, nothing will be done about it. Respondent eight indicates that if they report police officials for any involvement in any criminal activities, they will end up being the victims of the dishonest police.

Respondent 5's perceptions were that they would not do anything if they witness police criminality because if they report them they will be putting their lives in danger. Respondent 10 articulates that their reason for not taking action is that they do not trust the police officials. Similarly, Respondent 3 postulates that other police officials would tell their friends in the office that a certain person said they are doing corruption. Therefore, they just overlook everything because even if they are involved in such a case, it is too risky.

### **4.10 SAPS Response to Police Corruption: Community Perspective**

#### **4.10.1 Turn the blind eye**

The question remains how the police management will root out this phenomenon of police corruption. Respondent 22 asserts that police authorities' turn the blind eye to police corruption and that motivate junior police officials to keep on doing corruption. Respondent 15 pronounces that some of the police authorities are turning the blind eye to police corruption because they have interests in protecting their subordinates.

Furthermore, Respondent 16 mentions that some of the public authorities in the South African Government have done corruption and theirs was nothing compared to senior government officials. Additionally, Respondent 18 in this study had the perception that some of the police authorities protect police officials and some even protect themselves. Respondent 23 claims that some of them are involved in the corrupt activities and as a result, most of their junior officers are involved in police corruption.

On the other hand, Respondent 17's viewpoint was that police corruption has been reported so many times but they are not trying hard enough to eradicate it. In addition, Respondent 1 expounds that the conviction rate of police corruption is low because the police management cannot prove anything. Respondent 22 describes that police authorities do not try hard enough to deal with the problem of police corruption, which is why it is at the maximum point now.

Respondent 20 states that they do complain about police corruption but no one is willing to take action. Respondent 24 asserts that police officials conduct many illegal activities but at the end of the day, nothing is happening to them. Respondents 23 and 25 concur that the police authorities do not take police corruption serious and that is why it is currently uncontrollable. Additionally, Respondent 19 said that the police are doing nothing about corruption that is within their ranks and that why it is escalating in South Africa.

#### **4.10.2 Eradicating police corruption**

Respondent 7 argues with those who said that the SAPS turns blind eye to police corruption. His perception was that the SAPS authorities are doing their best to eradicate police corruption. Respondents 9 and 5 emphasise that SAPS as an organisation do not turn a blind eye to police corruption because SAPS sometimes takes it serious.

Respondent 13's viewpoints were that the police authorities are aware of the police corruption and they try to fix this problem even though they take too long. They are getting there because there are many police officers who were dismissed from the

SAPS. Respondent 2 is of the opinion that if police corruption can be restricted then it would be a good sign showing the community that the police are improving.

#### **4.11 Conclusion**

There is a wide acknowledgement that police corruption in South Africa is widespread. The extent of police corruption cannot be easily or accurately measured, there is evidence that the problem is a widespread and systemic one (Newham and Faull, 2011:v). However, this study is predominantly focused on police corruption in Pretoria Central. It was necessary to conduct this study of police corruption in Pretoria Central, owing its findings to the research respondents. Based on the findings of this study, community members are dissatisfied with the service delivery they received from the SAPS. Trust in all aspects of police operations is a prerequisite for community support (Brown, 2012:335). The community members are the consumers of police services, it is vital to obtain their evaluation of the police service received (Flanagan, 1985) citation in (Kleyn, Rothmann, and Jackson, 2004). Therefore, many police officials are involved in corruption and they are carrying a heavy workload in comparison with other government departments. The police service has developed a reputation of unprofessionalism, corruption and criminality, a reputation that has damaged citizen trust in the police (Human Science Research Council, 2010) and (Faull, 2011). The majority of the respondents in study were of the opinion that police officials are dishonest because they work under poor working conditions. Furthermore, community opinion was that police corruption is caused by the lack of recognition of individual performance and they earn too little.

## Chapter 5

# Conclusion and Recommendations

### 5.1 Introduction

The conclusion and recommendations is the final chapter of this study. The conclusion will cover the role of the police officials and the researcher's inputs regarding the topic. It also states the community member's feedback regarding the quality of the services delivered to them by the police in Pretoria Central. The current state of this police phenomenon in Pretoria Central and globally was briefly explained. The recommendations by the community and the researcher would also be explained.

### 5.2 Conclusion

The police officials have an imperative role to play in protecting community members and their belongings, and not to exploit them. Corruption is a pervasive and historically persistent part of many police organisations (Faull 2007:1). The researcher provides some inputs based on the facts gathered by this study from the community. From the analysis of the information obtained through this study, some of the police officials do so many blunders and some of them are too involved in illegal activities. According to Dempsey and Forst (2012:217-218) police work is fertile ground for growth of corruption owing to the enormous authority given to our officers and the tremendous discretion they are allowed to exercise. The popular perception of the community members was that they were not satisfied with the quality of the services delivered by the police in Pretoria Central. Briefly, the researcher concluded that there is a very negative impact of police corruption on service delivery. This takes place because of inappropriate conduct by police officials and those who are not with the law. According to Smit et al. (2004:151), corruption in the SAPS is a reality; it affects the image and reputation of the police. The authors further mentioned that it has a negative effect on members and influence the trust

relationship between the police and the community they serve. In addition to the researcher's conclusion, Faull (2011:1) mentioned that the major reason for the SAPS's poor public image is the perception that many SAPS officials are corrupt.

Police corruption is a very big problem globally, but this study was mainly focused on police corruption in Pretoria Central. The police are the core maintainers of peace, the constitution, and democracy in South Africa. Police officials are the ones who can create a pleasant environment for everyone to live in a country that is crime free. The SAPS has major challenges to deal with official's faults by putting effective and efficient measures in place to decrease police corruption. Furthermore, this will enable the SAPS to establish more effective and efficient measures to decrease this negative impact of police corruption on service delivery.

Ultimately, the aim of this study is not to tarnish the image of the SAPS Pretoria Central but to analyse the problem of police corruption from different perspectives. This study was conducted in order to unearth the extent of police corruption in Pretoria Central and to come up with recommendations on how to enhance the measures in place to decrease the impact of police corruption on service delivery.

### **5.3 Recommendations**

Based on analysed data, the researcher recommends the following interventions towards corruption-free police officials and thus an effective and efficient service delivery in the Pretoria Central policing precinct. The police officials must display good conduct and a positive attitude at all times towards the community at large. It is recommended that the Police Department embark on a mission relating to the impact of police corruption on service delivery. Furthermore, the police officials should focus on the community needs as their primary objectives and start to respect them as their clients.

#### **5.3.1 Community oriented policing**

The SAPS should provide the community at large with accessible customer-focused service delivery. They should address the issue on non-delivery of services or inefficient service delivery to the community. The police should develop active partnerships with the community members. They should start to engage more of the

CPF in the fight against police corruption and other community concerns. They should consult frequently with the community to find out where they are lacking in order to have better ideas. They should be attentive to people and work with them.

The police officials should be there when the community members are in need of their services. They need to be faithful to the community and work according to the law so that the people can support them in the fight against crime. They must take community complaints seriously if they want the community to stop taking the law into their own hands and investigate their cases. They should know that the main aim is for them to be police officers and that they are not there for themselves. The police need to start protecting the community and stop working with the criminals if they want to regain community trust. They should guide the community members; enforce the law instead of being violent to the community and beating them up.

The community members should be motivated to report any illegal activities of the police members by doing a thorough investigation of the police's dishonest activities. The police must ensure the safety of the whistle blowers because the community has lost their trust in the police, fearing for their lives as the result of dishonest police officials. Therefore, many whistle blowers' lives are at stake, and criminals are after them and the police do nothing to protect them. The police should have a follow-up system or a certain mechanism of going back to the victims of crime to give them feedback. They should tell people what are required so that they could know what is going on about their complaints.

### **5.3.2 Improved recruitment strategy**

The SAPS should revise its recruitment drive by improving its recruitment strategy and recruiting the relevant people. A variety of the recruitment strategies must be developed to ensure a successful recruiting effort (Brown, 2012:216). The author further mentions that one of such strategy should be to identify police officers that are representative of the type of person being recruited. It is very important for them to have proper selection criteria in place in order to ensure that committed people will join the organisation. They should hire the most conscientious officials because of their high degree of integrity. Integrity is more important in the police than any other institution because the police are empowered by society to uphold and enforce the

law (Brown, 2012:346). Police organisations are encouraged to think outside the box in their effort to reach qualified candidates by improving benefits and incentives such as salary, educational incentive, and overtime opportunities and so forth (Dempsey and Forst, 2012:105). If they recruit this way, they shall recruit potential police officials who are willing to help the community and to protect the country with pride. A former Harvard Business School professor, Hrand Saxenian, advocated the theory that the selection process should emphasise the selection of the most mature, intelligent, stable applicant (Dempsey and Frost, 2012:107). They should fill the hiring gaps with the intent to avoid hiring candidates who have low ethical standards because it compromises the SAPS's integrity.

The SAPS should start to employ capable people and stop deploying people who are not competent to do policing job. The community members say that they are in need of real police officials. A major consideration should be placed in rooting out police misconduct. Ethics represent principles and standards of conduct designed to guide the behaviour of police officers (Brown, 2012:347). They should adequately screen its candidates and single out those who should not be in the police. It is essential that they conduct background investigation and thereby improve its selection process. In addition to this, applicants should be given background investigation form to fill out regarding their entire lives, including residences, schools, jobs, driving, police experience, and criminal activity detected and undetected (Dempsey and Forst, 2012:111). In order to get rid of police corruption the police should vet its new recruits because vetting it was not done before. The police should not recruit those who would protect the criminals from the law.

The recruitment of the police personnel should culminate in hiring individuals who would see the police job as a calling and will do it from their heart. They should firstly target people who choose police related courses. They should start to look for people who are already studying courses in crime investigation. They should at least have acquired Further Education and Training College certificates. Tertiary education for police is a theme taken up by many modern police organisations (Prenzler, 2009:76). This shows that they are interested in serving the community and choose becoming a police officer as a career path. They should join the police

because they have a passion for the job of enforcing the law of South Africa, and that with the courage and willingness to deliver quality service.

### **5.3.3 Training and development**

Lack of training and development in the SAPS is the main obstacle to the effective service delivery. It is imperative that the police should enormously invest in human capital by assisting police officers with training to understand the human mind and to acquire the skills to deal with different policing circumstances. South Africans should be educated to do things properly for the good of all. There should be some degree of intellectual training for police officers when it comes to dealing with the community. There must be training programmes within the SAPS, which inspire police officers to study further academically. The SAPS should extend the length of time spent in the police academy to accommodate all the necessary training interventions.

According to Oliver (2008:227), police officials must be provided with the necessary skills and training to perform their duties to reach their potential. In order to do achieve this, they should be frequently sent to the workshops and courses to attain new skills. They should receive sufficient guidance through sending them to additional training, such as refresher courses and advanced training for different skills. The SAPS must hire international police training experts to advise them on ways to improve community relations in the service. The police should look out for people with knowledge and integrity rather than just chasing numbers. Currently, in South Africa, more focus should be placed on the specialised courses. These should include crowd and riot control in order to avoid incidents like the Marikana incident, as well as detective skills and advanced-level management skills.

Furthermore, police officials should receive training, during which rules and regulations are set down as their guidelines. It is very significant for the SAPS to sensitise the police officials by sending them to the anti-corruption courses to make them aware of the consequences of police corruption. These courses should build enough capacity and skills in members to deal with community complaints. The SAPS must discontinue recruitment practices that include hiring people because they are connected to certain individuals in policing or political appointments. Such



practices only destroy the organisational morale and integrity. In addition, it will create a negative atmosphere within the SAPS, which will destroy the organisation's good code of conduct.

#### **5.3.4 Police Wages**

The police officials should have every reason not to take a bribe. They should be able to say that their wages, and incentives are enough for them and they are bound not to be corrupt. If they are well paid, it may be enough reason to make them not to accept the bribes. This is very important because they should not have any doubt that everything was done for their well-being. They may regain confidence about their profession. At least by doing that, the police would lessen police officials desire to collect bribes from people. When you only give them basic training and pay them little, they are likely to keep on taking bribes.

Furthermore, the majority of the community's perception is that better salaries would be an effective method of deterring police officials from compensating themselves through corruption reimbursement. The fact is that police work is very risky; therefore, the State should pay the police official's satisfactory wages if they are serious about decreasing police corruption. They should support the police officers financially by giving them enough benefits and incentives. According to Labour Watch, it is crucial that the Sectoral Determination (SD) cover the police salary. An SD is a piece of law the Minister of Labour makes as often by setting out the minimum wages, terms and conditions of employment, including salary increases (Labour Watch, 2009:1).

#### **5.3.5 Resources**

Addressing the shortage of resources in the SAPS should form part of its strategic plans to meet the needs of the community at large. The SAPS management should provide police officials with sufficient resources and equipment at the police stations in order to perform optimally. The SAPS should build additional police stations at Pretoria Central because the police stations are far apart. Alternatively, they should establish satellite police stations to deliver quality service to the communities.

It was recommended that the SAPS should acquire enough vehicles to address the shortage, which was mentioned frequently by the community members. In addition, for emergencies, it should have enough motor cycles as part of their fleet because they consume less petrol. Furthermore, they should acquire bicycles for the police officials during the day. These will also be useful to reduce petty crime and help them to deal with the community concerns much better. It is very important for the SAPS to have stable transport at the police stations in order to fight crime more quickly and easily.

### **5.3.6 Police Ethics**

On other hand, the police officials must be willing to help the community at large rather than to take sides. They should be our role models and prevent the people from committing crime. Most importantly, they should take their job seriously and work in adherence to the law. The police personnel must start to talk among themselves and make every effort to uphold the SAPS code of conduct. It has to do with the value system and passion for the job. The police officials must change their negative attitudes, such as frequently coming to work late, and being lazy to do their job. One of the community members said that the police officials must go to gym because they are so unfit and that is why they are so lazy.

The police officials must start with themselves and be role models, not just a bunch of the people who call themselves police; they should have pride and dignity. Instead, they should show commitment and be willing to go the extra mile. They should be helpful and support community members so that they feel safe by seeing the police's availability and visibility on the streets. They should refrain from the stigma of classifying people and from using muscle to apprehend them. They should refrain from arresting and detaining people without a reason.

The police officials should arrest drugs dealers and those who are walking the streets under the influence of alcohol and drugs. They should stop taking bribes and stop supplying schoolchildren with drugs. The people will start to respect them, trust them and support them in the fight against crime. They should know what impact they have in the community and understand that what they are doing is for the next generation.

### **5.3.7 Quality service delivery**

The fundamental principles of 'Batho Pele' (Sesotho word for: 'People First'), is part of the transformation of the Public Service and the SAPS' Service Delivery Improvement Programme. The police officials should be encouraged to utilise these principles and to go the extra mile to improve service delivery to the community members (Smit *et al.*, 2004:20-21). According to these principles, the SAPS should put community member's needs first: There should be *consultation* between the police and the community. The police should listen to and learn from community members what services they need through surveys.

*Service standards* - the community should be told about the level and quality of the service SAPS provide to them. The police should be *open and transparent* to the community about their day-to-day activities, tell them where to complain and how to do it. The police should provide the community with easy *access* to their service by building other Police Stations in Pretoria Central. The community members should be given more accurate and better *information* about the services they are entitled to receive. This information can be disseminated through newspapers, radio, posters and leaflets, bearing in mind the unique community being informed because different community members have different needs.

The police officials must treat the community with *courtesy*, be willing to assist, respect and try to bring satisfaction to the community members by providing them with quality service. They should *redress* community dissatisfaction regarding the service the police provide by it making easy for the community to voice their complaints through suggestion boxes. *Value for money* - the police should make the best use of the resources available to them by avoiding wasting time when they attend to the community's complaints. They should eliminate waste, fraud and corruption and find new ways of improving service at little cost.

### **5.3.8 Supervision**

The SAPS's top management should be aware of the police corruption that exists within the SAPS and they should deal with it. They should strive to maintain a high standard of ethical conduct that can serve as the key to prevent police corruption and maintain the community member's trust. They should visit the police stations

once or twice yearly so that they can understand police member's problems and other challenges they encounter.

Afterwards, SAPS management should attend to those challenges and help police officials to deal with them. Some of the community members believe that the SAPS must have the Field Commanders in the police stations to monitor the police official's performance daily. The Sergeants, Warrants and Lieutenants have the daily and on-going responsibility to ensure that the appropriate workplace standards are maintained.

### **5.3.9 Anti-corruption mechanisms**

The South African government should establish a very sophisticated anti-corruption body that is independent from the SAPS to spearhead the strategy to combat corruption. It should consist of well-trained officials who would take their job seriously to deter police officials from committing illegal activities. It is essential for government to recall passionate former police officials to investigate all the corrupt officials. In support, those who have retired because they hate police corruption should be the people who are used to deal with police corruption.

The committed individuals reinstated to eradicate police corruption are ideal candidates because they know police work very well. For instance, if such person(s) can come in and work at the police stations for about six months, looking for those who take bribes and arrests them. That can be the solution to the problem of police corruption. They will know that someone is watching them, and therefore they will be afraid to be arrested or to lose their jobs. Then the community will trust that we have proper police officials in South Africa. Government should have confidence knowing that they did everything possible to deal with the problem of the police corruption.

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## Appendix A – Consent Letter from the SAPS

GP-S 002-0222

SAP 21

SUID-AFRIKAANSE POLISIEDIENS



SOUTH AFRICAN POLICE SERVICE

Ref: 25/7/2/1(201200019)

17-08-2012

The Provincial Commissioner  
**GAUTENG**

### **RESEARCH PROPOSAL: THE IMPACT OF POLICE CORRUPTION ON SERVICE DELIVERY IN PRETORIA CENTRAL**


1. Warrant Officer MC Vilakazi, a registered student at the University of South Africa (UNISA) for a Master Degree: Policing (M-TECH).
2. The topic of the research study is: The impact of police corruption on service delivery in Pretoria Central.
3. The aim of the research is:
  - ❖ To obtain the perception of the community members on the prevalence of police corruption; and to
  - ❖ Examine their perception on the extent and impact of the police corruption on service delivery
4. The main of the research are:
  - ❖ Get an indication of the community member's opinion of police corruption in the Pretoria Central police Jurisdiction.
  - ❖ Gain first-hand accounts of subject's experiences and feelings about police corruption.
  - ❖ Provide guidelines for the enhancement of the SAPS measures in place to decrease the impact of the police corruption.
5. The following questions will be addressed during the research process.
  - ❖ What are the community member's perceptions of the prevalence of police corruption?
  - ❖ What are the perceptions of community members on the extent and impact of police corruption deliver?
  - ❖ How can the measures in place be enhanced to decrease the impact of the police corruption.

**RESEARCH PROPOSAL: THE IMPACT OF POLICE CORRUPTION ON SERVICE DELIVERY IN PRETORIA CENTRAL**

6. The research methodology:
  - ❖ Research Design and Approach
  - ❖ Target population and sampling
  - ❖ Data Collection
  - ❖ Data Analysis
  - ❖ Methods to Ensure Validity.
7. The research will be conducted at Pretoria Central policing jurisdiction by interviewing a representative sample of the community members.
8. The research will help the organisation to understand the perceptions of the community members on the prevalence of the police corruption, the extent and impact of corruption on service delivery.
9. The application is recommended in accordance with National Instruction 1/2006.


**COMMENT**

*Recommended*

  
MAJOR GENERAL  
PROVINCIAL HEAD: LEGAL SERVICES: GAUTENG  
C HENDRICKS  
Date: *2012/09/26*

**COMMENT:**

*Application recommended. Analysis will be done on SARS Anti Corruption Strategy.*

  
COLONEL  
PROVINCIAL COMMANDER: STRATEGIC MANAGEMENT: GAUTENG  
PS NAICKER  
Date: *5 Oct 2012*

**RESEARCH PROPOSAL: THE IMPACT OF POLICE  
CORRUPTION ON SERVICE DELIVERY IN PRETORIA CENTRAL**

COMMENT: \_\_\_\_\_

**BRIGADIER  
PROVINCIAL HEAD: ORGANIZATIONAL DEVELOPMENT AND STRATEGIC  
MANAGEMENT: GAUTENG  
SJ PHETO  
Date:**

COMMENT: *Recommended*

*Ster*  
**DEPUTY PROVINCIAL COMMISSIONER: OPERATIONAL SERVICE:  
GAUTENG  
PE GELA  
Date:**

**RESEARCH PROPOSAL: THE IMPACT OF POLICE  
CORRUPTION ON SERVICE DELIVERY IN PRETORIA CENTRAL**

**APPROVED / NOT-APPROVED**



**DEPUTY PROVINCIAL COMMISSIONER: OPERATIONS OFFICER:**  
**GAUTENG**  
**NP MASIYE**

Date: 2022.10.10.

**Information Note Compiled by SAC ML Ladzani**

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## **Appendix B - Research Questionnaire**

### **THE STUDY OF THE IMPACT OF POLICE CORRUPTION ON SERVICE DELIVERY IN PRETORIA CENTRAL**

I, Mapooa Charlie Vilakazi have designed this questionnaire and am currently conducting research to obtain feedback on the views that South Africans hold of the impact of police corruption on service delivery in Pretoria Central. The study forms part of a Masters Research Project within the School of Criminal Justice (College of Law) at the University of South Africa (UNISA). The researcher consequently requests you voluntarily to participate in this study and to be as honest as possible in answering the questions. UNISA and the South African Police Service (SAPS) have approved the application to conduct this study in Pretoria Central policing jurisdiction.

**The researcher wishes to assure all the respondents in this study that their identities will not be revealed to any person(s) and their responses will be regarded as confidential.**

The answers represent their perceptions as part of the community on the effect of police corruption on service delivery in Pretoria Central policing jurisdiction and the surrounding area. As such, there are no “right” or “wrong” answers. They are under no obligation to participate or to complete the questionnaire. Should they wish not to participate, then they should not respond to the questionnaire. Respondents are to ensure that they answer all the questions as honestly and completely as possible. To assist them in the process, the researcher will ensure that they understand every part of the questionnaire. The researcher would like to thank all respondents for their participation and co-operation.

Disclaimer: I hereby consent to participate in this research and I confirm that I have read the above information and agree with it.

Place: Pretoria

Date: 01 June 2013

Sign:

## SECTION A

### Biographical information (for statistical use only)

#### Instructions

Please select one of the following biographical information by making a cross "X" in the appropriate block.

<b>Age</b>			
18-21 years		41-50 years	
22- 29 years		51-60 years	
30-40 years		Above 60 years	
<b>Gender</b>			
Male		Female	
<b>Race</b>			
African		Coloured	
White		Indian	

<b>Education</b>			
Please ONLY complete your highest qualification by making a cross "X" in the appropriate block.			
Primary School		Undergraduate Studies	
Partially complete		Partially complete	
Complete		Complete	
High School		Post Graduate Studies	
Partially complete		Partially complete	
Complete		Complete	
<b>Employment</b>			
Unemployed		Informal sector	
		Formal sector	
<b>Annual Income</b>			
R 0 - R60 000		R 201 000 - R500 000	
R 61 000 - R120 000		R 501 000 - R1000 000	
R 121 000 - R200 000		R 1000 000+	

## SECTION B

### Instructions

The following questions are about the service delivery by the SAPS.

Please fill in your responses in the spaces provided and then give reasons for your answer.

1. Do you know why the people join the SAPS?
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Give reason (s) for your answer:
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4. Are you satisfied with the quality of the service delivery offered by the SAPS?
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Give reason (s) for your answer:
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## SECTION C

### Instruction

This section deals with the police dishonesty in the SAPS Pretoria Central.

Please fill in your responses in the spaces provided.

1. What is Corruption?
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2. What is Police Corruption?
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3. What are the forms of Police Corruption in Pretoria Central?
4. What are the causes of Police Corruption in Pretoria Central?
Give reason (s) for your answer:
5. What is the impact of Police Corruption on service delivery?
Give reason (s) for your answer:
6. What can you do if you see police official (s) being involved in corrupt activities?
Motivate your answer:
7. According to you what is the SAPS Re-action to Police Corruption?
Motivate your answer:

Thank you for your valuable time and willingness to participate on this important research project. Your responses will contribute to improving service delivery in the South African Police Service.