SAFETY AS A PRIORITY AT SHOPPING CENTRES IN GAUTENG: AN ASSESSMENT OF EXISTING SECURITY MEASURES

by

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submitted in accordance with the requirements for the degree of

MAGISTER TECHNOLOGIAE

in the subject

Security Management

at the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: Prof. A. deV. Minnaar

FEBRUARY 2015
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STATEMENT

Student Number: 45920346

I, Natasha Lutchminarain, declare that this dissertation: “Safety as a priority at shopping centres in Gauteng: An assessment of existing security measures” is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

I further declare that I have not previously submitted this work, or part of it, for examination at UNISA for another qualification or at any other higher education institution.

SIGNATURE:

N Lutchminarain

Date: 23-07-2015
ACKNOWLEDGEMENTS

I would like to acknowledge and thank the following persons:

- My supervisor and mentor, Prof. Anthony Minnaar, I greatly appreciate the continuous support and guidance you provided. Your experience, knowledge and insight into this topic made it possible for me to complete this dissertation.

- The shopping centres that granted me entry to their sites and allowing me to conduct my research.

- Prof Doraval Govender, for his invaluable advice and motivation.

- Mrs Suwissa Muchengetwa, for her statistical support.

- To all my colleagues in the Department of Criminology and Security Science, UNISA, thank you for your continuous interest, encouragement and motivation.

- To my cherished family and friends, thank you for your prayers, support and motivation when completing this dissertation seemed inconceivable and a distant prospect.

- All the participants who were involved in this study.

- Last but not least the University of South Africa for providing me the opportunity to develop in knowledge, experience and academically through this research.
SUMMARY

Violent crime and more specifically armed robberies constitute a growing threat to shopping centres in terms of their vulnerability to such criminal acts. These violent crimes are becoming ever more organised and sophisticated. Shopping centres across South Africa have become the latest targets for these syndicates. Due to the increasing number of armed robberies and violent crimes at shopping centres and the nature of violence used in these attacks, it points to a need for improvements to be made to the security measures that are in place at shopping centres.

This study explored the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng; evaluated the current physical protection systems that are in place at shopping centres in Gauteng in order to assist with the reduction of shopping centre armed robberies; and recommendations were made for the implementation of effective security risk control measures at shopping centre’s across South Africa and specifically the province of Gauteng. Self-administered questionnaire surveys were used to explore the phenomenon from the perspectives of both retail employees and customers. The data collected from the questionnaires, utilising the non-experimental research design, were quantitatively analysed. Based on the findings from the study recommendations for the improvement of shopping centre security were formulated along with recommendations for future research.

Key terms
Shopping centre; shopping mall; mall; armed robbery; violent crimes; security measures; security risk control measures; retail employee; customer; retail.
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<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ATM</td>
<td>Automated Teller Machine</td>
</tr>
<tr>
<td>ANPR</td>
<td>Automatic Number Plate Recognition</td>
</tr>
<tr>
<td>BACSA</td>
<td>Business Against Crime South Africa</td>
</tr>
<tr>
<td>CAM</td>
<td>Common Area Maintenance</td>
</tr>
<tr>
<td>CCTV</td>
<td>Closed Circuit Television</td>
</tr>
<tr>
<td>CGCSA</td>
<td>Consumer Goods Council of South Africa</td>
</tr>
<tr>
<td>CGRI</td>
<td>Consumer Goods Risk Initiative</td>
</tr>
<tr>
<td>C-i-T</td>
<td>Cash-in-Transit</td>
</tr>
<tr>
<td>CPTED</td>
<td>Crime Prevention Through Environmental Design</td>
</tr>
<tr>
<td>KZN</td>
<td>KwaZulu-Natal</td>
</tr>
<tr>
<td>NWJ</td>
<td>Natal Wholesale Jewellery</td>
</tr>
<tr>
<td>PTSD</td>
<td>Post-Traumatic Stress Disorder</td>
</tr>
<tr>
<td>SABRIC</td>
<td>South African Banking Risk Intelligence Centre</td>
</tr>
<tr>
<td>SACSC</td>
<td>South African Council of Shopping Centres</td>
</tr>
<tr>
<td>SAPOA</td>
<td>South African Property Owners Association</td>
</tr>
<tr>
<td>SAPS</td>
<td>South African Police Service</td>
</tr>
<tr>
<td>SPSS</td>
<td>Statistical Package for the Social Sciences</td>
</tr>
<tr>
<td>TCP/IP</td>
<td>Transmission Control Protocol/Internet Protocol</td>
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CHAPTER 1

INTRODUCTION AND MOTIVATION FOR THE RESEARCH

1.1 INTRODUCTION

The origins of shopping centres go back to early 20th Century America. In 1907 the first shopping centre was built. Post-First World War, people began to move in ever increasing numbers to the suburbs. With this urban population movement, small shopping centres were integrated into the plans for new urban communities. Due to urban growth and the increase in motorcar ownership in these communities led to the erection of larger and larger shopping centres serving mobile regional populations. As modernisation and economic progress with cities growing bigger, huge regional shopping centres housing office complexes and cinemas, as well as department stores, specialty chains and individual boutiques sprang up (Geason & Wilson, 1992: 47). It should, however, be mentioned that shopping centres are privately owned properties and that the property maintains its private character even though the general public makes use of it for designated purposes (Anon., 1987b: 96).

The existence of shopping centres and their tenants rests on the premise of attracting increasing numbers of customers in order to survive economically speaking. Moreover, a shopping centre is not a new concept and by its very existence attracts thousands of visitors each and every day. On its busiest days a shopping centre can assume the size of a small city (in terms of numbers of customers/clients passing through) making the critical nature of effective security obvious (Anon., 1987a: 329). Aside from the usual accidents and health-related emergencies that arise when thousands of people are brought together in one place at a time, shopping centres must also contend with the ever-present problem of crime. The same factors that attract customers to shopping centres, such as the many stores offering an almost unlimited variety of goods and merchandise, also tempts the criminal element of society that makes its living outside the law (Anon., 1987a: 329). Shopping centres have become the focal point of crime due to there being more people, cars and merchandise sited at shopping centres (Geason &
Wilson, 1992: 50). Crimes experienced at shopping centres amongst others include shoplifting, employee theft, fraud, Automated Teller Machine (ATM) attacks, Cash-in-Transit (C-i-T) heists and armed robbery (commonly resulting in violence against retail staff and customers). In this study the researcher focused on one specific category of the possible crimes that can be experienced at shopping centres, namely: armed robbery. The researcher further refined the study to selected shopping centres in Gauteng, South Africa, as the research sites for this study.

Crimes against retail businesses are increasing annually (Hayes, 2007: 95). Hosken (2009a: 1), reported that the South African Police Service (SAPS) promised (after a particular perceived surge) that security at shopping centres will be intensified during the forthcoming festive season. This promise came in response to the number of armed robberies being experienced at the time at shopping centres across Gauteng and the rest of South Africa. In October of 2009, five shopping centres were attacked by armed robbers in Gauteng alone. The targets of these armed robberies were jewellery stores, banks and including the hijacking of motor vehicles when making their escape. At the time among the shopping centres attacked included Menlyn Park Shopping Centre and Menlyn Retail Park in Pretoria, Gauteng. These shopping centres saw groups of up to twelve robbers attack retail staff, customers and motorists. As indicated in brief above, these mall robberies are one of the many examples and crimes that occur at shopping centres, and the nature and extent that these armed robbers are willing to go to in order to commit crime and obtain their resulting proceeds. As a result, considering the array of crimes that can occur at a shopping centre, the importance and specifics of shopping centre security has come to the forefront and is the focus of the research.

Shopping centre security as an entity has different meanings to the owner, to the tenant and to the customer/client. Furthermore, Flynn (1984: 70) expands on the meanings of security according to the different role-players:

- To the owner, security means the preservation of the buildings representing the investment and the maintenance of peace and order, the absence of which will deter customer.
To the tenant, security revolves around protection of merchandise and employees, plus that same interest in a peaceful environment for customers.

To the customer, security has to do with personal safety and the safety of property while in the shopping centre or traveling to and from it.

Flynn (1984: 69) also states that these groups of individuals are bound by a common interest. Their common interest is that they do not want the normal operation of the shopping centre disturbed or interrupted by criminals.

Geason and Wilson (1992: 61) affirm that the goal of any shopping centre is profit. Ultimately, every in-service function within the shopping centre is measured in terms of its contribution to profit. With this being said, security cannot generate tangible profits. In reference to security its cost-effectiveness is measured in terms of its contribution to the overall profitability of the shopping centre. To be successful within this function security needs to meet two interrelated and equally important objectives, namely: loss prevention which includes crime prevention and public relations which, in turn, entails making customers feel safe.

The defined area for the research is Gauteng, South Africa. This study gives voice to the perceptions and perspectives of the retail staff, as well as the customers that frequent shopping centres. The research explored risks and vulnerabilities experienced at shopping centres in Gauteng. The study went on further to investigate the current physical protection systems in place at shopping centres. Thereafter the research attempts to make recommendations for the implementation of security risk control measures at shopping centres of the Gauteng province in South Africa in order to reduce the occurrence of armed robbery.

This chapter establishes and presents the motivation for the research. It further explains the rationale of the study and elucidates the problem statement. The study thereafter catalogues the research questions, research aims and objectives and key theoretical concepts. This is accompanied by an outline of the chapters to follow.
1.2 RATIONALE FOR THE STUDY

The researcher's interest in society and the impact and or effects of armed robberies at shopping centres on retail staff and customers have guided the investigation into shopping centre security. The researcher’s enthralment in the topic grew upon the embarked literature review on the subject of armed robbery and shopping centre security. After comprehensive reading, it was found that the need for the research on shopping centre security in South Africa was present due to the deficiencies in information on and knowledge of the topic. The researcher believes that the project has brought to life the South African retail staff and customers perspective and has contributed to the knowledge base of the topic.

1.2.1 Nature and extent of armed robberies at shopping centres in Gauteng, South Africa

Cameron (2009: np) reports that at Gauteng shopping centres in the first week of August 2009 there were at least five incidents of robbery involving armed gunmen. Included in these was the Bracken City Mall, Alberton, south of Johannesburg, where a group of about twenty robbed a Pick ‘n Pay supermarket, a bottle store and a pharmacy within a few minutes. These robbers, armed with handguns, rifled cash tills and ordered customers and shop attendants to lie down on the ground. As the robbers were leaving a shoot-out ensued between the robbers and the Ekurhuleni Metro police officers as the robbers attempted a get-away. One officer was injured.

Another incident in that same week at the Menlyn Retail Shopping Mall in Pretoria, Gauteng, turned into a mini-war zone as a gun battle broke out between police and a group of about twelve robbers. It resulted in an injured security guard being rushed to hospital. The security guard was shot in the shoulder by one of the robbers wielding an AK-47 rifle as the group tried to flee the Menlyn Retail Park shopping centre in two cars with their bags of stolen cash and jewellery (Breytenbach, 2009: 1).

In a further incident (of that week), a group of five armed robbers, armed with an AK-47 rifle and pistols, opened fire in the crowded Kolonade Shopping Centre, Pretoria North, after storming a Natal Wholesale Jewellery (NWJ) store. The armed robbers
had, moments before, held up three security guards and assaulted two NWJ staff members, including a pregnant woman (Breytenbach & Hosken, 2009: 1).

From the examples provided above (all during the same week in August 2009) it can be discerned that these armed robbers have little regard for life and property. They are also willing to go to drastic lengths to achieve success.

The Trend Report on Violent Crime at Shopping centres, August 2008, was compiled by the Consumer Goods Council of South Africa (CGCSA), South African Banking Risk Intelligence Centre (SABRIC), South African Property Owners Association (SAPOA), South African Council of Shopping Centres (SACSC) and Business Against Crime South Africa (BACSA). This document came about after police released crime statistics in July 2008, which showed that business robberies (nationally) had increased by 3 173 from 6 689 in the 2006/7 financial year (the crime stats in South Africa are calculated from 1 April to 31 March) to 9 862 in the 2007/8 financial year (Hosken, 2008a: 3). The following reporting year, 2008/9 financial year, saw business robberies increase by a huge 41.1 percent over the previous year’s statistic to 13 920. In the Pretoria metropolitan area, 953 businesses were robbed (Hosken, 2009b: 1).

It is stated in the August 2008 Trend Report on Violent Crime at Shopping Centres¹ that sixty-five violent crimes, in which a person was critically injured, were reported at shopping centres across South Africa in August of that year. Of these sixty-five violent crimes thirty-two of the attacks occurred in Gauteng. Gauteng had the most number of incidents occurring, followed by fourteen in the Western Cape and seven in KwaZulu-Natal (KZN) (Hosken, 2008a: 3).

¹ This Trend Report was the only one that was ever released into the public domain. Subsequent reports were only made directly available to associate members of the Consumer Goods Council of South Africa.
From Figure 1.1, it can be discerned that the number of violent crimes experienced at shopping centres in the Gauteng Province, at 32 is more than double than that of the Western Cape, the province with the second highest number of incidents at 14 (followed by seven in KwaZulu-Natal, smaller numbers spread among the remaining six South African provinces). On account of the above, it was apparent that shopping centres, specifically in Gauteng, needed to reconsider and re-assess their current security protection systems in order to reduce such occurrences of violent crimes at their premises. As a result of the unprecedentedly high number of violent crimes at shopping centres in Gauteng the researcher purposely then focused the study on shopping centres in Gauteng.

The August 2008 Trend Report goes on to show that of the sixty-five attacks at South Africa’s shopping centres; forty-four were armed robberies, twelve ATM attacks and five C-i-T heists (see 1.6.6 for a detailed definition of a C-i-T heist).
The violent crimes depicted in Figure 1.2, specifically armed robberies, involved the use of heavy weaponry. Therefore, these crimes can prove to be fatal to both the retail staff and customers. The effects of such crimes can also be both immediate and long term. Immediate effects can include loss of life and damage to property. Long term effects can include the reputation of the shopping centre being tarnished and customer frequency can decline resulting in loss of revenue, as well as emotional and psychological trauma for victims, especially of violent crime. Undoubtedly safety is a concern. Hence, the perspectives of retail staff and customers on this issue are represented in the study.

The August 2008 Trend Report also stated that the high-risk days for armed robberies committed during that month were Sundays, Mondays, Tuesdays and Fridays, with the worst days for C-i-T heists being Saturdays and Mondays. ATM attacks were worst on Wednesday, Fridays and Saturdays. High risk times for armed robberies were between 09h00 and 11h00 and 18h00 and 19h00, while ATM attacks usually took place between 05h00 and 12h00. The worst days (in that month) for violent crimes at shopping centres were 19\textsuperscript{th} August, followed by 2\textsuperscript{nd} August, then the
3rd, 10th and the 25th August, with, on average, at least four attacks taking place on these days. The report does not explain why the specific crimes are prevalent on the given days. The weapons used by these criminals included AK-47s, shotguns, handguns, knives, explosives and angle grinders, with these criminals often resorting to violence and use of force. The Trend Report further states that retail businesses and banks were the worst affected, followed by restaurants, with most of these crimes occurring at neighbourhood shopping centres, followed by community shopping centres. The average response time by the police to these reported incidents of violent crime at shopping centres was between ten minutes and twenty minutes, while private security companies responded between ten minutes and fifteen minutes (Hosken, 2008a: 3).

1.2.2 Safety a concern
Shopping centres in Gauteng have become dangerous places where one is not always safe from harm. As early as 2005, the Gauteng Deputy Provincial Commissioner in office, Mr Engelbrecht, confirmed that (in the SAPS’ opinion) shopping centres had become unsafe; that armed groups ranging from a few to thirty gunmen, terrorise shopping centres on average once every three days. He also warned that “these armed robbers do not hesitate to gun down innocent customers when confronted” (Anon., 2005: 11).

However, shopping centre armed robberies is not a new phenomenon and has been occurring for years. But that since mid-2008 and into 2009 this phenomenon grew noticeable to such an extent that feelings of insecurity and fear grew in terrified customers (Anon., 2010a: 71). A female employee of one of the retailers in a shopping centre in Gauteng had stated, at the time, that working in a shopping

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2 These are designed to provide convenience shopping for the day-to-day needs of the immediate neighborhood and are usually anchored by a supermarket supported by a pharmacy, food/beverages fast-food outlets, and personal services stores. In the US the majority of such neighbourhood shopping centres range from 10 000 to 30 000 m² of shopping centre floor space. On average the size of such sites are between three to ten acres (one to four hectares) (Flynn, 1984: 5).

3 In addition to convenience goods and personal services stores, such centres also offer a selection of apparel and home furnishings, and business services such as banking and travel agencies etc. These centres are typically anchored by a department store and/or a large variety store in addition to one or more of the stores of supermarket chains. Their shopping floor space size ranges from 30 000 to 100 000 m², while site size varies from ten to thirty acres (four to 12 hectares) (Flynn, 1984: 5).
centre “has added a lot of stress to [her] life” (Breytenbach & Hosken, 2009: 1). This employee went on to state that “something small, such as hearing an object fall, can make you think a gun battle between police and robbers has broken out somewhere in the shopping centre” and “everybody is traumatised by the thought of what might happen next” (Breytenbach & Hosken, 2009: 1). With the spike in armed robberies (over previous years particularly at shopping centres in Gauteng city areas) in mid-2008 and into 2009 customers had understandably become nervous about paying a shopping centre a visit. As put by Abramjee (2009b: 7) “criminal thugs have been striking in broad daylight and they have little regard for life and property”. Armed robberies at shopping centres inevitably bring about quality of life concerns, such as instilling apprehension in retail staff and customers. If for this reason only, the current physical protection systems at shopping centres should therefore be critically analysed.

1.2.3 The current physical protection systems in place at shopping centres
According to Bailey (2009: 3), a large part of the problem is that the current security measures in place at shopping centres are woefully inadequate and, in his opinion, a disgrace. He further reports that an assessor specialising in jewellery store robbery investigations stated that “basic security [was] not being adhered to” and as a result many shopping centres were being attacked more than once (i.e. criminals recognised the opportunities of such soft targets). Some shopping centres have been the targets of armed robberies three or four times within a six month period. Bailey (2009: 3), also contended that up to seventy percent of the cases investigated “involved the collusion of the security guards employed at the shopping centres”.

Bailey (2009: 3), in the same article reports that an insurance company investigator, specialising in jewellery robberies, stated that there were “many frustrations involved in investigating shopping centre armed robberies”. One was that of Closed Circuit Television (CCTV) cameras, which had only entertainment value and are of no [real] help to investigators. Furthermore, that CCTV surveillance footage is nice to watch but it is not in itself effective since it merely shows [video images] us how the incident happened and helps us recall the incident later for comparisons but that is all. In other words the real deterrence or preventative value of CCTV surveillance systems is limited being merely a record of events for possible use later in court and only of
possible evidentiary value but then only if the quality of the images is exceptionally good. If not, then even its identification of the perpetrators value is of little use. The investigator, quoted by Bailey (2009: 3) further explained these drawbacks of installing CCTV cameras on the assumption that they are a panacea for shopping centre crimes, that shopping centres often have hundreds of cameras, but many of them are often either not working properly for various reasons or would not be correctly or effectively placed to gain any value from them. Shopping centres are developed to be stylish and have enough parking but often there is sufficient attention paid to security details in terms of access control and training personnel (Bailey, 2009: 3). This research examines the current physical protection systems in place at shopping centres in an attempt to facilitate safety for both retail staff and customers, and to build the safety reputation of shopping centres (i.e. a ‘safe’ place to go and do everyday shopping).

1.3 PROBLEM STATEMENT
Over the last few years shopping centres in Gauteng have been the hardest hit by incidents of crime – violent and other ‘softer’ crimes such as bag snatching, shoplifting etc. However, shopping centres nationally have not escaped the growing trend of armed robberies (Cameron, 2009: np). Mrs Visser from the CGCSA, in an interview, stated that in August 2009, eight shopping centres were victims of armed robberies in one week. Each one of these centres that experienced such violent crime effectively had their reputations as ‘safe havens’ for shopping tarnished (Anon., 2010a: 71). With shopping centre armed robberies occurring every week somewhere in South Africa, and the consequent media coverage of such incidents, drive these public perceptions of the dangers of shopping at big shopping centres (which have become specific targets of the armed gangs of robbers because of the more lucrative pickings at them). Accordingly, security has become a critical issue for the owners. This problem is intensified in light of the violence that invariably accompanies such attacks and which puts innocent lives at risk (Anon., 2010b: 30).

It has become reality to see robbers park a vehicle, enter a shopping centre crowded with people, bringing dangerous weapons, including firearms, in with them, steal thousands of Rands in cash and merchandise, sometimes injure or kill innocent bystanders in the process and then still manage to make an easy and quick getaway.
without being caught (Papp, 2009: 8). The idea of safety in numbers (at the big shopping centres), which is the view of many South African citizens, seems in the view of members of the public now to be in dispute (Papp, 2009: 8). Shopping centre armed robberies are being carried out by armed robbers who are so brazen because they know that their chances of being caught are slim at best (Bailey, 2009: 3). The insurance investigator (interviewed by Bailey, 2009), agreed with the view that shopping centre robbers have become arrogant and he highlighted one of these robbery incidents wherein the robber even bought a cool drink and chocolate during the robbery (Bailey, 2009: 3).

Due to the limited research and the impact of the phenomenon of armed robberies at shopping centres, the researcher set out to evaluate the current physical protection systems in place at shopping centres in an attempt to provide recommendations with regards to security risk control measures that can be employed in order to reduce the occurrence of such incidents at shopping centres and the accompanying potential injuries and/or fatalities.

Shopping centre armed robbers are professional and would not conduct these robberies without scouting out the shopping centres to establish what they are up against (SAPA, 2009b: 3). These criminals look for opportunities and system weaknesses (Anon., 2009: 28). It can be seen from the spate of shopping centre robberies that have taken place that privately hired security officers have appeared to be unable to effectively control or manage the situation. Most are not armed with firearms and do not wear bulletproof vests. As a consequence they have also become the first target of the robbers’ violence (in order to immediately neutralise them as any first responder threat) (Papp, 2009: 8). According to the SACSC new security measures are needed to curb the high number of armed robberies at shopping centres in South Africa. They go on to further state that it is too late to stop armed robbers from attacking when they are already inside a shopping centre (SAPA, 2009a: 3). Therefore, this research identifies risks and vulnerabilities, evaluates the current physical protection systems and attempts to make recommendations for the implementation of effective security risk control measures at shopping centres.
1.4 RESEARCH QUESTIONS

The following research questions were applied in this research:

- What are the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng?

- What are the current physical protection systems that are in place at shopping centres in Gauteng to assist with the reduction of armed robberies?

- Which security risk control measures should be implemented to address the problem of armed robberies at shopping centres in Gauteng?

The research questions further complemented the aims and objectives of the study.

1.5 RESEARCH AIMS AND OBJECTIVES

1.5.1 Aims of study

- To explore the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng;

- To examine the current physical protection systems that are in place at shopping centres in Gauteng to assist with the reduction of shopping centre armed robberies; and

- To recommend security risk control measures to be implemented to address the problem of armed robberies at shopping centres.

1.5.2 Objectives of study

This study explored the phenomenon of shopping centre attacks (armed robbery) by addressing the following objectives:

- To determine the nature and extent of armed robberies at shopping centres in Gauteng;
• Identifying the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng; and

• Identifying and examining the current physical protection systems that is in place at shopping centres in Gauteng to assist with the reduction of armed robberies at shopping centres.

The abovementioned aims and objectives provide for the expansion of knowledge in reference to the phenomenon of armed robberies at shopping centres through the perspectives of the retail staff and customers. The research attempts to assist with recommendations to alleviate the occurrences of armed robberies at shopping centres by means of improvement of security risk control measures.

1.6 KEY DEFINITIONS AND THEORETICAL CONCEPTS

Key definitions and theoretical concepts will be briefly explained to assist the reader to gain a clearer understanding of the study:

1.6.1 Shopping centre

Definition on shopping centre: “A shopping centre is a group of retail stores and related business facilities, the whole planned, developed, operated and managed as a unit, with commensurate on-site parking, and generally related in size and type of shops to the trade area intended to be served” (Flynn, 1984: 2).

Definition of shopping mall: The term shopping mall is used to describe “a cluster of shops and stores designed and developed as one architectural unit” (Brantingham, Brantingham & Wong 1990 cited in Geason & Wilson, 1992: 47). They may be “small, large, covered, uncovered, one or many-storeyed, with exposed or undercover parking, or none at all” (Geason & Wilson, 1992: 47).

From the above stated definitions of a shopping centre and a shopping mall no clear distinctions between the definitions can be identified. However, to avoid confusion if both terms are used, the researcher chooses to use the term shopping centre for the purposes of the research.
1.6.2 Retailing
Golden and Zimmerman (1986: 5), state that ‘retailing’ encompass “all business activities related to the selling of goods and services directly to the final customer”.

1.6.3 Customer
O’Conner (1981: 42) distinguishes between a customer and a consumer. A customer is “a person who buys or purchases goods or services from a retailer”. While a consumer, on the other hand, is the “person who actually consumes, or uses the goods or services”.

To avoid any confusion owing to the use of both the terms ‘customer’ and ‘consumer’ interchangeably the researcher feels that the term ‘customer’ fits more appropriately for the purposes of the research because not everyone purchasing at a shopping centre is the actual consumer of the product.

1.6.4 Robbery (armed)
Robbery is a crime of force or threat of force. Robbers create “fear, demand and seize moveable property of others or property under a person’s supervision and control” (Fisher, Halibozeck & Green, 2008: 461). Cunningham (1989, 116) states that “robbery consists in the theft of property by intentionally using violence or threats of violence to induce submission to the taking of it from another”. All these factors are immeasurably increased when the robbers are armed with firearms that are then used to threaten, intimidate and injure or kill victims.

1.6.5 Automated Teller Machine (ATM) attack
According to Maree (2008: 2), an Automated Teller Machine (ATM) attack is an “unlawful, intentional causing of damage to an automated teller machine or any part thereof, with the intent to obtain cash, through any means whatsoever, with specific inclusion of the use of explosives”.

1.6.6 Cash-in-Transit (C-i-T) heists
C-i-T heists refer to robberies of bulk cash whilst in the custody of C-i-T security service providers. With regards to shopping centres, these robberies could occur while the C-i-T service provider’s vehicle is transporting the cash or ‘cross pavement’
where the personnel of the C-i-T service provider is robbed while making their way to their vehicle (Shopping Centre Security Initiative, 2008: 3).

1.6.7 Threat
“Any person who dishonestly appropriates property belonging to another with the intention to permanently depriving the owner of such property is guilty of the act of theft” (Van Maanenberg, 1995: 116). Threat therefore, involves an expression of an intention to inflict injury. A threat can be an intimidating stare; posture; or verbal exchange (Fisher, Halibozek & Green, 2008: 344).

1.6.8 Risk
According to Purpura (2013: 264), “risk is the measurement of the frequency, probability, and severity of losses from exposure to threats or hazards” (for example, crimes, fires, accidents and natural disasters).

1.6.9 Vulnerability
Garcia (2001: 303) specifies that vulnerability refers to an “exploitable capability or an exploitable security weakness or deficiency at a facility”. If the vulnerability were detected and exploited by an adversary [for instance a perpetrator of crime], then it would reasonably be expected to result in a successful attack causing damage to the facility.

1.6.10 Physical protection system
These are measures implemented for the protection of assets or facilities against criminals, terrorists, foreign intelligence services, commercial or industrial competitors, malicious people or other malevolent attacks (Garcia, 2001: 298).

1.6.11 Loss prevention
Purpura (2013: 6-7) stipulates that loss prevention can be broadly defined as almost any method (for instance; security officers, safety, auditing) used by an individual or organisation “to increase the probability of preventing and controlling loss” (for example, people, money, productivity, materials) “resulting from a host of adverse occurrences such as crimes, fires, accidents, natural disasters, errors, poor supervision or management, and bad investments”.

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1.6.12 Security

“Security implies a stable, relatively predictable environment in which an individual or group may pursue its ends without disruption or harm and without fear of disturbance or injury” (Fisher, Halibozek & Green, 2008: 31).

1.6.13 Security risk control measures

According to Rogers (2008: 152-161), security risk control measures refers to all the security measures that must be implemented for deterrence, deflection, detection, delay, reaction, identification, rectifying identified security weaknesses, detention of perpetrators and the recovery of losses from insurance.

1.6.14 Consumer Goods Council of South Africa (CGCSA)

The CGCSA is a Section 21 company and was launched in October 2002. This body incorporates a number of companies dealing with best practice, standards and legal and regulatory issues in the retail, wholesale, manufacturing and service providers in the consumer goods industry (Consumer Goods Council of South Africa, 2013: np).

1.6.15 South African Banking Risk Intelligence Centre (SABRIC)

SABRIC is a Section 21 company and is based in Midrand, Johannesburg, Gauteng. It was established in order to assist the banking industry to combat organised crime. Key stakeholders of SABRIC are the banks and major Cash-in-Transit companies. The principle business of SABRIC is to detect, prevent and reduce organised crime in the banking industry through effective public-private partnerships. The company also provides crime risk information and consequence management services to the banking industry and Cash-in-Transit companies (South African Banking Risk Intelligence Centre, 2013: np).

1.6.16 South African Property Owners Association (SAPOA)

SAPOA is the representative body and official voice of the commercial and industrial property industry in South Africa (South African Property Owners Association, 2013: np).
1.6.17 South African Council of Shopping Centres (SACSC)
SACSC was officially launched following its first Congress in 1991. Until March 2000 it was operated under the aegis of the SAPOA as an autonomous body. When it became independent of SAPOA it formed a Section 21 company in terms of the Companies Act and has its own constitution and code of conduct (South African Council of Shopping Centres, 2013: np).

1.6.18 Business Against Crime South Africa (BACSA)
The BACSA was established in 1996 in response to a call from former Pres. Mandela for the business community to become involved in the fight against crime (Business Against Crime, 2013: np).

1.6.19 Target hardening
Target hardening means that the prevalence of the type of crime has made it necessary to implement security measures that make the target harder to attack (Van Maanenberg, 1995: 21).

1.6.20 Displacement
Displacement is the movement of targets from one area of the industry to another (Van Maanenberg, 1995: 21).

1.7 OUTLINE OF THE DISSERTATION
A summary of the content of the chapters to follow is discussed to assist the reader to follow the train of thought of the researcher. The study is brought together as follows:

1.7.1 Chapter 1: Introduction and motivation for the research
This chapter presents the introduction and motivation for the study. The study specifically speaks to armed robberies at shopping centres in Gauteng. This phenomenon is brought to life via the perspectives of the retail staff and customers at shopping centres in Gauteng. The researcher introduces the phenomenon, explains the rationale of the study, problem statement, puts forth research questions, research aims and objectives, key theoretical concepts are clarified and sets the course of the dissertation.
1.7.2 Chapter 2: Research methodology and design
The chapter aims to impart to the reader a detailed discussion of the research methodology and research design applied for the research project. Purposefully the chapter goes on to discuss the procedures used during the project, namely: the quantitative research approach, the exploratory research design, the non-experimental quantitative research design and the cross-sectional survey design. The chapter furthermore places emphasis on the population and sampling techniques utilised, data collection and the data analysis procedures used. The researcher concludes the chapter with a discussion of the limitations experienced whilst conducting the research, the value of the research project and ethical considerations were also discussed.

1.7.3 Chapter 3: An insight into armed robberies at shopping centres
Chapter 3 presents a literature review on the phenomenon of armed robberies at shopping centres. Some aspects covered include: a South African perspective; international research; a classification of armed robbers; relevant theories; and insurance.

1.7.4 Chapter 4: Data analysis and interpretation of questionnaires
This chapter provides an analysis and interpretation of the survey questionnaires that were administered. This is done by utilising the univariate analysis processes, as well as empirical findings linked to the literature on the topic. The chapter is also organised in a straightforward manner in order to ensure ease of reading.

1.7.5 Chapter 5: Attainment of aims, recommendations and conclusions
This is the final and closing chapter of the research study. The chapter speaks to the research findings and achievement of the study’s aims, recommendations, further research and concludes.

1.8 CONCLUSION
This chapter serves as an introduction and background into the research. It clarifies important concepts and establishes a brief motivation for the study. A problem statement is also provided. The chapter further highlights the phenomenon of armed robberies at shopping centres and gives life to the South Africa context. The study
engages various research questions, aims and objectives. In this manner the study explores armed robberies at shopping centres and examines the current physical protection systems in place at shopping centres in Gauteng from the perspectives of retail staff and customers. The chapter concludes with an outline of chapters to follow.
CHAPTER 2

RESEARCH METHODOLOGY AND DESIGN

2.1 INTRODUCTION

Every day, as individuals we try to see patterns in what goes on around us. There is a need to want to understand and to predict what will happen in the future. This is attempted on the basis of many strategies. However, this is not the only way of making sense of things. Social research also attempts to make sense of social life. Importantly, with scientific social research there is also methodology that needs to be utilised and applied (Babbie, 2008: 458).

According to Babbie and Mouton (2001: 75) research methodology emphasises the research process and the kind of tools and procedures to be used for a research project. In this study, the researcher followed the quantitative approach using an exploratory design. The study explored the phenomenon of armed robberies (commonly resulting in violence against retail staff and customers) at shopping centres from the perspectives of the retail staff and customers. Furthermore, the study utilised quantitative data collected by means of a self-administered questionnaire survey.

A literature study was conducted and directed the formulation of the rationale, problem statement, research questions and the research aims and objectives of the study. After having expressed the abovementioned, the information was further used to formulate questions for the instrument employed, namely: the self-administered questionnaire survey. Taking into consideration the research aims and objectives, as well as the research questions a sample strategy was decided upon.

For this study the self-administered questionnaire survey was used in the non-experimental research design to collect data which is quantitative in nature. The data collected from the self-administered questionnaire survey was quantitatively analysed and interpreted using the univariate analysis process.
This chapter focuses on and discusses, in the sections below, the research design used and more specifically the quantitative research approach, the exploratory research design, the non-experimental quantitative research design and the cross-sectional survey design. The chapter goes on to place emphasis on the population and sampling techniques utilised, data collection and the data analysis procedures utilised. The researcher concludes the chapter with a discussion of the limitations experienced whilst conducting the research, the value of the research project and ethical considerations.

2.2 PURPOSE OF THE RESEARCH
Babbie (2008: 90) puts forth that social research serves many purposes and that the three most common and useful purposes are exploration, description and explanation. In this study, the researcher followed the quantitative approach using the exploratory design. The exploratory design was the most appropriate to explore armed robberies at shopping centres from the perspective of the retail employees and the customers. The rationale behind choosing the exploratory design is due to the research at hand being very new (i.e. no other researcher as yet has examined the specific focus and thrust of this research topic in South Africa). It is therefore explorative in nature. Babbie (2008: 90) also states that explorative studies are typically done for three reasons: Firstly, to satisfy the researcher's curiosity and desire for a better understanding. This is in line with the researcher’s interest in shopping centre security and specifically armed robberies at shopping centres. Secondly, to test the feasibility of undertaking a more extensive research into the phenomenon. Thirdly, and lastly, to develop the methods to be employed and lay a methodological foundation for any subsequent research.

2.3 NON-EXPERIMENTAL QUANTITATIVE RESEARCH DESIGN
Every research project needs a research design that is carefully personalised to obtain appropriate data for investigating the specific research questions. There are two main classes into which quantitative research designs can be classified, namely: experimental designs and non-experimental designs (Fouche, Delport & De Vos, 2011: 144). The non-experimental quantitative research design was utilised with regards to the self-administered questionnaire survey. Retail employees and customers were selected to take part in the self-administered questionnaire survey.
Two different questionnaires were developed, one for each different group of selected respondents – retail employees and customers. This design does not involve an experiment or control group. As stated by Fouche et al (2011: 156), possibly the most widely used non-experimental design in social science research is surveys. He goes on to state that surveys can be used for all types of study – exploratory, descriptive, explanatory and evaluative. Surveys collect data from large samples and, second, all surveys present participants with a series of questions to be answered that may tap matters of fact, attitudes, beliefs, prejudices, preferences or opinions. A structured self-administered questionnaire was used therefore no manipulation of variables could take place. The quantitative data collected from the self-administered questionnaire survey utilising the non-experimental design, and this, together with the literature study, were amalgamated and analysed and resulted in the findings and recommendations for this study.

2.4 CROSS-SECTIONAL SURVEY DESIGN

One of the factors that play a major role in social science research is time. Due to the limited time available and within which the researcher was expected to complete the dissertation, the researcher chose to carry out a cross-sectional study. Cross-sectional studies “are designed to study some phenomenon by taking a cross section of it at one time and analysing that cross section carefully” (Babbie, 2008: 100). This design can determine whether a particular problem exists within a group or participants and if the problem is present it can determine the level (Fouche et al, 2011: 156).

2.5 REVIEW OF LITERATURE

Before undertaking scientific research, the researcher should have thorough background knowledge on the specific topic. A review of literature is intended to create a clearer understanding of the nature and meaning of the problem that has been identified. Detailed background knowledge of the phenomenon under review is needed in order to conduct a meaningful piece of research. In the most general sense, a literature review serves to put the researcher’s efforts into perspective, situating the topic in a larger knowledge pool (Fouche & Delport, 2011: 134). Therefore the researcher decided on doing a literature review from the onset of the project. The literature review conducted directed the title choice, rationale, problem
statement, research questions and aims and objectives of the study, as well as it brought to the fore gaps that needed to be addressed. In effect, the review of literature led to the knowledgeably strategised research design. Chapter 3 of the present study is an extensive literature review that was envisioned to provide the researcher and readers’ with knowledge and understanding in reference to shopping centre armed robberies.

2.6 DEMARCATION
The study was carried out in the province of Gauteng in the Republic of South Africa. The study explored the phenomenon of armed robberies (commonly resulting in violence against retail staff and customers) at shopping centres from the perspectives of the retail staff and customers by utilising quantitative data collected by means of a self-administered questionnaire survey. Retail employees and customers at shopping centres were sampled for the study. Two different questionnaires were prepared, one for each group – retail employees employed at the selected shopping centres and shopping centre customers. The questionnaire survey was carried out at five shopping centres in Gauteng. Twenty-four questionnaires were administered to the retail employees and twenty questionnaires were administered to the customers per shopping centre; giving a total of one-hundred-and-twenty retail employees and one-hundred customers.

2.7 POPULATION AND SAMPLING TECHNIQUE UTILISED
One cannot enter a privately-owned property such as a shopping centre and carry out activities that are not stipulated or for which permission to do so has not been requested and granted. The researcher had to first seek permission via shopping centre management before conducting the research at such sites. The researcher’s initial thoughts were to approach shopping centres in Gauteng that were victims of armed robberies. However, most shopping centres approached declined the request and an alternative needed to be considered. Thereafter the researcher attempted to gain access to any shopping centre in Gauteng that would grant the research permission request. This also proved difficult. The researcher contacted fifty shopping centres in Gauteng and gained access to only five sites. Due to sometimes having to wait weeks and months for a response in reference to the request to undertake research at the site, the researcher decided that five shopping centres
would have to suffice as research sites where the research could be implemented. The more popular responses for the refusal of entry covered reasons such as sensitivity of information; in the process of having renovations done; and that the shopping centre owner does not allow for any type of research on site. All five shopping centres that welcomed and verbally permitted the research stipulated a condition that needed to be adhered to in order to go forth with the research. The one condition was that the shopping centre should not be identifiable in the research report. In essence they were requesting to be anonymous and confidentiality needed to be adhered to in order to obviate the possibility of any identification of specific shopping centres in the research study. This was agreed upon by the researcher.

The population for this study consisted of all retail employees and customers at the five shopping centres in Gauteng that were identified. The amount of time it would have taken to draw up a list of all retail employees and taking into account their possible inability to participate due to reasons such as time and work-related matters, as well as it is impossible to obtain a list of all customers and other factors such as finance and time constraints on the part of the researcher the entire population cannot be studied. Therefore a sample was drawn and studied. A sample is studied in an effort to understand the population from which it was drawn. Therefore a sample can be defined as a small portion of the whole population which is investigated by the researcher and whose characteristics will be generalised to the entire population. It is also stated that although a sample is a small portion of the population, it must have properties which make it representative of the whole (Bless & Higson-Smith, 2005: 84-86). A representative sample is imperative when one needs to generalise from the sample to the larger population. According to Strydom (2011b: 223), one can only generalise the findings of a study when one can assume that what was observed in the sample of subjects would also be observed in any other group of subjects from the population. Therefore, the aim of the research was to study a representative number of respondents and to generalise the findings to shopping centres in the Gauteng and not to generalise the findings to shopping centres nationally.

There are two kinds of sampling paradigms available to researchers, namely: probability sampling, which is based on randomisation; and non-probability sampling,
which does not implement randomisation (Strydom, 2011b: 226). The researcher chose the non-probability strategy or approach because each unit in the sample does not have an equal chance of being selected for a particular study. Also the odds of selecting a particular unit are not known because the researcher does not know the population size or the members of the population (Strydom, 2011b: 231). Within the non-probability sampling paradigm the researcher used accidental sampling to select a representative group of retail employees and a representative group of customers for this study.

Strydom (2011b: 232) states that accidental sampling is a “convenient, availability or haphazard sample”. Respondents are usually those who are nearest and most easily available to the researcher. Any case which happens to cross the researcher’s path and has a link to the phenomenon is included in the sample until the desired number is obtained. The self-administered questionnaire survey was carried out at five shopping centres in Gauteng. Retail employees and customers at each shopping centre were sampled. (As previously mentioned two different questionnaires were prepared, one for each group.)

Using accidental sampling also allowed the researcher to ensure that the different groups of the population acquired sufficient representation in the sample. The sample for this study consisted of retail employees and customers who were easily accessible and willing to voluntarily participate. The researcher targeted these participants not only with the aim of the study in mind but also with the purpose of drawing knowledge, insight and information from their personal experiences and perceptions about armed robberies at shopping centres in Gauteng.

2.8 DATA COLLECTION METHOD

According to Delport and Roestenburg (2011: 171), quantitative data-collection methods often employ measuring instruments such as structured observation schedules, structured interviewing schedules, questionnaires, checklists, indexes and scales. Self-administered questionnaires were utilised in this study as the quantitative data collection method. Retail employees and customers at shopping centres were sampled for the study. The questionnaire survey was administered at
five shopping centres in Gauteng with a total of one-hundred-and-twenty retail employees and one-hundred customers receiving the questionnaires to complete.

A questionnaire basically focuses on obtaining facts and opinions about a phenomenon from people who are informed on the particular issue (Delport & Roestenburg, 2011: 186). Therefore both the questionnaires were formulated and focused from the literature study that was conducted in reference to armed robberies at shopping centres.

A pilot study can be defined as “a small study conducted prior to a large piece of research to determine whether the methodology, sampling, instruments and analysis are adequate and appropriate” (Bless & Higson-Smith, 2005: 155). It is recommended that people complete the questionnaire rather than to read through it looking for errors (Delport & Roestenburg, 2011: 195). Newly-constructed questionnaires should be pilot tested before being utilised in the main investigation. Also as drawn from the definition above the pilot study should cover all the steps of the research process, including processing and interpretation of the data collected (Strydom, 2011c: 246). This ensures that errors can be remedied immediately at little cost. Following the necessary modifications the questionnaire can then be presented to the full sample (Delport & Roestenburg, 2011: 195). It is impossible for all problems to emerge through the pilot study since it occurs on a small scale. The pilot study does, however, give an indication of what changes might be necessary in order to ensure a successful, scientific main investigation (Strydom, 2011c: 245). Also the pilot study serves as a way that researchers can orientate themselves to the project they have in mind. For example a pilot study can expand the knowledge of the researcher about their instrument used and its effectiveness or not and the effects on respondents can be identified, i.e. whether they clearly understood the questions posed and responded accordingly without any confusion or ambiguity in what kind of information they need to provide in answering the questions asked (Strydom, 2011c: 236).

A pilot study was conducted for both the questionnaires developed with individuals other than the sample group. Respondents in the pilot study were asked to complete the questionnaire rather than to read through it for errors and the entire research
process was followed. After the necessary modifications were made following the pilot test, the questionnaires were presented to the full sample.

All questionnaires should be accompanied by a cover letter. The purpose of the cover letter is to introduce and explain the questionnaire to the respondent (Delport & Roestenburg, 2011: 193). Questionnaires can be delivered by hand to respondents and left in their possession to be completed in their own time. The researcher or fieldworker collects the questionnaire(s) at a later stage. It is recommended that questionnaires be collected not more than forty-eight hours after delivery. Due to the personal contact and the fact that the researcher or fieldworkers merely distribute the questionnaires and do not bother the respondents at an inconvenient time, it increases response rates. If difficulties are experienced on the part of the respondents with regards to answering the questionnaire, clarity can be accessed upon return of the researcher or fieldworker. Sometimes on return a researcher or fieldworker may find that a respondent has lost the questionnaire or simply did not complete it. Such cases can be remedied by the research or fieldworker distributing a second questionnaire or completing it personally in the presence of the respondent (Delport & Roestenburg, 2011: 188).

Taking into account the abovementioned, the researcher personally took the questionnaires, attached with a cover letter, by hand to the relevant sample. The researcher proceeded to explain in detail, honestly, to each participant the nature and purpose of the study, as well as that all information received would be treated as confidential and anonymous. Respondents were made aware that participation was voluntary and that they could withdraw at any time if they so wish. It was also communicated that they were free to ask questions at any time during or after the completion of the questionnaire. All questionnaires administered to the retail employees, were left in their possession, and collected within the day of receipt. This was not practical for the customers and therefore these questionnaires were completed in the presence of the researcher. No input was given from the researcher, for example, in terms of what an answer should be, experiences, views and opinions.
The researcher received a hundred-and-one returned completed retail employee questionnaires and seventy-six customer questionnaires in total from all five shopping centres. The researcher could not proceed further to reach the required hundred-and-twenty retail employee questionnaires and the hundred customer questionnaires due to time constraints. The retail employees were willing to participate. However, customer participation was not forthcoming. Therefore, several weeks were invested in trying to obtain more customer responses. This thereby placed a further time constraint on the researcher.

[The cover letter utilised for both questionnaires is attached as Appendix 1, while the self-administered questionnaires for the retail employees and customers are attached, respectively, as Appendix 2 and Appendix 3.]

2.9 DATA ANALYSIS
Quantitative data analysis can be regarded as techniques used to convert data into a numerical form and thereafter subjecting it to statistical analysis (Fouche & Bartley, 2011: 249). Statistical analysis, on the other hand, can be viewed as procedures for assembling, classifying, tabulating and summarising numerical data to obtain meaning or information (Fouche & Bartley, 2011: 249). According to Fouche and Bartley (2011: 249), in the quantitative paradigm, data analysis does not by itself provide the answers to research questions. The researcher needs to take it a step further for answers to be found and findings formulated statistically. This can be done by way of interpreting the data and the results, that is, to explain and find meaning.

Fouche and Bartley (2011: 249), go on to state further that quantitative data can be analysed manually or by computer. In this study the researcher made use of the computer for data analysis. The researcher thereafter obtained the assistance of a statistician and the Statistical Package for the Social Sciences (SPSS) was used as a tool to analyse the quantitative data. Quantitative methods of analysis fall into four main categories, namely; descriptive, association, causation and inference (Fouche & Bartley, 2011: 251). In this study the researcher’s method of data analysis is descriptive. “Descriptive methods are used to report the distributions (or spread) of a
sample or population across a wide range of variables” (Fouche & Bartley, 2011: 251).

In order to have the data collected analysed by a computer programme, the first step is to prepare the data for entry, which includes checking and editing collected data and eventually coding them (Fouche & Bartley, 2011: 252). Coding entails “systematically reorganising raw data into a format that is machine readable” (Fouche & Bartley, 2011: 252). The raw data basically needs to be in the form of numerical codes or numbers for computer analysis, however, this also holds true if manual analysis is being conducted (Fouche & Bartley, 2011: 252). The questionnaires utilised were coded on the questionnaires itself. After the questionnaires were administered and received by the researcher the data was further coded in more detail with the help of the statistician.

Both the questionnaires, for the retail employees and the customers, were analysed using the univariate analysis process. Fouche and Bartley (2011: 254) state that univariate statistics describe one variable, which means that one variable is analysed, mainly with a view to describing that variable. In other words, this means that all the data gathered on that one variable needs to be summarised for easy comprehension and utilisation. Taking into account the questionnaires administered for the study, each question contained in the questionnaires is one variable. This summary can take on different display forms such as a tabular, chart or graphic display or other visual representation of the data.

There are seven rules of data presentation that should be kept in mind when choosing the most appropriate type for use. These include clarity, simplicity, economy of space, order of variables, appearance, accuracy and objectivity (Fouche & Bartley, 2011: 255). Taking into account these seven rules, the researcher decided to use frequency distributions to summarise and display the collected data in tabular form for this study. The preferred display method allowed for the easier description, comprehension, interpretation and utilisation of the information summarised.
2.10 RELIABILITY AND VALIDITY

According to Delport and Roestenburg (2011: 172), to obtain valid and reliable data the researcher must ensure, before starting the main study, that the measurement procedures and instruments to be used have acceptable levels of reliability and validity. One way of doing this is through pilot testing, which the researcher had undertaken.

Reliability basically means that a particular technique, when applied repeatedly to the same object, would obtain the same results each time (Babbie & Mouton, 2001: 119). Reliability, in this study, was ensured through the pilot testing of both questionnaires that were developed. The purpose of this was to check if both questionnaires as the utilised instrument were consistent to obtain similar results in their respective groups.

Validity, on the other hand, refers to the extent to which an empirical measure adequately reflects the real meaning of the concept under consideration (Babbie, 2008: 133). The pilot testing of both the questionnaires developed also improved the face and content validity of the instrument. According to Williams (2015: np), face validity is the degree to which a test seems to measure what it reports to measure. When considering content validity, it refers to how accurately an assessment or measurement tool taps into the various aspects of the specific construct in question. In other words, do the questions really assess the construct in question, or are there other factors that can influence the response by the person answering the questions (Clause, 2015: np). The questionnaires (instrument) were checked to see if the questions asked reflected or spoke to the phenomenon of armed robberies at shopping centres.

2.11 LIMITATIONS OF THE STUDY

2.11.1 Literature

The researcher conducted a literature search on the phenomenon of armed robberies at shopping centres in South Africa. It was found that, apart from newspaper articles reporting on an incident that had occurred and the August 2008 Trend Report on Violent Crime at Shopping Centres, limited information was available on this specific topic/focus. An in-depth South African perspective on the
phenomenon was not available and specifically in terms of past studies. In addition, sufficient information was not available on the collection and analysis of data in reference to the phenomenon under discussion.

2.11.2 The link between sensitivity of information and non-participation

A number of shopping centres situated in Gauteng, South Africa, declined the researcher’s request to conduct the research at their sites due to the sensitivity of information. With the shopping centres that granted permission to use their sites for the research, the researcher did also try to pursue the possibility of interviewing the shopping centre security managers and security personnel. This did not materialise because possible respondents were not willing to participate due to the sensitivity of information. Also many retail employees, as well as customers declined to participate due to the sensitivity of information. They also feared either harm (to their reputation or even becoming future targets etc.) and other negative consequences as a result of making information known. Some retail employee participants were not always keen on sharing security information. It can therefore be said that the impact of armed robberies at shopping centres in Gauteng specifically has made it difficult to obtain worthwhile in-depth information from a number of sources due to the sensitivity of information requested.

2.11.3 Time constraints

Gaining access to shopping centres to conduct the research took a number of months to finalise. This put a strain on the researcher’s time limit to complete the research. This in practical terms meant that the research had a limited time in which to conduct field research amongst all other research activities and processes. The researcher received hundred-and-one returned retail employee questionnaires and seventy-six customer questionnaires in total from all five shopping centres. The researcher could not proceed further to reach the required hundred-and-twenty retail employee questionnaires and the hundred customer questionnaires due to time constraints coupled with the reluctance of respondents to complete questionnaires even after receiving the questionnaire to fill in.
2.12 VALUE OF RESEARCH
The research is valuable since it established the nature and extent of problems experienced by retail employees and customers at shopping centres in Gauteng, as well as recommendations were identified to address the problems. The findings and recommendation presented in this research can benefit the industry and the community. The research also contributes to the knowledge-base for the discipline, awareness and empowerment on the topic of shopping centre armed robberies and security.

2.13 ETHICAL CONSIDERATIONS
According to Strydom (2011a: 113), human beings as the objects of study in the social sciences bring unique ethical problems to the fore. The term ethical can be defined as “conforming to the standards of conduct of a given profession or group” (Your Dictionary, 2015: np). Researchers have to be ethically responsible. Ethical responsibility can be categorised into two basic groups. The first would be responsibility to those who participate in the research project, both human and non-human; and secondly, responsibility to the disciple of science, to be accurate and honest in the reporting of their research (Strydom, 2011a: 114). The following ethical considerations were applied in this study.

2.13.1 Voluntary participation
Social research often represents an intrusion into people’s lives and disrupts the subject’s regular activities. Social research, moreover, often requires that people reveal personal information and such information often requires it to be revealed to strangers – information that may be unknown to their friends and associates. Therefore participation in the research project needs to be voluntary and no one should be forced to participate (Babbie, 2008: 438). The researcher verbally informed potential respondents about the nature of the study to be conducted. Thereafter, the respondents were made aware and were given the choice of either participating or not. Participation was voluntary. Those who chose to participate were also informed of their right to withdraw at any time if they felt the need to do so.
2.13.2 Avoidance of harm

Research subjects can be harmed both in a physical and/or emotional manner. An ethical obligation rests on the researcher to protect participants within all possible reasonable limits (Babbie & Mouton, 2001: 522). Respondents should be thoroughly informed beforehand about the potential impact of the investigation, as well as such information gives respondents the opportunity to withdraw from the investigation if they wish (Strydom, 2011a: 115). Physical and psychological harm was not experienced during the research because participants were thoroughly informed, verbally, of the many facets of the study and could make an informed decision before participating.

2.13.3 Informed consent

Increasingly, the ethical norms of voluntary participation and avoidance of harm have become formalised in the concept of ‘informed consent’ (Babbie, 2008: 440). Accordingly Strydom (2011a: 117), states that all possible or adequate information on the aims and objectives of the study; the expected duration of the participant's involvement; the procedures which will be followed during the investigation, the possible advantages, disadvantages to which respondents may be exposed are to be discussed if one wants to ensure informed consent. Importance must also be placed on accurate and complete information. This will allow for respondents to make a voluntary and reasoned decision about their participation. A cover letter was drawn up and attached to each questionnaire administered. However, the researcher proceeded further and had an extensive verbal conversation with each participant informing them of the many facets of the study.

2.13.4 Violation of privacy/anonymity and confidentiality

According to Strydom (2011a: 119), privacy means to keep to oneself something that is normally not for others to observe or analyse. Furthermore every person has the right to privacy. People have the right to decide when, where, to whom and to what extent his or her attitudes, beliefs and behaviour will be revealed. Researchers cannot breach this right and should inform participants of all the steps that will be taken to ensure this.
A researcher can utilise two techniques, namely: anonymity and confidentiality to protect the participants’ identity, interests and well-being. A participant can be considered anonymous when the researcher cannot link a given response with a specific participant. On the other hand, with regards to confidentiality, the researcher can identify a given person’s responses but promises not to do so publically (Babbie, 2008: 440-441). Strydom (2011a: 120) states that researchers sometimes assure participants of anonymity and confidentiality in their covering letters or by verbal communication.

Each participant’s right to privacy, anonymity and confidentiality was upheld. The research was honest to all participants, as well as the research report was written with the utmost integrity without misrepresentation. Confidential information shared with the researcher was not revealed. Further the University of South Africa had stipulated ethical requirements which the researcher had adhered to in the study.

2.14 CONCLUSION
This chapter provides a methodological explanation of the research by discussing the quantitative research approach, the exploratory research design, the non-experimental quantitative research design and cross-sectional survey design. The chapter went on further to place emphasis on the population and sampling techniques utilised, data collection and the data analysis procedures used. The researcher concludes the chapter with a discussion of the limitations experienced whilst conducting the research, the value of the research project and ethical considerations were also discussed.
3.1 INTRODUCTION

There are multitudes of crime that can be experienced at a shopping centre. These include, amongst others; shoplifting, employee theft, fraud and armed robbery (commonly resulting in violence against retail staff and customers). Additionally crime experiences at shopping centres can be categorised into violent crimes and non-violent crimes. However, the focus of this research is on violent armed robberies at shopping centres with specific emphasis on the perspectives of the retail staff employed at the different outlets and customers.

The researcher embarked on a literature search to create and contribute to an understanding of the phenomenon of armed robberies at shopping centres. Due to the lack of literature, specifically within the South African context, international literature was utilised for the writing of most of this chapter. Furthermore, the international writings obtained were mainly from the 1990s since the researcher could not locate more recent studies. The researcher went further to obtain a number of South African newspaper articles relevant to the phenomenon of armed robberies at shopping centres and these articles form the main source of the South African information utilised in this chapter. Upon analysis of the South African newspaper articles collected, it was found that these articles reported mainly on the details of actual incidents that had occurred and periodically they provided other information relevant to the topic at hand.

This chapter speaks to a number of features of armed robberies at shopping centres. The chapter begins with a discussion on safety concerns that may arise. It progresses further into an analysis of armed robberies from a South African perspective. The researcher then goes on to discuss relevant international research. The debate on whether a shopping centre is a private or public space in terms of security is examined followed by a typology of criminals. Clarification into shopping centre insurance, lawsuits in light of inadequate security and the investigation of
armed robberies are also provided. Finally the chapter comes to a close with an explanation on theories relevant to armed robberies and shopping centres.

3.2 SAFETY A CONCERN

Shopping centres should be a place to relax, have fun and spend money. However, competition exists everywhere and the retail sector is not excluded. Shopping centres and specially the retail stores must battle the internet, catalogues and television for the customers’ attention. The competition becomes even more threatening when customers perceive the shopping centre or the retail store as unsafe. If the individual believes that the shopping centre or retail store is not safe, they may very well decide not to shop there (Hayes, 2007: 94).

According to Hayes (2007: 94) violence within a shopping centre is relatively uncommon, considering the number of customers that pass through a given shopping location, but it does occur, which is one of the main factors for concern. These violent acts range from armed robberies to domestic disputes on the property. Environmental cues can also often shape, positively or negatively, a customer’s perception of danger in retail spaces. In a customer's perception, the appearance of safety can be as influential as safety itself. For example, loiterers, beggars, abandoned vehicles, graffiti, broken lights, signs of vandalism, dirty or dark restrooms and merchandise-cluttered aisles are amongst other cues that can influence a customer’s perception of safety at shopping centres or retail outlets. Redstone (1982: 90) goes on further and states more succinctly that the terms ‘safety’ and ‘security’ cover a large variety of elements relating to a shopping centre, starting from the exterior parking areas and going into the public areas of the shopping centre and the merchandising areas of the retail stores. These three areas can be further expounded into characteristics such as fire protection, pilfering and burglary protection, armed robberies, various methods of electronic surveillance, locking devices, cash control, emergency power, emergency communication and handling of demonstrators and/or employee strikers.

Safety and security concerns, from the perspective of retail staff and customers, are amongst the facets that are covered in this study. The researcher spoke intentionally to this characteristic that can stem from violent armed robberies due to there being
no research to date that speaks to a South African viewpoint. The chapters to follow will address this current lacuna in research and as a result also enrich the current knowledge base available in reference to the phenomenon.

3.3 ARMED ROBBERIES AT SHOPPING CENTRES: A SOUTH AFRICAN PERSPECTIVE

South Africans enjoy spending time in shopping centres, not just for buying goods and services but as places to relax and engage with friends and family. Until relatively recently, shopping centres have largely been viewed as relatively safe compared to the other options of leisure available to South African citizens. At shopping centres there are seldom beggars and thieves loitering in parking areas and pick-pockets are relatively few-and-far between. Unlike the many other public areas in the country where it has become the norm to anticipate a confrontation with a dangerous criminal that is armed with some sort of dangerous weapon. However, shopping centres have had their reputations severely damaged, as a result of the frequent occurrence of armed robberies by criminals who do not hesitate to shoot those who get in their way (Cameron, 2009: np). The criminal gangs that are carrying out these daring armed robberies at shopping centres are heavily armed and are becoming increasingly more sophisticated and organised, as well as the crime itself being more meticulously planned and conducted using military-style tactics (SAPA, 2006: 2).

According to the Consumer Goods Risk Initiative (CGRI), armed robberies at shopping centres increased by sixty percent from 274 reported incidents in the 2011/2012 financial year to 438 such reported incidents in the 2012/2013 (crime stats) reporting year. The reported financial loss increased from R20.5 million to R38.7 million. The research done by the CGRI on these crimes revealed that the highest targeted commodity in shopping centre armed robbery incidents in 2013 was cellphones. There was a staggering 157 reported armed [researcher’s emphasis to distinguish merely from a cellphone theft or snatching incident] robbery incidents where cellphones were targeted for the period January-September 2013 as compared to only 36 for the same period in 2012 (SAPA, 2013: 1). According to Baloyi (2006: 2), citing a SAPS officer, the “brazenness displayed by these criminals clearly illustrates that we are now dealing with people
who do not care about who they injure as long as they get what they want”. It was found that in ninety percent of the armed robberies at shopping centres, these robbers planned well in advance by collecting information from various sources on the intended target shopping centre, and that they carry out ‘dry runs’ before executing the actual armed robbery (Goldstone, 2006: 2).

3.3.1 Reasons for armed robberies at shopping centres
Prof Anthony Minnaar, (as cited in Mtshali & Smillie, 2009), postulates a number of reasons for armed robberies at shopping centres. Minnaar believes that criminals are feeling the pinch caused by the economic downturn being experienced in the wake of the global economic meltdown in 2008. Like the rest of the population, he states, criminals are also feeling the pinch of tougher times and are therefore looking for softer targets and opportunities to maximise their crime proceeds with the lowest risk involved, hence shopping centre robberies (Mtshali & Smillie, 2009: 3).

A second reason provided by Minnaar is that these criminals are seeking out ‘softer targets’, due to the ‘target hardening’ of banks and Cash-in-Transit (C-i-T) vehicles. According to Minnaar, it has come down to the displacement of crime and the finding of other targets (Mtshali & Smillie, 2009: 3). This view is also supported by Papp (2009: 8), who states that prior to the increase in shopping centre armed robberies, South African banks were specifically being targeted, as well as C-i-T heists were on the increase. The country’s banks and C-i-T companies then improved their security and ‘target hardened’ themselves and these criminals were forced to diversify and create new ways of obtaining cash. Accordingly, these criminals moved to a ‘softer target’, namely: shopping centres. Van Maanenberg (1995: 21), in support of this view states that: “The financial industry was once a popular target; the effects of target hardening have displaced the criminality to the retail industry, resulting in an increase of criminal activity both internally and externally”.

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4 The global financial crisis or global economic crisis is commonly believed to have begun in July 2007 with the credit crunch, when a loss of confidence by US investors in the value of sub-prime mortgages caused a liquidity crisis. This, in turn, resulted in the US Federal Bank injecting a large amount of capital into financial markets. By September 2008, the crisis had worsened as stock markets around the global crashed and became highly volatile. Consumer confidence hit rock bottom as everyone tightened their belts in fear of what could lie ahead (Davies, 2014: np).
Logically, if the displacement of crime was due to ‘target hardening’ and better security measures and systems, then adequate securing of shopping centres or ‘target hardening’ of a shopping centre will be likely to force these armed robbers to other targets.

A further reason for the switch to shopping centres as focus for robbery, is that of the virtually unlimited targets in urban areas such as those of Gauteng. This factor, may account for the higher incidence of armed robbery at shopping centres. Various other factors also play a role such as materialism, as these armed robberies are very lucrative, with lower risk involved, than say attacking a bank. Also unemployment, poverty and relative deprivation (the gap between an individual’s expectation of life and the possibilities of realising these expectations), are some socio-economic factors that may also contribute to this phenomenon (Stewart & Davis, 2003: 50).

Another reason for being targeted is that retail employees are merely ordinary citizens who are not equipped or trained to defend themselves against criminals and more specifically armed robbers who readily resort to violence and use of force when executing their robbery attack (Stewart & Davis, 2003: 50).

According to Stewart and Davis (2003: 60-61), the primary motive for armed robberies at shopping centres is the economic advantage that an individual can obtain from a retail robbery. The financial rewards that are associated with a crime such as this can be an important incentive to commit these crimes and can be seen as a facilitating factor in the decisions made by the robbers.

3.3.2 The impact of armed robberies at shopping centres
According to the Shopping Centre Safety Initiative (2006: 6), violent crimes plague the country and have become more violent and indiscriminate. The on-going incidences of excessively violent crime and specifically armed robberies at shopping centres, impact negatively on the growth and development of the economy. More importantly armed robberies endanger the safety and security of its citizens. If these violent armed robberies at shopping centres continue they have the potential for making South Africa an unsafe country to work and live in, as well as economically unviable for people to invest in by reducing investor confidence. Also these armed
robberies continue to make headline news in the media. This increases feelings of fear among the public at large and has the potential to contribute towards negative perceptions of the country (especially from outside the country).

### 3.3.3 The challenge with regards to armed robberies at shopping centres

There are many challenges faced by the retail industry with reference to armed robberies in South Africa. Shopping centres and the retail stores within them are, of necessity, inviting and friendly places. This also makes it attractive to the criminal element of society. The challenge then becomes how to reduce vulnerabilities to crime while not detracting from the friendliness of the shopping experience (SAPA, 2006: 2).

A second challenge, according to the Consumer Goods Council of South Africa (CGCSA), is that multiple gangs are targeting shopping centres across the country and are utilising different *modi operandi*, making this crime difficult to fight or prevent. The need for money is making these criminals desperate and forcing them to step up their operations and go to extremes in order to be successful. It has become clear that these criminals are in control with regards to shopping centre armed robberies and the SAPS and the various industries involved in shopping centre security are merely ‘one step behind’ (the criminals) and playing ‘catch-up’ with criminals dictating when, which target and how they will carry out their attacks (Breytenbach & Hosken, 2009: 1).

According to Hosken (2008b: 1), upon apprehending a suspected armed robber, the SAPS found several copies of newspapers (with articles about mall robberies) in the suspect’s vehicle, as well as recovering police uniforms and police issue equipment. The challenge with this is that the newspapers suggested that the gang was studying reports of their crimes to ascertain how close police were to arresting them and also speculated whether the police uniforms and equipment had been stolen or handed to the robbers by corrupt policemen.

Abramjee (2009a: 9), states that the South African population is accustomed to watching out for who might be following them, constantly checking whether their
wallets, purses, cell phones and other valuables are in place, as well as constantly anxious in their homes, at shopping centres or when out in the streets (at any time of day). This, unfortunately, has become a way of life in South Africa because of high levels of crime.

The South African perspective on armed robberies at shopping centres was brought to life by the collection and analysis of several South African newspaper articles. Newspaper articles are known to be written, more often than not, in a sensationalist tone to attract and grip the reader. This can sometimes lead to an inaccurate reflection of reality. Therefore there exists a need, especially within the South African context, for formal and accredited research writings to be produced and reported. The current research delves into a number of the features discussed above and in the chapters to follow will offer a more accurate reflection of reality from the perspectives of the retail employees and customers from the province of Gauteng, in South Africa.

3.4 INTERNATIONAL RESEARCH

According to Fickes (2014: 30-31), since the early 2000s in the Unites States of America (USA) shooting attacks at shopping centres and other public places have more than doubled. In 2001, researchers identified five shooting events that occurred in public places and these incidents involved victims who did not know the shooter. Between 2009 and 2012, the rate of shootings tripled, to about fifteen a year. In 2013, there were thirteen such attacks in the US. The chance of knowing a shooting will erupt at any particular public place is small. However, the number of armed attacks is growing.

In September 2013 the armed attack, albeit by alleged terrorists, at the Westgate Mall in Nairobi, Kenya, killed 67 people and injured more than 175 people. However, this attack on a shopping mall highlighted existing vulnerabilities of shopping centres. Upon subsequent investigation and analysis of this specific attack it was found and emphasised that it is relatively easy to carry out any such armed attacks on a shopping centre. It was also found that the law enforcement response (by the Kenyan Police backed up later by the Kenyan Armed Forces) was chaotic, disorganised and uncoordinated, to say the least. The response had been further
hampered by a lack of communication and poor response/reaction planning. Therefore the need for emergency planning and response is vital to ensure that operational efficiency is maintained during an emergency event such as bomb threats, arson threats, burglary, armed robberies and fires (Van Maanenberg, 1995: 167).

3.5 SECURING A SHOPPING CENTRE: PUBLIC OR PRIVATE SPACE

Shopping centres and the modern retailing world have over the last decade or so changed dramatically. With this change, crime has also adapted. Criminals on both sides of the counter are working harder and smarter. According to Van Maanenberg (1995: 21), computer-based systems have provided for better accounting, auditing and discrepancy reporting results, but the face of crime has changed along with the technological improvements. Due to the practice of displaying goods openly to attract consumers, shopping centres and retail stores suffer from a high incidence of theft and other crimes, both violent or non-violent, not only from customers, but also from the retail staff (Geason & Wilson, 1992: 19). According to Geason and Wilson (1992: 51), the crime rate at shopping centres increases further just by the mere fact that the site attracts the sort of groups most likely to commit crimes, such as teenagers, alcoholics, drug users and the unemployed. This, however, does not stop here, these criminal incidents not only affect individual retail outlets negatively but also the shopping centre as a whole.

When analysing a shopping centre it will be found that some parts of the site are clearly private spaces and other parts would be regarded as public spaces. Therefore security arrangements are more than often confused. Usually the set-up is that individual stores have their own security arrangements but are not responsible for common (public) areas in the shopping centre. On the other hand, shopping centre security covers the common areas (Geason & Wilson, 1992: 59). In addition to the ‘accepted rule’, from a South African perspective, the SAPS are not a common or regular sight inside or at shopping centres in South Africa. This is for a number of reasons. Firstly, partly because shopping centre management usually hire private security officers to patrol the premises and police do not seem to be necessary. Secondly, seeing police officers strolling around a shopping centre may give the unsavoury impression that they are neglecting their duties and are having a relaxed
time at the shopping centre. Lastly, to those customers who do not assume that the police officer(s) are ‘bunking’ their duties may become somewhat uneasy when they see them, assuming a dangerous threat surely has to be nearby (Papp, 2009: 8).

3.5.1 The role of the shopping centre manager
According to Redstone (1982: 112), generally, the duties of the shopping centre manager can be defined as follows:

Responsible for the operation and profitability of the centre to achieve approved goals and objectives, establishing a rapport between management, centre tenants and local community, authorised to make decisions and act on all matters pertaining to the centre’s operation within approved policies and budgets.

Few retail store operators or successful retail entrepreneurs need or would welcome advice from the shopping centre management team especially about retailing due to them, more often than not, not having any retailing experience. However, independent retailers and those that are operating their first retail store may welcome any help offered by the shopping centre manager, the marketing director or others on the shopping centre owner’s staff (Flynn, 1984: 191). According to Flynn (1984: 25-26), essentially a shopping centre manager must care for the shopping centre’s premises, as well as concern himself/herself with tenant and community relations. This can be broken down into the three basic roles of a shopping centre manager, namely: maintainer, negotiator and director.

Flynn (1984: 191), states that the shopping centre manager as a maintainer and director should see to it that opportunities for retailing education are made available to their tenants. These programmes can be run by outside experts for example and can cover a wide variety of retailing subjects such as store design to increase business, sales training and safety and security.

The shopping centre manager as negotiator serves as the public relations liaison. With this role the shopping centre manager must maintain needed contacts with the numerous forces that control and shape the shopping centre’s environment, which
includes government departments such as the SAPS, fire departments, social forces, as well as schools and churches in the community. These add on support services and their approval or, more importantly, disapproval of the way the shopping centre is operated can affect its competitive position, communication channels are established, new ideas and thoughts on safety and security can also be brought in, on many a time in subtle ways. Importantly, the responsibility for maintaining these contacts does not have to lie solely with the shopping centre manager. However, a specialised staff member, such as the marketing director or community relations director, can assist in maintaining good relations and ongoing contact with important community agencies (Flynn, 1984: 27). Flynn (1984: 27) puts forth that it is true that a shopping centre can function for years with minimal attention from the owner and from the shopping centre manager. However, it has become evident that the extent to which any shopping centre, large or small, reaches its potential is a direct reflection of the quality of management it has received.

3.5.2 Community relations and security
Flynn (1984: 69-70) states that combining the topics of community relations and security may seem odd. However, with regards to shopping centre management these two aspects should be closely interrelated because the effectiveness of community relations has much to do with the quality of the latter, namely: security. Shopping centres do not exist in a vacuum. It is a piece of the community. The choice is not between having relations with the community or not; but rather whether the relationship will be good, bad or somewhere in between. To start with, there is government who supplies services to the shopping centre or regulates its activities or both. There is also, for example, the school system and the church, which have no direct impact on the shopping centre but has a powerful influence within the community. Finally, apart from similar special-interest groups that are all part of the community fabric and have some interest, there are the individuals themselves, each of whom consciously or subconsciously has an opinion on what is pleasant or unpleasant about the environment. Due to the views and attitudes of all these groups a climate in which the shopping centre and its tenants conduct their businesses is established. It is clearly evident that in providing protection for this diversity of interests, the shopping centre manager and the tenants are mainly dependent on
the resources of the community. It can further be interpreted as roles and responsibilities are communicated and understood allowing for effective execution. These relationships bring about multiple views, these views can thereafter be interrupted by the shopping centre management team and can inform decisions on how to proceed with safety, security and prevention.

### 3.5.3 Shopping centre managerial thought on safety and security

According to Geason and Wilson (1992: 50), shopping centre management has an obligation to residents of the community it serves, local law enforcement officials, customers and individual retailers with regards to their expectations of the shopping centre being a safe place to shop and spend leisure time. As a result, shopping centre managers are spending an increasing percentage of their Common Area Maintenance (CAM) operating budgets on security. CAM charges are levied against tenants on the basis of space leased and is added to their rent. The effect of this is that the shopping centre managers are under constant pressure from tenants to keep CAM charges as low as possible.

A further problem is that most shopping centre managers and security directors still think of security solely in terms of crime prevention. However, thoughts around loss prevention are more appropriate to the site. Shopping centres must be protected from any loss, not just that arising out of crime. For example, if a security officer sees spilled liquid on the floor that could cause a customer to fall and sue the shopping centre management; he or she should call housekeeping and stand by till it is cleaned up. Similarly, fire risks should be reported. This does not detract crime prevention strategies as crime prevention is an extremely important part of overall loss prevention (Geason & Wilson, 1992: 61).

### 3.5.4 Available security forces

According to Geason and Wilson (1992: 64), there are three types of security programmes available for shopping centres: a proprietary (in-house) security department; a contract security company; or off-duty law enforcement officers (not in use in South Africa). Regardless of the source of security personnel, every shopping centre security programme must provide a secure environment for its tenants, employees and customers; be cost-effective; and be defendable in court.
With regards to proprietary and contract officers, duties and responsibilities need to be spelt out effectively. If this is not done the shopping centre, along with the shopping centre security manager, will be sued for any wrongdoings. There are advantages when it comes to choosing a contract security service. These include lower cost, availability, flexibility of scheduling and elimination of administrative overheads. However, while shopping centre management can delegate the security function, it retains the overall responsibility for safety and security at a shopping centre, and thus the liability (Geason & Wilson, 1992: 65).

Geason and Wilson (1992, 64-65) state that, just as there are difficulties with using proprietary and contract security forces, use of off-duty police as security officers in shopping centres is the most contentious of all. For example, the primary allegiance of police officers is to law enforcement in general rather than to shopping centre security management. This can lead to them responding to outside police emergencies while ‘on the job’ (at a shopping centre); they can be costly; and the long hours involved in a full-time job plus part-time security work may make them less effective than can be expected from a trained law enforcement officer. However, there are also advantages to their use, such as they have full police powers; they come armed, equipped and fully trained; and they know how and where to get backup assistance.

3.5.5 The role of a retail outlet security department

According to Geason and Wilson (1992: 25-30), the security department within the retail store is responsible for all the security arrangements of the store. Amongst others, these range from general security equipment decisions, store investigators and security staff. Other responsibilities cover theft by customers, dishonest staff, general protection of staff, policing of delivery and storage areas and even lost property, to name a few. However, some retail stores have found it profitable to bring in outside security experts to help solve their problems. These consultants usually come in trained and experienced with regards to what is expected and processes that need to be followed.
3.6 PHYSICAL SECURITY MEASURES IN PLACE AT SHOPPING CENTRES

Shopping centres face many safety and security concerns. Crime is a major source of loss for both the retailers and the shopping centre as a unit. Accordingly, shopping centres and the individual retail outlets within the shopping centre have implemented an array of security measures in order to protect their employees, customers and merchandise. Some of these security measures are visible to the public and some of them are more clandestine. With this being said, it is not uncommon to experience certain security measures when you enter a retail space such as a shopping centre. Also due to the soaring general and violent crimes and the increasing audacity of criminals, these security measures have over the years increased incrementally, as well as in intensity and sophistication. Due to the focus of this study being armed robbery, the examination of physical security measures implemented at shopping centres will flow from the perspective of preventing armed robberies.

According to Coetzer (2007: 33), armed robberies at shopping centres continue unabated despite the fact that many of the targeted shopping centres use sophisticated electronic CCTV surveillance systems as their primary crime prevention measure. These systems should in fact be providing early warning of such armed robberies. However, this crime continues to grow every year. It is believed that much of the problem lies in achieving an effective integration of security systems and the presentation of images and information to the control room and its staff that can be timeously analysed for an appropriate and immediate response to be implemented.

A suitable and effective security solution will make customers feel secure yet unhindered (in other words not reluctant to enter a shopping centre to do their shopping safely). It requires a balance between visible security measures and customers believing they are safe, as well as between restrictive measures and general freedom of passage. The system should also act as a credible deterrent so that would-be criminals avoid the area. The only way to achieve this is by successfully preventing crime or by apprehending and successfully prosecuting criminals if a crime has been committed. Importantly, such a system should also offer centre and security management suitable information upon which crime prevention action can be taken, managed and controlled. Such security information
can also be extended and integrated to benefit overall operational management and the management and maintenance of physical assets (Coetzer, 2007: 33-34). Image technology and incident management is advancing rapidly, offering sophisticated and proactive security systems that can be effectively implemented in large complexes such as shopping centres with both underground and open-air parking (Enterprise Solutions, 2008: np).

Against this backdrop, shopping centres are attempting to achieve a comprehensive integrated platform that presents accurate, timely visual information to control room operators. A focus has also been placed on ensuring that control room operators are high-level well-trained security staff able to interpret the images and information presented to the control room (via screen monitors) and who are also able to take correct proactive preventative action. Finally, the integrated system should provide for full integration of other relevant systems, such as access control, perimeter alarm systems, fire systems, parking access control systems, and many others to be combined into a single and effective security solution (Coetzer, 2007: 35; Enterprise Solutions, 2008: np).

Enterprise Solutions (2008: np), states that in the case of an armed robbery, for example, if systems are integrated effectively, whilst one control room operator monitors the incident, other operators are able to scan and zoom into other areas and detect, for instance, a likely getaway car. All of this information can be quickly co-ordinated and conveyed to patrolling security guards or to police reaction units close by. Technology has also moved into automation of image sensors which can be used in integrated surveillance. Today’s integrated system will have linked in one network sophisticated motion detection, image stabilisation, smoke detection, object tracking, Automatic Number Plate Recognition (ANPR), facial recognition and behavioural recognition which detects unusual human behaviour such as running, loitering, lying down, crowd gathering and so on.

With ANPR capability and a command-and-control platform, it is possible to check the vehicle’s number plate against the police list of stolen vehicles. If a matching registration comes up on the stolen list the scenario changes from one of suspicious behaviour to a serious red flag that will require proactive response. In shopping
centres, a system that provides behavioural recognition and motion detection ensures that operators receive early warning of incidents or developing potential incidents. Object recognition is also valuable to defend against bomb threats. People entering a shopping centre carrying a box or case can be monitored to check that they do not leave it unattended and if such an object does happen to be left somewhere unobserved, object recognition will pick up on it and highlight it (sound a warning) for the control room operators. Similarly smoke detection gives early warning, bringing up a large screen showing the area of detection, thereby immediately alerting operators so that appropriate action can be taken (Enterprise Solutions, 2008: np).

The integration of technology will place new demands on a security department. According to Tonglet and Bamfield (1997: 299), the security manager needs to be a full member of the senior management team, capable of making decisive contributions to the development of operations management policy. The increasing use of contract security and increased expenditure on security equipment will require many large security departments to become procurement and contract compliance departments. In addition, the increased use of technology will require expertise in the use and operating of this technology and of computer systems.

3.7 CLASSIFICATION OF ARMED ROBBERS

Armed robberies at shopping centres, along with other crimes against retail businesses, are increasing annually. Violent crimes can cost the merchant not only financial loss but also loss of life and/or injuries to victims. Armed robbery can therefore be defined as a violent crime that uses force or threatens the use of force while committing the crime. Shopping centres and retail outlets are known by the potential armed robber to have cash on hand allied to inadequate security. Loss of life or serious injury can result from any armed robbery and retailers should keep this in mind whenever they are confronted with an armed robbery situation. These criminals utilise weapons such as scissors, knives or guns during armed robberies and it is rare for a store employee to be able to determine if threats are real or not. These armed robbers are also unpredictable and almost anything can happen. There are, however, three primary types of armed robbers which include professionals, semi-professionals and amateurs (Hayes, 2007: 95).
According to Hayes (2007: 95), each of these types of robbers has a different skill level. However, all of the robbers use the same basic method to commit an armed robbery. The robbers will survey the store and quickly enter the premises. Thereafter they will make the confrontation, grab the money and flee. Shopping centres and retail stores should determine their vulnerability to armed robberies and train store employees in proper reaction techniques. There is, however, one fundamental factor that exists that fuels armed robberies at shopping centres and that is the opportunity to commit the offence [researcher’s emphasis].

### 3.7.1 The professional armed robber

According to Hayes (2007: 95), shopping centres are rarely targeted by true professionals, since the volume of ready cash is not as high as in many banks. Organised crime syndicates usually give ‘assignments’ to professional robbers and they will frequently flee rather than use force.

### 3.7.2 The semi-professional armed robber

To a certain extent semi-professional robbers plan their own crimes. However, they are not as sophisticated and their timing does not compare to the skills of the professionally planned robberies. The chance of violence is greater and is enhanced by the fact that armed robberies seldom go as desired or planned. For example, attempted armed robberies that are taking longer to accomplish than planned, victims not complying with demands and/or instructions, and little or no money on hand. All these factors can cause the armed robbers to lose their composure and act unpredictably or even vindictively in panic, frustration or anger (Hayes, 2007: 95).

### 3.7.3 The amateur armed robber

Hayes (2007: 95) states that, on the other hand, amateur robbers, such as local juveniles or drug addicts (desperate for some money for their next ‘fix’) are more likely to rob local area stores. This is so even though the robbers know that these stores do not carry large amounts of cash. Amateurs are also particularly dangerous because their crimes are poorly planned and are often based on crimes enacted on television (i.e. they are inexperienced copycats). A weapon is generally used and if these robbers feel that they are losing control, they can suddenly and unpredictably
become violent. The use of violence is heightened due to these amateurs lack of (crime) skills. They are not proficient in the use of weapons or in circumventing and avoiding security measures.

3.8 SHOPPING CENTRES AND INSURANCE

Shopping centres are becoming bigger and more complex, therefore insurance coverage, too, is changing its aspects and requirements. Higher construction costs, larger buildings, more elaborate store installations, expensive fixturing and larger merchandise inventories are making many insurance companies spread the risks by creating syndicated coverage or reinsuring their own risks elsewhere (Lion, 1976: 158).

Shopping centres are, more than any other type of real estate investment, the sum of its parts. Safely and economically insuring a shopping centre is a complex and technical task. Shopping centre managers are equipped to handle this decision personally only if they have made a serious study of the field, which is rarely the case. A good rule of thumb is that if a shopping centre manager does not know how to handle the situation, an expert should be called in to assist. Due to insurance being a specialised business that is extremely broad and full of complexities and technicalities. Flynn (1984: 145-146) states that the features of insurance relevant to the management of a shopping centre include the identification and assessment of risks, types of coverage, methods of purchasing and administration of a programme.

According to Flynn (1984: 145-146) other generalities include:

- The purpose of insurance is to prevent or limit financial loss as a result of unforeseen and uncontrollable occurrences. It should not be thought of as a substitute for managerial diligence and prudence;

- The premiums paid are, at least in theory, commensurate with the risk assumed by the insurer. They are influenced both by the physical characteristics of the centre and by the manner in which it is operated;
• The insurance coverage falls into two broad categories: that related to physical damage to the insured’s property, including any resultant loss of income and that related to damage to the persons or property of others incidental to the activities carried on at the centre;

• The burden of determining the amount of insurance to be carried is on the insured. In the absence of a precise determination, it is better to risk being over-insured than underinsured;

• There is an important distinction between an insurance agent and an insurance broker that a manager should keep in mind. The agent is a representative of an insurance company, authorised to issue policies in the company’s name and receiving a commission from the company for so doing. Of course, the company’s interest must be paramount in his thinking. A broker, on the other hand, solicits business from buyers of insurance on the premise that after studying their needs he will apply his expertise to negotiating the best available package from the standpoint of the insured. He is compensated by a share of the agent’s commission. To obtain and retain business, the broker depends on the confidence of the buyer that he is being ably represented”; and

• Insurance is for the most part a highly competitive business. To some extent, premium rates are regulated by the different insurance companies, but as a practical matter, the shrewd, knowledgeable buyer can affect substantial savings at no sacrifice of quality.

3.9 LAWSUITS IN LIGHT OF INADEQUATE SECURITY

Business owners are aware that to some extent their businesses are vulnerable to crimes. However, very few of them know how to prepare and are prepared for lawsuits against them or their company due to an alleged lack of security. Any business that opens their doors to the public invites them in and is responsible for providing a reasonably safe and secure environment for employees and customers alike. Shopping
centres and retail stores within the site are most vulnerable to inadequate security claims.

Reasonable care is not well-defined in existing laws or literature, and this is left up to the court to decide based on all evidence presented during a particular trial (Hayes, 2007: 110-111).


Many courts are now ruling that if a criminal act took place on the retailer's premises and if that act was foreseeable and, furthermore, if the retailer did nothing to prevent it, the retailer is civilly liable. Generally, a crime or safety hazard is foreseeable if, in the past, similar stranger-to-stranger acts occurred on or near your property, or on a similar type of property in the local area.

When a case is brought before a court of law, all facts are weighed and a finding is rendered. Findings made for the plaintiff means that an award for compensatory damages will be set. Usually, these damages can be paid by either the business or its insurance company. However, if the owner is found to be negligent, punitive damages are assessed and the insurance company may not pay these fines. An important point to note is that every business should have an incident management system to document every accident, crime or suspicious activity as most lawsuits are not brought before the courts for months or even years after an incident. Business owners should take immediate steps to avoid and defend against inadequate security lawsuits. In order to do this a complete, well-documented security survey, plan of action and audit process are the best prevention efforts the shopping centre or retailer can make (Hayes, 2007: 111).

3.10 INVESTIGATING ARMED ROBBERIES AT SHOPPING CENTRES

According to Van Maanenberg (1995: 99), an investigation is “a logical process of reasoning through which the person conducting the investigation may consider all the circumstances”. The investigator examines questions of what, when, where, how, who and why. The investigational approach needs to be objective and police detectives or investigators are taught and trained to conduct investigations utilising this approach.
The objective approach can take the following form, according to Van Maanenberg (1995: 102):

- Collate all the available facts;
- Consider the facts and let these facts present their own theories;
- Avoid attempts to distort the facts to fit a preconceived notion or theory;
- As other facts emerge, use them to test the validity of the theory;
- Avoid jumping to conclusions;
- Proceed methodically, avoiding procrastination;
- Maintain an open mind; and
- Be aware that deciding to do nothing is making a decision which may be the right decision in the circumstances.

All investigators when engaged in investigations have to or are involved in the gathering and analysis of information in one form or another. This information gathered may consist of facts, testimony, documents and physical exhibits known as evidence. The source of this information usually originates from, as stated by Van Maanenberg (1995: 103):

- The site of incident or ‘the scene of the crime’;
- The examination of exhibits;
- Interviews of all personnel involved or those who witnessed the event;
- General information received from: customers, workplace colleagues or members of the general public;
- The examination of records;
- The surveillance of suspects through direct observation or through the use of closed circuit television; and
- Final interviews when allegations are put to the suspects.
3.11 THEORIES RELEVANT TO ARMED ROBBERIES AT SHOPPING CENTRES

According to Bachman and Schutt (2011: 32), a theory can be defined as “a logically interrelated set of propositions about empirical reality”. The role of theories amongst others is that they help us explain or understand things such as why some people commit crimes or more crimes than others; they help us make predictions about the world; and they help guide research. Therefore the role of theory in research cannot be sidestepped as it acts as a possible account for a particular phenomenon. In the current research this phenomenon is armed robberies at shopping centres. Upon analysis, theories that can be linked to armed robberies at shopping centres can be viewed as a means of providing background knowledge into the criminal incident. In the current study the researcher identified three theories, namely: rational choice, opportunity reduction and Crime Prevention Through Environmental Design (CPTED), which are applicable to the phenomenon of armed robberies at shopping centres from the perspective of physical security measures. A discussion of each theory will follow including the application of the theories to the phenomenon at hand. The Lifestyle Exposure Theory and the Routine Activities Theory were not considered for this study because these two theories focus on the behaviour of crime victims and does not apply to the current study.

3.11.1 Rational choice

According to Geason and Wilson (1992: 7), traditional criminology tended to see criminals as driven by their conditioning and environment. Economics based theories, however, portray criminals as rational decision makers that base their decision to commit crimes on an analysis of the risks compared to the expected profits. Rational Choice Theory makes the following assumptions: offenders freely and actively choose to commit crimes; the decision to commit the crime is made in response to the immediate circumstances and the immediate situation in which an offence is considered; and the motivation to offend is not constant or beyond control.

Put basically, rational choice is the process of determining what options are available and then choosing the most preferred one according to some consistent criterion. A criminal carries out a cost-benefit analysis and will not proceed if it looks too risky or tough to accomplish the crime (Levin & Milgrom, 2004: 1).
In rational choice theories, individuals are seen as motivated by the wants or goals that express their preferences. They act within specific given constraints and on the basis of the information that they have about the conditions under which they are acting. According to Scott (2000: np), since it is not possible for individuals to achieve all of the various things that they want, they must also make choices in relation to both their goals and the means for attaining these goals.

3.11.2 Opportunity reduction

Opportunity reduction is sometimes known or referred to as situational crime prevention or primary prevention. According to Geason and Wilson (1988: 5), opportunity reduction can be viewed as the use of measures directed at highly specific forms of crime, which involve the management, design or manipulation of the immediate environment in as systematic and permanent a way as possible. Geason and Wilson (1992: 7-8), goes on to state that opportunity reduction is an approach to crime prevention which sets out to make the crime too difficult for the criminal to commit. This is achieved by closing off opportunities to proceed. Strategies for opportunity reduction include the following: formal organised surveillance; access control; employee surveillance; and physical design and kinetic management.

According to Felson and Clarke (1998: v-vi), there are ten core principles of crime opportunity reduction, namely:

1. opportunity plays a role in causing all crime;
2. crime opportunities are highly specific;
3. crime opportunities are concerned in time and space;
4. crime opportunities depend on everyday movements of activity;
5. one crime producers opportunity for another;
6. some products offer more tempting crime opportunities;
7. social and technological changes produce new crime opportunities;
8. crime can be prevented by reducing opportunities;
9. reducing opportunities does not usually displace crime; and
10. focused opportunity reduction can produce wider declines in crime.
3.11.3 Crime Prevention Through Environmental Design (CPTED)

Crime Prevention Through Environmental Design (CPTED) can be defined as the “proper design and effective use of the built environment that can lead to a reduction in the fear and incidence of crime, and an improvement in the quality of life” (Krehnke, 2009: np). According to Krehnke (2009: np), this definition provides a holistic standpoint of CPTED. It encircles the criminal offender perspective regarding an environment and the risk of getting caught when committing a crime and the social dynamics, sense of ownership of the environment and their associated protective actions by persons who work, live or cross the environment en route to another destination.

The CPTED school of crime prevention emerged in the 1960s and the early 1970s, with a surge of interest into the possibilities of manipulating the built environment in order to prevent delinquency and crime (Geason & Wilson, 1992: 7-8). The key to successful CPTED strategies is a careful analysis of the specific circumstances and the development of site specific programmes. Basing their analysis on the Opportunity Theory of Crime Prevention, which states that the physical characteristics of a location either present an opportunity to potential criminals or deter them. CPTED, however, allows for the analysis of individual sites and recommends specific physical changes that will improve the prevention possibilities of crime (Geason & Wilson, 1992: 30). According to Hayes (2007: 117), CPTED principles, when applied to the design layout of a new or redesigned space can have the effect of shaping the perceptions and behaviour of workers, visitors and potential offenders. When designing and making use of CPTED principles, it should be kept in mind that the effort should first support the primary intent of the treated space. The effect of, for example, a treated retail outlet and shopping centre is that the result should be a more inviting and safer environment. Hayes (2007: 118-119) states that CPTED principles include: natural surveillance; natural access control; territorial reinforcement; and maintenance.

Taking into consideration the role theories play we can see that the abovementioned theories can be applied to the phenomenon at hand, namely: armed robberies at shopping centres. Criminals that undertake armed robberies at shopping centres have established that this criminal act that they intend to commit is immensely
profitable considering that security measures at shopping centres are not up to standard, lax or even non-existent. This can be seen from the many newspaper articles reporting on such incidents. The rational choice that these criminals make comes as a result of them saying to themselves we can beat these security measures currently in place. This leads the researcher naturally to opportunity reduction as the other aspect covered by this theory. Shopping centres need to intelligently apply the strategies stated for opportunity reduction. However, these need to be customised to their unique environment which is the shopping centre. One way to obtain this is combining the use of CPTED principles which can also be applied to armed robberies at shopping centres. Obtaining individual site/crime site data and analysis thereof can be utilised to determine how secure a shopping centre is, as well as formulating recommendations for improvements that can be provided. However, it can be argued that by reducing an offender’s opportunity to commit crime in a certain place or at a certain time, simply means that and causes the criminal to go elsewhere to offend. The technical term for this is displacement of crime. It should, however, be remembered that reducing crime at shopping centres is a good goal to keep but it is important to remain reasonable in one’s expectations of success. Achieving a safe environment at shopping centres means that retail staff and customers feel comfortable spending time and money at the site.

3.12 CONCLUSION
The current literature study was conducted to convey collected information from the writings of different authors on the phenomenon of armed robberies at shopping centres, as well as to identify any possible gaps for noting, and more specifically within the South African perspective. The aims and objectives of the current study were kept in mind and directed the literature study. Lastly, the literature review provides the reader with information on the phenomenon; the justification for a more clear line of thought in reference to the researcher’s research for this study and the literature review provided can direct or be a catalyst for further research on the topic.
CHAPTER 4

DATA ANALYSIS AND INTERPRETATION OF QUESTIONNAIRES

4.1 INTRODUCTION

The study applied the non-experimental research design and self-administered questionnaire surveys were utilised to obtain the quantitative data. The univariate analysis process was followed to quantitatively analyse and interpret the data collected from the self-administered questionnaire surveys. The collected data was analysed by an independent statistician. In this study the data analysis is descriptive in nature. This means that the researcher is reporting the distributions or spread of a sample or population across a wide range of variables (Fouche & Bartley, 2011: 251). The data is presented in the form of frequency distributions within tables. The researcher purposely chose the display method of tables and frequency distributions because it allows for the easier description, comprehension, interpretation and utilisation of the information summarised. This is necessary in order to answer the research questions and to achieve the aims and objectives of the study and this can be accomplished by way of interpreting the data and the results, that is, to explain and find meaning.

The researcher prepared two different questionnaires. A questionnaire was prepared for each group; one for the retail employees at shopping centres and one for the customers at shopping centres. The questionnaire survey was handed out at five shopping centres in Gauteng. Twenty-four questionnaires were administered to the retail employees and twenty questionnaires were administered to the customers per shopping centre. This yielded a total of one-hundred-and-twenty retail employees and one-hundred customers that had questionnaires handed to them. From the sample of retail employees, solely of people working at the shopping centres (that gave approval to undertake the research and administer the survey questionnaire at these sites), a total of 101 respondents participated in the self-administered survey out of an intended target of 120, giving a response rate of 84.2 percent. From the sample of customers who were visiting the shopping centre, a total of 76 responded
to the self-administered questionnaire survey out of an intended target of 100, giving a response rate of 76.0 percent.

This chapter provides the data analysis and the interpretation of the data from the self-administered questionnaires that were administered at the shopping centres in Gauteng and puts forth the perspectives of retail staff and customers. The sampling for this study was discussed in Paragraph 2.7 (Chapter 2) and consent was given by all respondents. The frequency distributions in the form of tables will be explained, interpreted and randomly supported by literature. The biographical information of the respondents is merely used to describe the study group as an entity.

4.2 SHOPPING CENTRE RETAIL EMPLOYEES
   (See Appendix 2)

4.2.1 Section A: Biographical information

Question 1: Gender

Table 4.1: Gender (N = 98)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>76</td>
<td>77.6%</td>
</tr>
<tr>
<td>Male</td>
<td>22</td>
<td>22.4%</td>
</tr>
</tbody>
</table>

There were 98 respondents who managed to indicate their gender status, thus in this case 98 responses were valid. A total of 77.6 percent (76) of the respondents were females whilst, 22.4 percent (22) were males. The large proportion of females to males may be attributed by the fact that mostly women seek employment at shopping centres and more specifically as retail store assistants and cashiers and are the preference as compared to men hence women are easily more in numbers in shopping centres than males.
Question 2: Age

Table 4.2: Age (N = 98)

<table>
<thead>
<tr>
<th>Age</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 years and younger</td>
<td>1</td>
<td>1.0%</td>
</tr>
<tr>
<td>20-29 years</td>
<td>48</td>
<td>49.0%</td>
</tr>
<tr>
<td>30-39 years</td>
<td>26</td>
<td>26.5%</td>
</tr>
<tr>
<td>40-49 years</td>
<td>13</td>
<td>13.3%</td>
</tr>
<tr>
<td>50 years and above</td>
<td>10</td>
<td>10.2%</td>
</tr>
</tbody>
</table>

In terms of age there were 98 valid responses. Almost half of the respondents (49.0%) were aged between 20-29 years old. Only 1.0 percent (1) of the respondents was below 20 years of age and 10.2 percent (10) of the respondents were 50 years old and above. The majority of the respondents where aged between 20 and 39 years old. One can conclude that this is the majority of the working class age group.

Question 3: Marital status

Table 4.3: Marital status (N = 97)

<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>56</td>
<td>57.7%</td>
</tr>
<tr>
<td>Married</td>
<td>37</td>
<td>38.1%</td>
</tr>
<tr>
<td>Divorced/Separated</td>
<td>3</td>
<td>3.1%</td>
</tr>
<tr>
<td>Widow/widower</td>
<td>1</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

For marital status a total of 97 responses were valid. According to 57.7 percent (56) of the respondents they were single whilst 38.1 percent (37) of the respondents were married. The two categories of single and married comprised 95.8 percent (93) of the respondents.
Question 4: **Highest educational qualification**

Table 4.4: Educational qualification (N = 93)

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 8/Grade 10</td>
<td>1</td>
<td>1.1%</td>
</tr>
<tr>
<td>Standard 9/Grade 11</td>
<td>2</td>
<td>2.2%</td>
</tr>
<tr>
<td>Standard 10/Grade 12</td>
<td>39</td>
<td>41.9%</td>
</tr>
<tr>
<td>Level A</td>
<td>1</td>
<td>1.1%</td>
</tr>
<tr>
<td>Certificate</td>
<td>15</td>
<td>16.1%</td>
</tr>
<tr>
<td>Diploma</td>
<td>19</td>
<td>20.4%</td>
</tr>
<tr>
<td>Degree</td>
<td>12</td>
<td>12.9%</td>
</tr>
<tr>
<td>Postgraduate degree</td>
<td>4</td>
<td>4.3%</td>
</tr>
</tbody>
</table>

A total of 93 respondents indicated their educational status, that is, in this particular question 93 responses were valid. Thirty-nine, that is, 41.9 percent of the respondents had grade 12 (completed school). Only 17.2 percent (16) of the respondents are degree holders, that is, possessed a degree or postgraduate degree.

Question 5: **Current work position**

Table 4.5: Current work position (N = 96)

<table>
<thead>
<tr>
<th>Position</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shop manager</td>
<td>41</td>
<td>42.7%</td>
</tr>
<tr>
<td>Shop supervisor</td>
<td>20</td>
<td>20.8%</td>
</tr>
<tr>
<td>Customer attendant</td>
<td>16</td>
<td>16.7%</td>
</tr>
<tr>
<td>Shop owner</td>
<td>8</td>
<td>8.3%</td>
</tr>
<tr>
<td>Cashier</td>
<td>4</td>
<td>4.2%</td>
</tr>
<tr>
<td>Assistant manager</td>
<td>4</td>
<td>4.2%</td>
</tr>
<tr>
<td>Administrator</td>
<td>2</td>
<td>2.1%</td>
</tr>
<tr>
<td>Shelf packer</td>
<td>1</td>
<td>1.0%</td>
</tr>
</tbody>
</table>
In terms of current work position, 96 responses were valid. The largest percentage of 42.7 percent (41) of the respondents was shop managers and 20.8 percent (20) of the respondents were shop supervisors. A few cashiers, assistant managers, shelf packers and administrators responded to the questionnaire. For the cashiers and the self-packers one might attribute this to the fact that they are mostly busy during ‘shopping’ (work) hours.

**Question 6: How many years of work experience do you have at your current work position?**

Table 4.6: Current work experience (N = 98)

<table>
<thead>
<tr>
<th>Experience</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>17</td>
<td>17.3%</td>
</tr>
<tr>
<td>1 year</td>
<td>16</td>
<td>16.3%</td>
</tr>
<tr>
<td>2 years</td>
<td>16</td>
<td>16.3%</td>
</tr>
<tr>
<td>3 years</td>
<td>5</td>
<td>5.1%</td>
</tr>
<tr>
<td>4 years</td>
<td>11</td>
<td>11.2%</td>
</tr>
<tr>
<td>5-10 years</td>
<td>20</td>
<td>20.4%</td>
</tr>
<tr>
<td>More than 10 years</td>
<td>13</td>
<td>13.3%</td>
</tr>
</tbody>
</table>

Half (50.0%) of the total pool of respondents had been in their current position for not more than two years. The other half of the respondents (50.0%) had at least three years of experience. The largest proportion was 20.4 percent (20) of the respondents with the current work position experience of five-to-ten years. One may conclude that the group will have adequate information about the shopping centre due to their time on the job.
4.2.2 Section B: Shopping centre information

Question 7: Is this specific shopping centre a safe place to work? (in terms of security)

Table 4.7: Work safety (N = 97)

<table>
<thead>
<tr>
<th>Safety</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>63</td>
<td>64.9%</td>
</tr>
<tr>
<td>Unsure</td>
<td>21</td>
<td>21.6%</td>
</tr>
<tr>
<td>No</td>
<td>13</td>
<td>13.4%</td>
</tr>
</tbody>
</table>

There were 97 valid responses to this question. Most of the respondents, 64.9 percent (63) indicated that the shopping centre was a safe place to work in terms of security that is used to reduce crimes. Of the other respondents, 13.4 percent (13) said ‘No’ whilst 21.6 percent (21) of the respondents were unsure. One can conclude that a large proportion of almost 65.0 percent of the respondents agreed that the shopping centre was a safe place to work.

Contrary to the majority and in support of the 13.4 percent of the respondents who indicated that they do not feel safe at work, Hosken and Bateman (2006: 3) state that a shop owner, who had his shop attacked twice by armed robbers within a 10 day period, spoke out. The shop owner stated that the incidents were carried out with military precision and that the robbers were in and out in seconds. He goes on to state that if these people can attack shopping centres, we are easy targets for them and that he lives in fear of the next attack. “Every morning I tell my wife I don’t want to go to the shop, because I don’t know what’s going to happen next. We also have extra security guards but what they can do if a gun is pointed in their face” (Hosken & Bateman, 2006: 3).
**Question 8:** Do you take precautionary measures so as to avoid falling victim to crime(s) at this specific shopping centre?

Table 4.8: Precautionary measures (N = 99)

<table>
<thead>
<tr>
<th>Precautionary measures</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>91</td>
<td>91.9%</td>
</tr>
<tr>
<td>No</td>
<td>8</td>
<td>8.1%</td>
</tr>
</tbody>
</table>

A clear majority of 91.9 percent (91) of the respondents indicated that they took precautionary measures so as to avoid falling victim to crime(s) at the specific shopping centre. Only 8.1 percent (8) of the respondents are not taking any precautionary measures. Even though the majority of the respondents indicated that they view the shopping centre as a safe place to work, respondents are still very cautious of their safety.

**Question 9:** If ‘Yes’ to Question 8, what precautionary measures do you take?

Table 4.9: Precaution measures taken (N = 90)

<table>
<thead>
<tr>
<th>Precautionary Measures</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always aware of surroundings</td>
<td>71</td>
<td>78.9%</td>
</tr>
<tr>
<td>Don't carry cash</td>
<td>23</td>
<td>25.6%</td>
</tr>
<tr>
<td>Don't wear expensive jewellery</td>
<td>16</td>
<td>17.8%</td>
</tr>
<tr>
<td>Always with company</td>
<td>13</td>
<td>14.4%</td>
</tr>
<tr>
<td>Panic button</td>
<td>2</td>
<td>2.2%</td>
</tr>
<tr>
<td>Change route</td>
<td>1</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

Those who indicated that they took precautionary measures were asked to indicate the measures they took. This was a multiple-response question with some respondents giving more than one response. There were 90 respondents that provided valid responses. The majority of the respondents (78.9%) are more aware
of their surroundings whilst almost 26 percent (23) of the respondents indicated that they do not carry cash with them. It can be observed that most of the precautionary measures are to do with the behaviour of the respondent. These respondents did not link their safety to what is provided in terms of the physical protection system in place at the shopping centre to protect them. Only 2.2 percent (2) of the respondents indicated the panic button.

**Question 10:** Would you leave your job at this shopping centre if it had been the target of a violent criminal incident(s)? (e.g. an armed robbery)

**Table 4.10:** Leave job due to violent criminal incident(s) (N = 100)

<table>
<thead>
<tr>
<th>Leave job</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>67</td>
<td>67.0%</td>
</tr>
<tr>
<td>Yes</td>
<td>33</td>
<td>33.0%</td>
</tr>
</tbody>
</table>

The majority, 67.0 percent (67) of the respondents indicated that they would not leave their job if the shopping centre is a target of violent criminal incidents. Only 33 percent (33) of the respondents indicated that they will leave their job. One can conclude that there are a number of reasons as to why respondents may choose not to leave their current employment in light of a violent criminal incident(s). These reasons include but are not limited to: progressing in their career and obtaining skills, jobs or employment in South Africa may be hard to obtain or family commitments.

**Question 11:** If ‘Yes’ to Question 10, please state why?

**Table 4.11:** Reason for leaving job (N = 30)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress</td>
<td>18</td>
<td>60.0%</td>
</tr>
<tr>
<td>Safety reasons</td>
<td>8</td>
<td>26.7%</td>
</tr>
<tr>
<td>If crime occurs more often</td>
<td>4</td>
<td>13.3%</td>
</tr>
</tbody>
</table>
Those respondents who indicated that they will leave their jobs provided the following reasons which are indicated in Table 4.11. The majority of the respondents, 60.0 percent (18), indicated that such experiences will create stress in their life and therefore it can be concluded that they would not like to work under such conditions.

**Question 12:** *What day of the week is this specific shopping centre the busiest? (indicate only one busiest day)*

**Table 4.12: Busiest day of the week (N = 94)**

<table>
<thead>
<tr>
<th>Day of the Week</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>67</td>
<td>71.3%</td>
</tr>
<tr>
<td>Friday</td>
<td>16</td>
<td>17.0%</td>
</tr>
<tr>
<td>Thursday</td>
<td>7</td>
<td>7.4%</td>
</tr>
<tr>
<td>Monday</td>
<td>2</td>
<td>2.1%</td>
</tr>
<tr>
<td>Tuesday</td>
<td>1</td>
<td>1.1%</td>
</tr>
<tr>
<td>Sunday</td>
<td>1</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

Over seventy percent (71.3%) of the respondents indicated that Saturday was the busiest day of the week. Monday, Tuesday and Sunday were viewed as the least busy days at the shopping centres.

In support of the findings above, studies have shown that most retail armed robberies occur on Mondays, Saturdays and Sundays because there is a perception among criminals that there is more money inside the store on those days than any other time during the week (SAPA, 2011: 1). This is because many retailers have their biggest sales over the weekend but do not always bank immediately (Anon., 2008a: 37).
**Question 13:** Which part of the day is this specific shopping centre the busiest?

Table 4.13: Busiest time of the day (N = 94)

<table>
<thead>
<tr>
<th>Busiest time of day</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midday</td>
<td>58</td>
<td>61.7%</td>
</tr>
<tr>
<td>Afternoon</td>
<td>34</td>
<td>36.2%</td>
</tr>
<tr>
<td>Morning</td>
<td>3</td>
<td>3.2%</td>
</tr>
<tr>
<td>Evening</td>
<td>1</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

The respondents were asked which part of the day was the busiest. This was a multiple-response question were a respondent could give more than one response. There were 94 respondents who provided an answer. Midday (61.7%) seemed to be the busiest time of the day followed by afternoons (36.2%). Midday and afternoon made up 97.9% (92) of the responses provided. Mornings and evenings (4.3%) were the least busy.

**Question 14:** Are the security measures at this shopping centre effective?

Table 4.14: Effectiveness of security measures (N = 100)

<table>
<thead>
<tr>
<th>Effective security measures</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>49</td>
<td>49.0%</td>
</tr>
<tr>
<td>Unsure</td>
<td>37</td>
<td>37.0%</td>
</tr>
<tr>
<td>No</td>
<td>14</td>
<td>14.0%</td>
</tr>
</tbody>
</table>

Nearly half (49.0%) of the respondents indicated that the security measures were effective at the shopping centre; 37.0 percent (37) were unsure and 14.0 percent (14) indicated that they were not effective.
**Question 15:** If you answered ‘Yes’ to Question 14, please state why you think the security measures at this shopping centre are effective?

Table 4.15: Reasons for security measures being effective (N = 42)

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual presence of security</td>
<td>36</td>
<td>85.7%</td>
</tr>
<tr>
<td>Security guards are quick to respond to calls</td>
<td>7</td>
<td>16.7%</td>
</tr>
<tr>
<td>CCTV surveillance system in place</td>
<td>2</td>
<td>4.8%</td>
</tr>
</tbody>
</table>

Those who indicated that the security measures at the shopping centre were effective were asked to provide reasons. This was a multiple-response question with some respondents giving more than one response. There were 42 respondents that provided valid responses. There were three categories of responses received. The majority, 85.7 percent (36) of the respondents indicated that there is a visual presence of security.

**Question 16:** If you answered ‘No’ to Question 14, please state why you think the security measures at this shopping centre are not effective?

Table 4.16: Reasons for security measures not being effective (N = 10)

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Frequency</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>More and armed security guards are needed</td>
<td>3</td>
<td>30.0%</td>
</tr>
<tr>
<td>Security guards not always available when they are needed</td>
<td>2</td>
<td>20.0%</td>
</tr>
<tr>
<td>We do not have any security guards</td>
<td>2</td>
<td>20.0%</td>
</tr>
<tr>
<td>There has been robberies and a man was shot dead</td>
<td>1</td>
<td>10.0%</td>
</tr>
<tr>
<td>Response by security guards is sluggish and slow</td>
<td>1</td>
<td>10.0%</td>
</tr>
<tr>
<td>Guards are not well trained to deal with armed robberies</td>
<td>1</td>
<td>10.0%</td>
</tr>
</tbody>
</table>
Those who indicated that the security measures at the shopping centre were not effective were asked to provide reasons. There were ten respondents that provided valid responses. The main category that came to the fore was that of security guards and their incompetence. Some of the issues included security guards not being available when needed, response by security guards is sluggish and slow, and that of security guards not being well trained to deal with a difficult situation such as an armed robbery.

In reference to the research findings above and specifically the subject of security guards, McDermott (2008: 20) states that security guards should not have weapons and believes that having armed security guards would simply increase the danger to the retail staff and customers as crime patterns show that the size and weaponry of armed gangs just escalates in proportion to your level of armed security. Retail stores are increasingly being seen as ‘soft targets’ for violent crimes and specifically armed robberies and innocent retail staff and customers are often caught in the cross fire. While the larger retail stores have tended to contract security guards at their front entrances, these security guards are not specifically trained to manage violent situations but rather to deter would be shoplifters and petty criminals. Even those shopping centres that have contracted outsourced security companies, have very little chance of averting an armed robbery as these gangs usually work in large numbers and overpower existing security guards. This is yet another example of why employing intelligent technology is far more efficient and safer than using the old ‘guns and guards’ method.

Retailers in some instances have installed Closed Circuit Television (CCTV) cameras to help with surveillance, as well as sophisticated alarm systems (Anderson, 2008: 25). While these play a valuable role, a shopping centre needs to approach its security in a holistic manner and they need to ensure all security staff complies with minimum training standards.
Question 17: If you answered ‘Unsure’ to Question 14, please give reasons for your choice?

Table 4.17: Reasons for being unsure whether security measures were effective (N = 30)

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security guards are not always around when needed</td>
<td>10</td>
<td>33.3%</td>
</tr>
<tr>
<td>Security guards do not respond quickly</td>
<td>7</td>
<td>23.3%</td>
</tr>
<tr>
<td>Do not know the level of criminal activity and no access to that information</td>
<td>4</td>
<td>13.3%</td>
</tr>
<tr>
<td>Armed response vehicles are around but crimes still occurs</td>
<td>3</td>
<td>10.0%</td>
</tr>
<tr>
<td>New in the shopping centre</td>
<td>2</td>
<td>6.7%</td>
</tr>
<tr>
<td>There is always a shortage of security guards</td>
<td>1</td>
<td>3.3%</td>
</tr>
<tr>
<td>No one comes to check if the security system in the store is still working</td>
<td>1</td>
<td>3.3%</td>
</tr>
<tr>
<td>Previous incidents that have occurred</td>
<td>1</td>
<td>3.3%</td>
</tr>
<tr>
<td>No panic buttons and cameras because the centre has just been renovated</td>
<td>1</td>
<td>3.3%</td>
</tr>
<tr>
<td>Security guards do not have proper weapons to deal with tough situations</td>
<td>1</td>
<td>3.3%</td>
</tr>
</tbody>
</table>

Those respondents who were unsure about whether the security measures at the shopping centre were effective were asked to provide reasons. This was a multiple-response question with some respondents giving more than one response. There were thirty respondents that provided valid responses as indicated in Table 4.17. Most of the responses received by these respondents overlap with and can be linked to the reasons provided for why the security measures at the shopping centre were not effective as in Table 4.16.
Question 18: Were you informed, by your superior, of the security measures that are in place at this shopping centre?

Table 4.18: Informed of security measures (N = 84)

<table>
<thead>
<tr>
<th>Informed of security measures</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>53</td>
<td>63.0%</td>
</tr>
<tr>
<td>No</td>
<td>31</td>
<td>36.9%</td>
</tr>
</tbody>
</table>

A total of 84 valid responses were received from the respondents to the question on whether they were informed by their superiors of the security measures that were in place at the shopping centre. The majority of the respondents, 63.0 percent (53), indicated that there were informed of the security measures whilst 36.9 percent (31) of the respondents indicated that they were not informed of the security measures in place at the shopping centre.

In reference to informing staff about security measures, Enterprise Solutions (2009: np) states that the accompanying step of employee training is often neglected. Good training will teach staff to be observant and constantly on the lookout for suspicious or unusual behaviour. Involving employees in the company’s security culture as a whole invariably secures a higher level of commitment from them with regard to adopting various security systems and protocols.

Question 19: Which of the security measures do you know of (or observed) as being in place at this shopping centre as a whole?

Table 4.19: Security measures in place at the shopping centre (N = 92)

<table>
<thead>
<tr>
<th>Security measure in place</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCTV surveillance system</td>
<td>63</td>
<td>68.5%</td>
</tr>
<tr>
<td>Fire extinguishers</td>
<td>62</td>
<td>67.4%</td>
</tr>
<tr>
<td>Patrolling security officers</td>
<td>61</td>
<td>66.3%</td>
</tr>
<tr>
<td>Unarmed guards</td>
<td>58</td>
<td>63.0%</td>
</tr>
<tr>
<td>Security Measure</td>
<td>Percentage</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>------------</td>
<td></td>
</tr>
<tr>
<td>Cash collected by a cash-in-transit company</td>
<td>47.8%</td>
<td></td>
</tr>
<tr>
<td>Boom gate at entrance</td>
<td>43.5%</td>
<td></td>
</tr>
<tr>
<td>Quad bike/motorbike or bicycle patrols in car park</td>
<td>43.5%</td>
<td></td>
</tr>
<tr>
<td>Patrol in shopping centre corridors</td>
<td>43.5%</td>
<td></td>
</tr>
<tr>
<td>Alarm system</td>
<td>38.0%</td>
<td></td>
</tr>
<tr>
<td>Security lighting around the shopping centre</td>
<td>33.7%</td>
<td></td>
</tr>
<tr>
<td>Fence</td>
<td>27.2%</td>
<td></td>
</tr>
<tr>
<td>Signboards indicating security services at mall</td>
<td>27.2%</td>
<td></td>
</tr>
<tr>
<td>Armed guards</td>
<td>23.9%</td>
<td></td>
</tr>
<tr>
<td>Access control at door entrances (e.g. turnstiles, glass revolving or time delay lock doors)</td>
<td>21.7%</td>
<td></td>
</tr>
<tr>
<td>Intercom system</td>
<td>14.1%</td>
<td></td>
</tr>
<tr>
<td>Wall</td>
<td>10.9%</td>
<td></td>
</tr>
<tr>
<td>Bullet proof windows</td>
<td>2.2%</td>
<td></td>
</tr>
</tbody>
</table>

Ninety-two respondents indicated the security measures they knew of as being in place at the shopping centre. It was a multiple-response question where some respondents gave more than one response. The majority of the respondents (at least 60 percent for each security measure) noticed the following security measures:

- CCTV surveillance system (68.5%);
- Fire extinguishers (67.4%);
- Patrolling security officers (66.3%); and
- Unarmed guards (63.0%).

In spite of the many visible and known security measures or risk control measures at shopping centres, armed robberies continue to grab headlines in the press. It goes without saying that, shopping centres and the retail outlet managers and owners have a duty to do as much as they possibly can to ensure the safety of their employees and customers. Many of them have taken to installing sophisticated CCTV surveillance systems that should provide early warning of such armed robberies. Yet the crime continues. Much of the problem can possibly lie with the lack of integration of systems or alternately ineffective integration of systems.
According to Anon. (2007: 18), an integrated security system must also act as a credible deterrent so that would-be criminals avoid the area and further states that the only way to achieve this is by successfully preventing crime or by apprehending and successfully prosecuting criminals if a crime occurs. The most important consideration of all is that the system must offer management suitable information upon which crime prevention action can be taken, managed and controlled. Such security information can also be integrated to benefit overall operational management and the management and maintenance of physical assets.

**Question 20:** If you chose ‘Item 5’ from Question 19, which area(s) of this shopping centre does it cover?

**Table 4.20:** Area where CCTV surveillance system is located (N = 63)

<table>
<thead>
<tr>
<th>Area</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entrances/exits</td>
<td>50</td>
<td>79.4%</td>
</tr>
<tr>
<td>Passages/walkways</td>
<td>43</td>
<td>68.3%</td>
</tr>
<tr>
<td>Covered parking</td>
<td>37</td>
<td>58.7%</td>
</tr>
<tr>
<td>Access control boom gate</td>
<td>25</td>
<td>39.7%</td>
</tr>
<tr>
<td>Each shop front</td>
<td>13</td>
<td>20.6%</td>
</tr>
<tr>
<td>Open car park</td>
<td>10</td>
<td>15.9%</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>1.6%</td>
</tr>
<tr>
<td>All over the mall</td>
<td>1</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

Those who observed the CCTV surveillance system were asked to state which areas of the shopping centre it covers. This was a multiple-response question. Most of the CCTV surveillance cameras are located in the following areas as indicated in Table 4.20:

- Entrances/exits (79.4%);
- Passages/walkways (68.3%); and
- Covered parking (58.7%).
**Question 21:** If you chose ‘Item 5’ from Question 19, approximately how many cameras do you think there are installed at this shopping centre?

Table 4.21: Estimated number of cameras installed in shopping centre (N = 28)

<table>
<thead>
<tr>
<th>Number of cameras</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 and below</td>
<td>13</td>
<td>46.4%</td>
</tr>
<tr>
<td>11-50</td>
<td>13</td>
<td>46.4%</td>
</tr>
<tr>
<td>Above 50</td>
<td>2</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

Those who observed the CCTV surveillance system were also asked to state how many cameras they thought were installed at the shopping centre. Only 28 respondents provided a response. According to the respondents, on the average approximately 39 (mean = 38.79) cameras are installed in the shopping centres.

**Question 22:** Is there a control room onsite at this specific shopping centre?

Table 4.22: Onsite control room (N = 93)

<table>
<thead>
<tr>
<th>Onsite control room</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>78</td>
<td>83.9%</td>
</tr>
<tr>
<td>Unsure</td>
<td>14</td>
<td>15.1%</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

A large proportion of 83.9 percent (78) of the respondents indicated that there was a control room onsite at the shopping centre; 15.1 percent (14) of the respondents were unsure and only 1.1 percent (1) of the respondents indicated that there was no control room onsite. Thus, the majority of retail employees knew of the existence of a security control room.
Question 23: If ‘Yes’ to Question 22, are there control room operators working on shift monitoring and recording footage 24/7 at this shopping centre?

Table 4.23: Control room operator working on shift (N = 77)

<table>
<thead>
<tr>
<th>Control room operator</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>50</td>
<td>64.1%</td>
</tr>
<tr>
<td>Unsure</td>
<td>27</td>
<td>34.6%</td>
</tr>
</tbody>
</table>

Of those who indicated that they knew of the onsite security control room, only 77 of the respondents provided a response to this follow-up question. 64.1 percent (50) of the respondents indicated that there were control room operators working on shift monitoring and recording footage 24/7 at the shopping centre, whilst 34.6% (27) were unsure.

Research has shown that the maximum time a control room operator can realistically concentrate on a monitor or screen is twenty minutes (Beazly, 2010: 20). Good management and control room systems are essential to assist these operators in proactive surveillance to prevent crime. Control room operators also need to be well-trained in human behaviour patterns and body language in order to recognise the build-up to an armed robbery or other incident. This will allow the control room operator to take preventative action while ensuring the safety of customers and innocent bystanders. Training is critical and should involve police and other authorities who can provide information on modus operandi variations, as well as details and photographs of known criminals that will assist operators to recognise them on CCTV footage relayed to the operations room. Also security procedures and processes have to be regularly reviewed, tested and audited to maintain the highest possible standards and to motivate staff, ensuring they are always ready and prepared for any eventuality (Coetzer, 2007: 33).
**Question 24:** Does this shopping centre keep a record of criminal (and other) incidents that occur?

**Table 4.24:** Record of criminal and other incidents (N = 92)

<table>
<thead>
<tr>
<th>Records</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsure</td>
<td>59</td>
<td>64.0%</td>
</tr>
<tr>
<td>Yes</td>
<td>31</td>
<td>33.7%</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

In terms of whether the shopping centre kept a record of criminal and other incidents that occurred, there were 92 valid responses. Sixty-four percent (59) of the respondents were unsure; 33.7 percent (31) of the respondents indicated that records were kept and only 2.2 percent (2) of the respondents indicated that there were no records kept.

Criminal and other incidents such as fires, floods and evacuations, need to be actioned appropriately in order to protect staff and customers. Record keeping is one way of achieving this, since it should document every action taken and consequences. Therefore, it is important to know company procedures for all types of emergencies. According to Enterprise Solutions (2009: np), after a security incident occurs all the staff and manager should review the incident and make any changes to the procedure they see fit.

**Question 25:** Does this shopping centre have an emergency procedures manual/crisis/disaster preparedness plan?

**Table 4.25:** Emergency procedures manual/crisis/disaster plan (N = 100)

<table>
<thead>
<tr>
<th>Emergency procedures</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsure</td>
<td>58</td>
<td>57.6%</td>
</tr>
<tr>
<td>Yes</td>
<td>41</td>
<td>41.3%</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
<td>1.1%</td>
</tr>
</tbody>
</table>
The majority of the respondents (57.6%) were unsure if the shopping centre had an emergency procedures manual/crisis/disaster preparedness plan. Forty-one (41.3%) of the respondents indicated that there was such a plan and 1.1 percent (1) of the respondents indicated that there was no plan.

Van Maanenberg (1995: 167) states that the need for emergency planning is vital. Emergencies may include bomb threats; arson threats; burglary; armed robberies; fire flood and earthquake; extortion demands; executive kidnapping; and product contamination. Shopping centres should have an intensive proactive and reactive contingency plan in place, consisting of several phases to counter any attacks on customers, shops and staff. This plan should include early warning systems; enhancing relations between centre management and the police in terms of crime prevention and investigation; and developing patterns of the different security risks facing shopping centres (Hosken, 2007: 1).

**Question 26: If ‘Yes’ to Question 25, does this shopping centre test these plans?**

**Table 4.26: Testing of plans (N = 38)**

<table>
<thead>
<tr>
<th>Testing of plans</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>30</td>
<td>78.9%</td>
</tr>
<tr>
<td>No</td>
<td>8</td>
<td>21.1%</td>
</tr>
</tbody>
</table>

Of the 41 respondents who indicated ‘Yes’, in Table 4.25, only 38 of the respondents went on to provide a response to this follow up question. The majority, 78.9 percent (30) of respondents indicated that the shopping centre tests the emergency procedures manual/crisis/disaster preparedness plans whilst 21.1 percent (8) indicated that the shopping centre does not test the plans.
Question 27: If ‘Yes’ to Question 26, how often do these plans get tested?

Table 4.27: Frequency of testing plans (N = 25)

<table>
<thead>
<tr>
<th>Frequency of testing</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every month</td>
<td>10</td>
<td>40.0%</td>
</tr>
<tr>
<td>Every six months</td>
<td>7</td>
<td>28.0%</td>
</tr>
<tr>
<td>Every three months</td>
<td>5</td>
<td>20.0%</td>
</tr>
<tr>
<td>Once a year</td>
<td>3</td>
<td>12.0%</td>
</tr>
</tbody>
</table>

Those respondents that indicated that the emergency procedures manual/crisis/disaster preparedness plans were tested were also asked to state the frequency of such tests. Only 25 managed to indicate how often they are carried out as indicated in Table 4.27 above.

According to the respondents, from Table 4.27, testing does occur fairly regularly. According to Anon. (2007: 22), security procedures and processes have to be regularly reviewed, tested and audited to maintain the highest possible standards and to motivate staff, ensuring they are always ready and prepared for any eventuality. Also in support of testing emergency plans, ADT Security (2008: np), states that testing of emergency plans and training should be carried out on a regular basis involving all concerned. This includes liaison with local law enforcement. Training of all tenant staff needs to be conducted, as well as outsourced and contracted security staff together with periodic testing, revision and drills. This would also include the SAPS, C-i-T companies, alarm companies, armed response and all emergency services. A communication network then needs to be set up so that information can be relayed to all parties concerned and action taken as soon as possible. In addition there should be regular meetings of all representatives. It is further detailed, that both shopping centre owners and tenants need to better coordinate efforts to gain greater insight into how they should deal with security preparedness and response in the event of armed robberies. It is believed that a detailed risk assessment should be conducted together with documented preventative measures and emergency procedures.
Question 28: Are there security policies and procedures (security plan) in place at this shopping centre?

Table 4.28: Policies and procedures (N = 89)

<table>
<thead>
<tr>
<th>Policies and procedures</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsure</td>
<td>49</td>
<td>55.1%</td>
</tr>
<tr>
<td>Yes</td>
<td>38</td>
<td>42.7%</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

More than half of the respondents, 55.1 percent (49) were unsure of the existence of a security plan at the shopping centre. Thirty-eight (42.7%) of the respondents stated that there is a security plan in place whilst only two (2.2%) of the respondents stated that there is no security plan in place at the shopping centre. One can conclude that if security policies and procedures are in place, most of the retail staff is not aware of it.

In terms of security planning, an all-inclusive process and policy-oriented security approach should be utilised. When this is combined with a policy based on specific data, it will mean greater consistency and confidence in security processes across a shopping centre (BiometriX, 2009: 32). However, as seen in Table 4.28, most employees who responded were not aware whether these policies and procedures exist at the shopping centre. Having well thought through and a seemingly effective system or systems is not the last step and can still lead to failure. The existence and presence of security systems and measures need to be communicated effectively to all concerned. Also security procedures and processes have to be regularly reviewed, tested, audited and with regular maintenance done on them, in order to retain and uphold the highest possible standards and to motivate staff, ensuring they are always ready and prepared for any eventuality (Anon., 2007: 22).
**Question 29:** If ‘Yes’ to Question 28, are you familiar with the security policies and procedures that are in place?

**Table 4.29:** Familiar with the security policies and procedures (N = 35)

<table>
<thead>
<tr>
<th>Familiarity</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>23</td>
<td>65.7%</td>
</tr>
<tr>
<td>No</td>
<td>12</td>
<td>34.3%</td>
</tr>
</tbody>
</table>

Of those respondents who indicated that there were aware of the security policies and procedures in place at the shopping centre, only 35 of the respondents managed to answer the question of whether they were familiar with them. Of these, a clear majority of 65.7 percent (23) of the respondents indicated that they were familiar with the policies and procedures whilst 34.3 percent (12) of the respondents were not familiar with it.

**Question 30:** If ‘Yes’ to Question 28, are these security policies and procedures noticeably displayed? (e.g. in a manual, on a notice board)

**Table 4.30:** Policy and procedures noticeably displayed (N = 32)

<table>
<thead>
<tr>
<th>Noticeably displayed</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>22</td>
<td>68.8%</td>
</tr>
<tr>
<td>No</td>
<td>10</td>
<td>31.3%</td>
</tr>
</tbody>
</table>

Those respondents who indicated that they were aware of the security policies and procedures in place at the shopping centre were asked this follow up question. Of the 32 respondents who answered this question, 68.8 percent (22) of the respondents indicated that they were noticeably displayed whilst 31.3 percent (10) of the respondents indicated that they were not noticeably displayed for example in a manual and on notice boards.
Question 31: Which of the following crimes have been or are being experienced at this shopping centre?

Table 4.31: Crimes experienced at shopping centre (N = 79)

<table>
<thead>
<tr>
<th>Crimes</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>59</td>
<td>74.7%</td>
</tr>
<tr>
<td>Armed robbery</td>
<td>41</td>
<td>51.9%</td>
</tr>
<tr>
<td>Retail shrinkage (shoplifting and employee theft)</td>
<td>37</td>
<td>46.8%</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>33</td>
<td>41.8%</td>
</tr>
<tr>
<td>Pick pocketing</td>
<td>25</td>
<td>31.6%</td>
</tr>
<tr>
<td>Mugging</td>
<td>19</td>
<td>24.1%</td>
</tr>
<tr>
<td>Burglary</td>
<td>13</td>
<td>16.5%</td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>11</td>
<td>13.9%</td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>9</td>
<td>11.4%</td>
</tr>
<tr>
<td>Assault</td>
<td>9</td>
<td>11.4%</td>
</tr>
<tr>
<td>ATM crimes (e.g. bombings)</td>
<td>7</td>
<td>8.9%</td>
</tr>
<tr>
<td>Malicious damage to property</td>
<td>7</td>
<td>8.9%</td>
</tr>
<tr>
<td>Murder</td>
<td>6</td>
<td>7.6%</td>
</tr>
<tr>
<td>Cash heists</td>
<td>6</td>
<td>7.6%</td>
</tr>
<tr>
<td>Hostage taking of staff and/or customers</td>
<td>4</td>
<td>5.1%</td>
</tr>
<tr>
<td>Attempted murder</td>
<td>3</td>
<td>3.8%</td>
</tr>
<tr>
<td>Rape</td>
<td>2</td>
<td>2.5%</td>
</tr>
<tr>
<td>Vandalism to the security measures</td>
<td>1</td>
<td>1.3%</td>
</tr>
</tbody>
</table>

A total number of 79 respondents indicated the crimes that have been or are being experienced at the shopping centre. This was a multiple-response question where a respondent could give more than one response. The most common crimes include: theft (74.7%); armed robbery (51.9%); and retail shrinkage (shoplifting and employee theft) (46.8%). The crimes least experienced include: attempted murder (3.8%); rape (2.5%); and vandalism to the security measures (1.3%).
It is stated by McDermott (2008: 20) that use should be made of intelligent, integrated security that is smart enough to catch criminals and prevent crime. That is technology and the intelligent use of technology must be harnessed to effectively tackle the problems of theft, shrinkage and of other rising crimes in South Africa’s retail sector. McDermott (2008: 20) goes on to state that CCTV has an increasing role to play in reducing shrinkage and that linking CCTV systems to points of sale promises to significantly reduce shrinkage in stores.

Question 32: How often does each crime that you have stated above occur?

Table 4.32: Frequency of crimes experienced

<table>
<thead>
<tr>
<th>Crime</th>
<th>0-3 months</th>
<th>4-6 months</th>
<th>7-9 months</th>
<th>More than 9 months</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>63.6% (28)</td>
<td>15.9% (7)</td>
<td>4.5% (2)</td>
<td>15.9% (7)</td>
<td>44</td>
</tr>
<tr>
<td>Armed robbery</td>
<td>8.1% (3)</td>
<td>18.9% (7)</td>
<td>13.5% (5)</td>
<td>59.5% (22)</td>
<td>37</td>
</tr>
<tr>
<td>Retail shrinkage</td>
<td>76.9% (20)</td>
<td>7.7% (2)</td>
<td>-</td>
<td>15.4% (4)</td>
<td>26</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>29.2% (7)</td>
<td>20.8% (5)</td>
<td>16.7% (4)</td>
<td>33.3% (8)</td>
<td>24</td>
</tr>
<tr>
<td>Pick pocketing</td>
<td>54.5% (12)</td>
<td>13.6% (3)</td>
<td>4.5% (1)</td>
<td>27.3% (6)</td>
<td>22</td>
</tr>
<tr>
<td>Mugging</td>
<td>44.4% (8)</td>
<td>33.3% (6)</td>
<td>-</td>
<td>22.2% (4)</td>
<td>18</td>
</tr>
<tr>
<td>Burglary</td>
<td>18.2% (2)</td>
<td>27.3% (3)</td>
<td>9.1% (1)</td>
<td>45.5% (5)</td>
<td>11</td>
</tr>
<tr>
<td>Assault</td>
<td>30.0% (3)</td>
<td>30.0% (3)</td>
<td>10.0% (1)</td>
<td>30.0% (3)</td>
<td>10</td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>11.1% (1)</td>
<td>77.8% (7)</td>
<td>11.1% (1)</td>
<td>-</td>
<td>9</td>
</tr>
<tr>
<td>Hostage taking of staff and/or customers</td>
<td>12.5% (1)</td>
<td>12.5% (1)</td>
<td>12.5% (1)</td>
<td>62.5% (5)</td>
<td>8</td>
</tr>
<tr>
<td>Murder</td>
<td>-</td>
<td>-</td>
<td>14.3% (1)</td>
<td>85.7% (6)</td>
<td>7</td>
</tr>
<tr>
<td>Cash heists</td>
<td>14.3% (1)</td>
<td>-</td>
<td>28.6% (2)</td>
<td>57.1% (4)</td>
<td>7</td>
</tr>
<tr>
<td>Malicious damage to property</td>
<td>16.7% (1)</td>
<td>16.7% (1)</td>
<td>16.7% (1)</td>
<td>50.0% (3)</td>
<td>6</td>
</tr>
<tr>
<td>ATM crimes</td>
<td>40.0% (2)</td>
<td>20.0% (1)</td>
<td>-</td>
<td>40.0% (2)</td>
<td>5</td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>60.0% (3)</td>
<td>20.0% (1)</td>
<td>-</td>
<td>20.0% (1)</td>
<td>5</td>
</tr>
<tr>
<td>Attempted murder</td>
<td>33.3% (1)</td>
<td>-</td>
<td>-</td>
<td>66.7% (2)</td>
<td>3</td>
</tr>
<tr>
<td>Rape</td>
<td>33.3% (1)</td>
<td>-</td>
<td>-</td>
<td>66.7% (2)</td>
<td>3</td>
</tr>
<tr>
<td>Vandalism to the security measures</td>
<td>33.3% (1)</td>
<td>-</td>
<td>-</td>
<td>66.7% (2)</td>
<td>3</td>
</tr>
</tbody>
</table>
The respondents to Question 31 were asked to indicate the frequency of the crimes they mentioned. Of the crimes that occurred the most, theft occurred within three months as indicated by 63.6 percent of the respondents; retail shrinkage (shoplifting and employee theft) occur within three months as indicated by 76.9 percent of the respondents and armed robbery occur in a period of more than nine months as indicated by 59.5 percent of the respondents.

From Table 4.32, theft, in its many forms, and armed robbery are the more frequent crimes experienced at the shopping centre or in the retail space. Chui (2009: 28), states that unlike banks which have sophisticated security systems in place, most retailers are very vulnerable to robbery and shrinkage (shoplifting in particular). He further mentions that some retailers often do not take even the simplest steps to adequately secure their personnel, stock and cash, thereby creating vulnerability and providing opportunities to being robbed. Criminals always look for such opportunities and system weaknesses taking into account the risk (to them) factor before committing a crime.

**Question 33: What are the most-at-risk assets at this shopping centre?**

**Table 4.33: Asset most at risk**

<table>
<thead>
<tr>
<th>Asset</th>
<th>Neutral</th>
<th>Least at risk</th>
<th>Slightly at risk</th>
<th>Most at risk</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>20.7% (12)</td>
<td>6.9% (4)</td>
<td>20.7% (12)</td>
<td>51.7% (30)</td>
<td>58</td>
</tr>
<tr>
<td>Customers</td>
<td>25.0% (12)</td>
<td>18.8% (9)</td>
<td>39.6% (19)</td>
<td>16.7% (8)</td>
<td>48</td>
</tr>
<tr>
<td>Employees</td>
<td>20.0% (10)</td>
<td>16.0% (8)</td>
<td>38.0% (19)</td>
<td>26.0% (13)</td>
<td>50</td>
</tr>
<tr>
<td>Management</td>
<td>34.0% (16)</td>
<td>23.4% (11)</td>
<td>25.5% (12)</td>
<td>17.0% (8)</td>
<td>47</td>
</tr>
<tr>
<td>Merchandise</td>
<td>8.0% (4)</td>
<td>10.0% (5)</td>
<td>20.0% (10)</td>
<td>62.0% (31)</td>
<td>50</td>
</tr>
<tr>
<td>Safe</td>
<td>22.2% (10)</td>
<td>26.7% (12)</td>
<td>26.7% (12)</td>
<td>24.4% (11)</td>
<td>45</td>
</tr>
<tr>
<td>Security measures onsite</td>
<td>37.8% (17)</td>
<td>20.0% (9)</td>
<td>26.7% (12)</td>
<td>15.6% (7)</td>
<td>45</td>
</tr>
<tr>
<td>Vehicles in car park</td>
<td>17.0% (8)</td>
<td>19.1% (9)</td>
<td>31.9% (15)</td>
<td>31.9% (15)</td>
<td>47</td>
</tr>
</tbody>
</table>
Merchandise and cash are the most vulnerable and at risk assets. In terms of assets at risk, from highest to lowest, the order is indicated below:

- Merchandise (62.0%);
- Cash (51.7%);
- Vehicles in car park (31.9%);
- Employees (26.0%);
- Safe (24.4%);
- Management (17.0%);
- Customers (16.7%); and
- Security measures onsite (15.6%).

In support of the above finding, Larsen (2008: 14) states that one of the main targets of armed robbers in the retail sector was cash. However, these armed robbers have also evolved and are targeting top-of-the-range outlets that sell valuable merchandise. Also, according to the Consumer Goods Council of South Africa (CGCSA), armed robbers are increasingly turning their focus away from robbing helpless customers and are targeting lucrative outlets such as jewellers, electronic goods and appliance stores (Hosken & Du Plooy, 2005: 1). Armed robberies at shopping centres have increased by 60 percent from 274 reported incidents in the financial year 2011/2012 to 438 reported incidents in 2012/2013 with the reported financial loss increasing from R20.5 million to R38.7 million as stated by the CGCSA’s Consumer Goods Risk Initiative (CGRI). According to research by the CGRI, the highest targeted commodity in shopping centre armed robbery incidents in 2013 were cell phones and jewellery. There were 157 reported armed robbery incidents where cell phones were targeted from January 2013 to September 2013 as compared to only 36 cell phone-related incidents for the same period in 2012 according to the CGRI (Anon., 2013: 6).
Question 34: Who handles (deals with) the criminal incidents that occur at this shopping centre?

Table 4.34: Handling of criminal incidents (N = 81)

<table>
<thead>
<tr>
<th>Handling of criminal incidents</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>The police</td>
<td>53</td>
<td>65.4%</td>
</tr>
<tr>
<td>The contracted private security companies</td>
<td>36</td>
<td>44.4%</td>
</tr>
<tr>
<td>Shopping centre management</td>
<td>26</td>
<td>32.1%</td>
</tr>
</tbody>
</table>

A total of 81 valid responses were received and this was a multiple-response question. In most cases, 65.4 percent (53) of the respondents indicated that, the South African Police Service (SAPS) are the ones who handled the criminal incidents.

4.2.3 Section C: Criminal incidents at this specific shopping centre

Question 35: In the last twelve (12) months have you witnessed (seen/observed) any criminal incident(s) at this particular shopping centre?

Table 4.35: Crime witnessed at shopping centre (N = 83)

<table>
<thead>
<tr>
<th>Crime witnessed</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>44</td>
<td>53.0%</td>
</tr>
<tr>
<td>Yes</td>
<td>39</td>
<td>47.0%</td>
</tr>
</tbody>
</table>

Forty-seven percent (39) of the respondents indicated that they did witness a criminal incident(s) at the shopping centre whilst 53.0 percent (44) of the respondents indicated they had not witnessed a crime at the shopping centre.
**Question 36:** If ‘Yes’ to Question 35, please identify the type of crime(s) you witnessed and indicate the frequency of this crime(s)?

**Table 4.36: Criminal incidents witnessed and frequency**

<table>
<thead>
<tr>
<th>Criminal incidents witnessed</th>
<th>1-3 times</th>
<th>4-6 times</th>
<th>More than 7 times</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>64.7% (11)</td>
<td>11.8% (2)</td>
<td>23.5% (4)</td>
<td>17</td>
</tr>
<tr>
<td>Armed robbery</td>
<td>100.0% (16)</td>
<td>-</td>
<td>-</td>
<td>16</td>
</tr>
<tr>
<td>Retail shrinkage</td>
<td>53.8% (7)</td>
<td>15.4% (2)</td>
<td>30.8% (4)</td>
<td>13</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>87.5% (7)</td>
<td>-</td>
<td>12.5% (1)</td>
<td>8</td>
</tr>
<tr>
<td>Pick pocketing</td>
<td>40.0% (2)</td>
<td>20.0% (1)</td>
<td>40.0% (2)</td>
<td>5</td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>66.7% (2)</td>
<td>33.3% (1)</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Cash heists</td>
<td>100.0% (3)</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Mugging</td>
<td>-</td>
<td>50.0% (1)</td>
<td>50.0% (1)</td>
<td>2</td>
</tr>
<tr>
<td>Burglary</td>
<td>50.0% (1)</td>
<td>50.0% (1)</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>100.0% (2)</td>
<td>-</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Hostage taking</td>
<td>100.0% (2)</td>
<td>-</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>ATM crimes (e.g. bombings)</td>
<td>100.0% (1)</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Malicious damage to property</td>
<td>100.0% (1)</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
</tbody>
</table>

The most common criminal incidents as witnessed by the respondents are theft, armed robbery and retail shrinkage (shoplifting and employee theft). The proportion of respondents who indicated that they witnessed these crimes one to three times in the twelve month period is 64.7 percent, 100.0 percent and 53.8 percent respectively.
Question 37: Please identify from your contributions above (Question 36) a crime incident that you have witnessed (in the last 12 months) that have had the most impact on you?

Table 4.37: Most impactful criminal incident witnessed (N = 39)

<table>
<thead>
<tr>
<th>Crime with most impact</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armed robbery</td>
<td>12</td>
<td>30.7%</td>
</tr>
<tr>
<td>Theft</td>
<td>11</td>
<td>28.2%</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>5</td>
<td>12.8%</td>
</tr>
<tr>
<td>Cash heists</td>
<td>3</td>
<td>7.7%</td>
</tr>
<tr>
<td>Shoplifting</td>
<td>2</td>
<td>5.1%</td>
</tr>
<tr>
<td>Pick pocketing</td>
<td>2</td>
<td>5.1%</td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>2</td>
<td>5.1%</td>
</tr>
<tr>
<td>ATM crimes</td>
<td>1</td>
<td>2.6%</td>
</tr>
<tr>
<td>Car theft</td>
<td>1</td>
<td>2.6%</td>
</tr>
</tbody>
</table>

A total number of 39 respondents gave their views on which crime witnessed had the most impact. Armed robbery (30.7%) and theft (28.2%) were the most impactful as indicated in Table 4.37.

In reference to the above finding, it is understandable that armed robbery is the most impactful even if just witnessed. Hosken and Du Plooy (2005: 1) provide an example of a witnessed incident and its impact on retail staff. According to Hosken and Du Plooy (2005: 1) an armed robbery incident at a jewellery store within a shopping centre has left the shopping centre’s retail staff traumatised. Several of the retail staff indicated that it was becoming too dangerous to venture out to buy even bread and milk. A shoe store employee who witnessed the attack described how she saw customers running for their lives when the gunmen opened fire on the jewellery store and further states that she is terrified and completely shaken. Another boutique assistant said that she was so afraid and could not stop crying. She witnessed a man walk past the shop and pull out a rifle; she fell to the ground and heard the first shot fired before running into the kitchen where she heard a string of gunfire.
Please note Questions 38 to 49 were only answered by those respondents who indicated ‘armed robbery’ as their most impactful witnessed crime (See Appendix 2).

**Question 38:**  How many perpetrators were involved in the incident?

Table 4.38: Number of perpetrators (N = 12)

<table>
<thead>
<tr>
<th>Number of Perpetrators</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 perpetrators</td>
<td>7</td>
<td>58.3%</td>
</tr>
<tr>
<td>4 perpetrators</td>
<td>2</td>
<td>16.7%</td>
</tr>
<tr>
<td>10-15 perpetrators</td>
<td>2</td>
<td>16.7%</td>
</tr>
<tr>
<td>8 perpetrators</td>
<td>1</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

As seen in Table 4.38, these perpetrators who carry out armed robberies work in ‘medium size’ groups.

**Question 39:**  Gender of the perpetrator(s)? (See Appendix 2 Question 39)

Table 4.39: Gender of perpetrator(s) (N = 12)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>11</td>
<td>91.7%</td>
</tr>
<tr>
<td>Both (Male and Female)</td>
<td>1</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

According to the respondents, 91.7 percent (11) indicated that the perpetrators were all males; and 8.3 percent (1) indicated that the perpetrators were both males and females (mixed group). One can conclude that generally males are more bold, masculine and larger in physique than females and therefore commit more audacious crimes such as armed robbery.
**Question 40:**  Race(s) of the perpetrator(s)? (See Appendix 2 Question 40)

**Table 4.40:**  Race(s) of perpetrator(s) (N = 12)

<table>
<thead>
<tr>
<th>Race</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>10</td>
<td>83.3%</td>
</tr>
<tr>
<td>White</td>
<td>2</td>
<td>16.7%</td>
</tr>
</tbody>
</table>

The majority of the perpetrators were back as stated by 83.3 percent of the respondents.

**Question 41:**  Were the perpetrator(s) armed with weapons?

**Table 4.41:**  Perpetrators armed with weapons (N = 12)

<table>
<thead>
<tr>
<th>Armed with weapons</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>12</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

All twelve (100.0%) of the respondents indicated that the perpetrator(s) had weapons with them.

**Question 42:**  If ‘Yes’ to Question 41, what type(s) of weapons did the perpetrator(s) have?

**Table 4.42:**  Type of weapon (N = 12)

<table>
<thead>
<tr>
<th>Type of weapon</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only handguns (e.g. pistols, revolvers)</td>
<td>7</td>
<td>58.3%</td>
</tr>
<tr>
<td>Only rifles/semi-automatic (e.g. AK-47)</td>
<td>4</td>
<td>33.3%</td>
</tr>
<tr>
<td>Both rifles and handguns</td>
<td>3</td>
<td>25.0%</td>
</tr>
<tr>
<td>Knives</td>
<td>2</td>
<td>16.7%</td>
</tr>
</tbody>
</table>

The respondents that indicated that the perpetrators were armed with weapons went on to respond to the question on the type of weapon as seen in Table 4.42. This was
a multiple-response question and some respondents specified more than one weapon. The most common weapons that were carried by the perpetrators were handguns (58.3%). This finding is supported by Anon. (2008b: 40), who states that the current tendency for retail armed robberies is a group of between 10 and 15 gunmen, who are armed with automatic weapons (for example AK-47, R4, R5) and who attack with military precision.

**Question 43: Did the perpetrator(s) use violence? (Appendix 2 Question 43)**

Table 4.43: Use of violence by perpetrators (N = 12)

<table>
<thead>
<tr>
<th>Use of violence</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>8</td>
<td>66.7%</td>
</tr>
<tr>
<td>No</td>
<td>4</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

The majority, 66.7 percent (8) of the respondents indicated that the perpetrators were violent and the other 33.3 percent (4) of the respondents indicated that the perpetrators were not violent.

McDermott (2008: np), believes that violent crime is the biggest threat to the retail sector and that loss of life takes priority over shrinkage and reduced profits. He goes on to state that retail outlets should have an absolute ‘no weapons policy’ since having armed guards would simply increase the danger (by association and in close proximity to them if a robbery incident would occur) to staff and customers as crime patterns show that the size and weaponry of gangs escalates in proportion to your level of armed security in a centre.

**Question 44: Where in this shopping centre did the incident take place?**

Table 4.44: Area in the shopping centre where incident occurred (N = 12)

<table>
<thead>
<tr>
<th>Area</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department store</td>
<td>8</td>
<td>66.7%</td>
</tr>
<tr>
<td>Jewellery store</td>
<td>3</td>
<td>25.0%</td>
</tr>
<tr>
<td>Clothing shop</td>
<td>1</td>
<td>8.3%</td>
</tr>
</tbody>
</table>
There were a total of twelve valid responses on where in the shopping centre did the incident take place. Most (66.7%) of the respondents indicated that the incident occurred in a department store and 25.0 percent (3) of the respondents indicated that the incident took place in a jewellery store. Recording the time, location of the incident, type of store, and all other details relevant to the incidents is extremely important and imperative for future use in analysis and planning of deterrent and preventative measures. This information should be thoroughly analysed and inform decisions about possible policy changes, procedures, training and security systems.

**Question 45:** *What did the perpetrator(s) steal? (Appendix 2 Question 45)*

**Table 4.45:** Item(s) stolen by perpetrators (N = 12)

<table>
<thead>
<tr>
<th>Item(s) stolen</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Money</td>
<td>7</td>
<td>58.3%</td>
</tr>
<tr>
<td>Merchandise</td>
<td>5</td>
<td>41.7%</td>
</tr>
<tr>
<td>Jewellery</td>
<td>3</td>
<td>25.0%</td>
</tr>
<tr>
<td>Cell phones</td>
<td>2</td>
<td>16.7%</td>
</tr>
<tr>
<td>Electrical goods supplies</td>
<td>1</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

A spread of items stolen is provided for in Table 4.45. This was a multiple-response question. According to 58.3 percent (7) of the respondents, the perpetrators stole money. Merchandise followed close behind as indicated by 41.7 percent (5) of the respondents. From table 4.45, one can deduce that for the perpetrators the end target is usually money. They steal small but high value items or merchandise that they can carry in a bag to be traded or sold easily and illegally on the “black market”.

**Question 46:** *How long did it take the perpetrator(s) to commit the crime/incident at the shopping centre?*

**Table 4.46:** Time taken to commit crime (N = 12)

<table>
<thead>
<tr>
<th>Time taken</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-10 minutes</td>
<td>7</td>
<td>58.3%</td>
</tr>
<tr>
<td>5 minutes or less</td>
<td>5</td>
<td>41.7%</td>
</tr>
</tbody>
</table>
Most of the crimes or criminal incidents as indicated by 58.3 percent (7) of the respondents, took between six to ten minutes for the perpetrators to carry out. The short periods of time taken to commit or carry out these attacks indicate that these groups are extremely organised, sophisticated and plan their course of action. It also points to them having studied the environment first before brazenly carrying out the attack.

**Question 47:** In what manner did the perpetrator(s) escape from the shopping centre?

**Table 4.47: Method of escape (N = 12)**

<table>
<thead>
<tr>
<th>Mode of escape</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>By vehicle</td>
<td>11</td>
<td>91.7%</td>
</tr>
<tr>
<td>On foot</td>
<td>1</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

Twelve respondents answered the question; in what manner did the perpetrators escape from the shopping centre. The data is shown in Table 4.47. Most (91.7%) of the respondents indicated that the perpetrators used vehicles to escape from the shopping centre after committing the crime.

From the respondents and it is also common knowledge in terms of planning that if you were to carry out a bold attack such as an armed robbery you would need a getaway vehicle in order to escape quickly. Shopping centres therefore should also be proactively trying to prevent crimes not only in their retail trading space but also in their parking garages or parking areas. One method that has been increasingly used is that of vehicle number plate recognition or licence plate recognition.

Scagell (2008, np), states that the days of a number plate being merely a mechanism to register vehicles are coming to an end. Now highly sophisticated licence plate technology is putting vehicle licence plates to far more intelligent use. Most commonly to enhance security, communication and convenience, in places such as up-market homes, private schools, golf estates, towns, shopping centres and casinos. The uses for this type of data obtained from a vehicles number plate...
are broad. For example, a stolen car can be instantly tracked via an integrated CCTV Camera Surveillance Systems network or the perpetrator of an accident can be traced and caught, stakeouts for armed robberies can be identified, and more.

**Question 48: Were the shopping centre security guards prompt in their response to this incident? (Appendix 2 Question 48)**

**Table 4.48: Promptness of security guards (N = 10)**

<table>
<thead>
<tr>
<th>Promptness</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>6</td>
<td>60.0%</td>
</tr>
<tr>
<td>No</td>
<td>4</td>
<td>40.0%</td>
</tr>
</tbody>
</table>

Majority of the respondents, 60.0 percent (6), indicated that the security guards at the shopping centre were prompt in their response to the incident whilst 40.0 percent (4) of the respondents indicated that the security guards were not prompt.

**Question 49: Was any trauma counselling offered or given to you after the criminal incident witnessed?**

**Table 4.49: Trauma counselling (N = 12)**

<table>
<thead>
<tr>
<th>Trauma counselling</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>11</td>
<td>91.7%</td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

The majority, 91.7 percent (11) of the respondents indicated that there was no trauma counselling offered to them after the criminal incident witnessed, whilst only 8.3 percent (1) of the respondents indicated that they were offered trauma counselling.

Trauma counselling is extremely imperative whether witnessed or experienced. According to Mayhew (2000: 20-21), research shows that immediate debriefing is
important to avoid long-term effects after witnessing an event such as an armed robbery. In addition, in the immediate aftermath counselling, support and care from co-workers and management, time-off to recover and reimbursement of expenses (such as for the replacement of damaged clothing or spectacles), should all be provided. Occasionally, those who have witnessed an event such as armed robbery may develop Post-Traumatic Stress Disorder (PTSD). Therefore professional specialist care is essential, sometimes for long periods of time. PTSD is a long-term chronic and debilitating condition that is diagnosed when several key indicators are present, including hyper-vigilance, repeated frightening and intrusive recalls of the event during the day, nightmares and an escalation of symptoms after months (Mayhew, 2000: 21).

**Question 50:** *In the last twelve (12) months have you been a direct victim of any criminal incident(s) (e.g. armed robbery, mugging, etc.) at this particular shopping centre?*

**Table 4.50:** Direct victim of criminal incident(s) (N = 72)

<table>
<thead>
<tr>
<th>Direct victim</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>54</td>
<td>75.0%</td>
</tr>
<tr>
<td>Yes</td>
<td>18</td>
<td>25.0%</td>
</tr>
</tbody>
</table>

Table 4.50 shows that, 25.0 percent (18) of the respondents have been victims of crime in the twelve month period whilst 75.0 percent (54) of the respondents have not been victims of crime in the twelve month period.
Question 51: If you answered ‘Yes’ to Question 50, please identify the type of crime incident(s) you were a direct victim of and indicate the number of times you have been a direct victim of this crime incident(s)? (in the last 12 months)

Table 4.51: Type of criminal incident(s) and number of times victimised (N = 18)

<table>
<thead>
<tr>
<th>Crime incident and frequency</th>
<th>1-3 times</th>
<th>4-6 times</th>
<th>More than 7 times</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>6</td>
<td>-</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Retail shrinkage (shoplifting and employee theft)</td>
<td>4</td>
<td>-</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Armed robbery</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
</tbody>
</table>

The eighteen respondents, in Table 4.50, who indicated that they had been direct victims of a criminal incident or incidents were asked further to, indicated the crime(s) and the number of times they were victimised for each of the crimes. The respondents went on to provide a response for this follow-up question. Most of the respondents were victims of theft crimes. However, they did not specify the theft.

Theft has long been a problem in South Africa. Coetzer (2005: 37) states that for shopping centres, the message is clear: criminals like ‘soft targets’ and operate where there are either no security systems or if there is a security system implemented that is inefficient or easy to circumvent with a little imagination. As a result shopping centres should install state-of-the-art risk control measures in order to assist with the reduction of crimes such as theft.
**Question 52:** Please identify from your contribution above (Question 51) a crime incident that you have been a direct victim of (in the last 12 months) that has had the most impact on you?

Due to all the respondents individually only being a direct victim to a single type of crime, as stated in Table 4.51, the respondents went on to repeat their indicated crime experienced. The following crimes had the most impact:

- Theft (7 respondents);
- Retail shrinkage (shoplifting and employee theft) (5 respondents);
- Armed robbery (3 respondents);
- Vehicle theft (2 respondents); and
- Theft out of vehicle (1 respondent).

Please note Questions 53 to 64 were only answered by those respondents who indicated ‘armed robbery’ as their most impactful experienced crime.

**Question 53:** How many perpetrators were involved in the incident?

**Table 4.52:** Number of perpetrators (N = 3)

<table>
<thead>
<tr>
<th>Number of Perpetrators</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 perpetrators</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>&gt;10 perpetrators</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

All three respondents indicated the number of perpetrators that were involved. Most (66.7%) of the respondents indicated that the perpetrators worked in groups of seven.
**Question 54:** Gender of the perpetrator(s)? (See Appendix 2 Question 54)

**Table 4.53:** Gender of the perpetrators (N = 3)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>Both (Male and Female)</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

According to 66.7 percent (2) of the respondents the perpetrators were only males; and 33.3 percent (1) of the respondents indicated that the perpetrators were a mixed group of both males and females.

**Question 55:** Race(s) of the perpetrator(s)? (See Appendix 2 Question 55)

**Table 4.54:** Race(s) of the perpetrator(s) (N = 3)

<table>
<thead>
<tr>
<th>Race</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>3</td>
<td>100.0%</td>
</tr>
<tr>
<td>White</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>Coloured</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

The race of the perpetrators was a multiple-response question where a respondent could give more than one answer as depicted in Table 4.54. Most of the perpetrators were black as indicated by 100.0 percent (3) of the respondents. There were also many mixed race groups as indicated above.

**Question 56:** Were the perpetrator(s) armed with weapons?

**Table 4.55:** Armed with weapons (N = 3)

<table>
<thead>
<tr>
<th>Armed with weapons</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>3</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
All three (100.0%) of the respondents indicated that the perpetrators had weapons with them.

**Question 57:** If ‘Yes’ to Question 56, what type(s) of weapons did the perpetrator(s) have?

Table 4.56: Type of weapon (N = 3)

<table>
<thead>
<tr>
<th>Type of weapon</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knives</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>Both rifles and handguns</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>Only rifles/semi-automatic (e.g. AK-47)</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

Those who indicated that the perpetrators were armed with weapons were asked this follow-up question to specify the type of weapon. Their responses are depicted above in Table 4.56. This was a multiple-response question.

**Question 58:** Did the perpetrators use violence?

Table 4.57: The use of violence (N = 3)

<table>
<thead>
<tr>
<th>Use of violence</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

Only 33.3 percent (1) of the respondents indicated that the perpetrators were violent whilst 66.7 percent (2) of the respondents indicated that the perpetrators were not violent.

According to Stewart and Davis (2003: 65), retail staff who are aware of the effects of violence such as from retail armed robberies, as well as what to do to help themselves will, as a general rule, recover more quickly than retail staff who are not aware. Therefore, it follows that training prior to a violent incident is an important aid
for recovery afterwards, as well as the development of adaptive coping strategies. Mayhew (2000: 19-20) also states that retail staff who have been injured or whose lives have been threatened during a violent incident tend to be more disturbed in the longer term. Thus, the personal emotional trauma and business costs from violent incidents may be considerable even when no physical injury results from the event. Potential economic consequences include: (a) decreased productivity through high levels of anxiety and stress-related illness; (b) diminished profitability and higher insurance premiums which may endanger business viability; and (c) reduced clientele in high-risk sites.

Question 59: Where in this shopping centre did the incident take place?

Table 4.58: Area in the shopping centre where incident occurred (N = 3)

<table>
<thead>
<tr>
<th>Where incident occurred</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>In store</td>
<td>1</td>
<td>33.3%</td>
</tr>
<tr>
<td>Department store</td>
<td>1</td>
<td>33.3%</td>
</tr>
<tr>
<td>Bank</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

There were a total of three valid responses to this question. All three respondents indicated that the incident occurred at their place of employment. That is ‘in a store’, in a ‘department store’ and a ‘bank’.

Question 60: What did the perpetrators steal?

Table 4.59: Item(s) stolen by the perpetrators (N = 3)

<table>
<thead>
<tr>
<th>Item(s) stolen</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Money</td>
<td>3</td>
<td>100.0%</td>
</tr>
<tr>
<td>Jewellery</td>
<td>3</td>
<td>100.0%</td>
</tr>
<tr>
<td>Merchandise</td>
<td>3</td>
<td>100.0%</td>
</tr>
<tr>
<td>Nguni hide</td>
<td>1</td>
<td>33.3%</td>
</tr>
<tr>
<td>Sunglasses</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>
This was a multiple-response question therefore respondents could give more than one answer to this question. According to 100.0 percent (3) of the respondents, the perpetrators stole money, jewellery and merchandise.

**Question 61: How long did it take the perpetrator(s) to commit the crime/incident at the shopping centre?**

**Table 4.60: Time take to commit crime (N = 3)**

<table>
<thead>
<tr>
<th>Time taken</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-10 minutes</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>5 minutes or less</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

Two (66.7%) of the respondents indicated that the perpetrators committed the crime between six to ten minutes as indicated in Table 4.60. However, according to 33.3 percent (1) of the respondent the time taken to commit the offence was less than five minutes.

**Question 62: In what manner did the perpetrator(s) escape from the shopping centre?**

**Table 4.61: Mode of escape (N = 3)**

<table>
<thead>
<tr>
<th>Mode of escape</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>By vehicle</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>On foot</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

A total of three respondents answered the question in what manner did the perpetrators escape from the shopping centre. According to 66.7 percent (2) of the respondents the perpetrators used vehicles to escape from the shopping centre after committing the crime.
**Question 63:** Were the shopping centre security guards prompt in their response to this incident?

**Table 4.62: Promptness of security guard (N = 3)**

<table>
<thead>
<tr>
<th>Promptness of guard</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

A total of 33.3% (1) of the respondents indicated that the security guards were prompt in their response whilst 66.7 percent (2) of the respondents indicated that they were not prompt. As stated by Reditron (2008: np), times have changed and security guards alone do not provide a sufficient deterrent factor or early warning system. The speed at which security guards are alerted to an incident and their effectiveness thereafter also comes into play when dealing with retail crimes.

**Question 64:** Was trauma counselling offered or given to you after the criminal incident experienced?

**Table 4.63: Trauma counselling (N = 3)**

<table>
<thead>
<tr>
<th>Trauma counselling</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>66.7%</td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

The majority, 66.7 percent (2) of the respondents indicated that there was no trauma counselling offered to them after they experienced the criminal incident whilst only 33.3 percent (1) of the respondents indicated that they were offered trauma counselling.

Since it is impossible to guarantee that an armed robbery or robbery-related violence will never occur in a retail establishment, it is sensible to pre-plan for victim after care services. According to Mayhew (2000: 18), retail staff who have experienced
violence or the threat of violence during an incident such as an armed robbery can experience any or all of the following: loss of self-esteem and self-doubt; irritability and insomnia; grief, guilt and depression; disturbed relationships with family and friends; increased heart rate; frightening dreams; physical illnesses; difficulties with performing tasks at home; absenteeism and fear of returning to work; decreased ability to interact freely with customers; feelings of incompetence and performance difficulties; fear of criticism from managers; increased use of caffeine, nicotine, alcohol and medication; phobias and hallucinations; and PTSD. Further Mayhew (2000: 20-21) states that sensitive and appropriate support can reduce the suffering of a person who has been subjected to violence or the threat of violence during a criminal incident. Also criticism or perceived criticism from an employer, a supervisor or a co-worker can be a major factor causing on-going emotional problems after an incident. Therefore, a major goal for the retail establishment should be identification and control of the risks so future armed robberies and robbery-related violent incidents do not occur.

The responses and information received from the respondents in respect to the armed robbery experience first-hand at a shopping centre mimics that of and confirms the responses received from those who witnessed an armed robbery at a shopping centre, and vice versa.

**Question 65:** Have you ever been approached by a fellow shopping centre worker(s) or outside person(s) requesting you to provide them with information about this shopping centre? (e.g. Who collects money, where the security devices are placed, etc.)

**Table 4.64:** Sensitive information about the shopping centre (N = 65)

<table>
<thead>
<tr>
<th>Sensitive information</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>63</td>
<td>96.9%</td>
</tr>
<tr>
<td>Yes</td>
<td>2</td>
<td>3.1%</td>
</tr>
</tbody>
</table>
A clear majority of 96.9 percent (63) of the respondents indicated that they have never been approached by anyone needing information about the shopping centre whilst 3.1 percent (2) of the respondents acknowledged that they have been approached.

Goldstone (2006: 2) stipulates that retail staff who have assisted in crimes were often approached to assist with providing ‘valuable’, sensitive information and intimidated thereafter or forced into helping criminals. Therefore available avenues for retail employees to respond appropriately to such instances should be provided and made know to all retail staff.

**Question 66: If ‘Yes’ to Question 65, what information was requested?**

Those who indicated that they were approached for sensitive information were asked to specify what information was requested. Only one respondent went on to answer this follow-up question. This respondent stated that, “these individuals wanted and needed information on the figures and turnover of the shop where I am employed”.

**4.2.4 Section D: Recommendations on preventing criminal incidents at shopping centres**

**Question 67: Do you think that the safety and security measure at this shopping centre can be improved upon, explain?**

Out of the 101 respondents, 52.5 percent (53) indicated that there is room for improvement, whilst the other 47.5 percent (48) stated that improvements cannot be made. The fifty three respondents managed to give the following reasons for their choice. This was a multiple-response question. The majority, 52.8 percent (28) of the respondents indicated that more security guards are needed and that security guards and police need to be more visible at all times. These recommendations can be used innovatively and proactively to inform and strengthen current security measures at shopping centres.
Table 4.65: Reasons for response (N = 53)

<table>
<thead>
<tr>
<th>Reasons for response</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>More security guards are needed</td>
<td>16</td>
<td>30.2%</td>
</tr>
<tr>
<td>We need security and police visibility at all times</td>
<td>12</td>
<td>22.6%</td>
</tr>
<tr>
<td>Frequent inspection of security system e.g. panic button</td>
<td>7</td>
<td>13.2%</td>
</tr>
<tr>
<td>To have cameras in the passages and stores</td>
<td>7</td>
<td>13.2%</td>
</tr>
<tr>
<td>Security guards must be armed at all times so that they can protect people and themselves</td>
<td>4</td>
<td>7.5%</td>
</tr>
<tr>
<td>There is always room for improvement especially at closing times</td>
<td>4</td>
<td>7.5%</td>
</tr>
<tr>
<td>There is a need for security checks</td>
<td>4</td>
<td>7.5%</td>
</tr>
<tr>
<td>Sometimes security guards are not serious with their work</td>
<td>4</td>
<td>7.5%</td>
</tr>
<tr>
<td>We need highly trained security guards</td>
<td>3</td>
<td>5.7%</td>
</tr>
<tr>
<td>Metal detector at entrances</td>
<td>2</td>
<td>3.8%</td>
</tr>
<tr>
<td>Security lighting around the shopping centre</td>
<td>2</td>
<td>3.8%</td>
</tr>
<tr>
<td>Hawkers and beggars are not allowed on the premises</td>
<td>2</td>
<td>3.8%</td>
</tr>
<tr>
<td>Bank tellers need to be screened</td>
<td>1</td>
<td>1.9%</td>
</tr>
<tr>
<td>Bank tellers should switch off cell phones during working hours</td>
<td>1</td>
<td>1.9%</td>
</tr>
<tr>
<td>There must be tight security in parking area</td>
<td>1</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

4.3 SHOPPING CENTRE CUSTOMERS
(See Appendix 3)

4.3.1 Section A: Biographical information

Question 1: Gender

Table 4.66: Gender (N = 76)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>45</td>
<td>59.2%</td>
</tr>
<tr>
<td>Male</td>
<td>31</td>
<td>40.8%</td>
</tr>
</tbody>
</table>
There were 76 valid respondents who managed to indicate their gender status. A total of 59.2 percent (45) of the respondents were females whilst, 40.8 percent (31) were males. The large proportion of females to males may be attributed to the stereotypical view that women tend to ‘love’ shopping more than men and hence are easily more in numbers in shopping centres than males.

**Question 2: Age**

**Table 4.67: Age (N = 76)**

<table>
<thead>
<tr>
<th>Age</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 years and younger</td>
<td>1</td>
<td>1.3%</td>
</tr>
<tr>
<td>20-29 years</td>
<td>42</td>
<td>55.3%</td>
</tr>
<tr>
<td>30-39 years</td>
<td>20</td>
<td>26.3%</td>
</tr>
<tr>
<td>40-49 years</td>
<td>8</td>
<td>10.5%</td>
</tr>
<tr>
<td>50 years and above</td>
<td>5</td>
<td>6.6%</td>
</tr>
</tbody>
</table>

For age, a total of 76 respondents answered the question. The majority, 55.3 percent (42) of the respondents where aged between 20 and 29 years. However, almost eighty two percent, 81.6 percent (62), of the respondents were aged between 20-39 years as indicated in Table 4.67. Only 1.3 percent (1) of the respondents were below 20 years of age and only 6.6 percent (5) of the respondents were 50 years and above.

**Question 3: Marital status**

**Table 4.68: Marital status (N = 74)**

<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>53</td>
<td>71.6%</td>
</tr>
<tr>
<td>Married</td>
<td>16</td>
<td>21.6%</td>
</tr>
<tr>
<td>Divorced/separated</td>
<td>5</td>
<td>6.8%</td>
</tr>
</tbody>
</table>
In terms of marital status a total of 74 respondents contributed. Almost 72 percent (53) of the respondents were single whilst 21.6 percent (16) were married. Only 6.8 percent (5) of the respondents were divorced or separated. The two categories of single and married comprised 93.2 percent (69) of the respondents.

4.3.2 Section B: Shopping centre information

**Question 4: How often do you go to shopping centres?**

**Table 4.69: Frequency of shopping centre visits (N = 75)**

<table>
<thead>
<tr>
<th>Frequency of visits</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every 2 or 3 days</td>
<td>32</td>
<td>42.7%</td>
</tr>
<tr>
<td>Once a week</td>
<td>20</td>
<td>26.7%</td>
</tr>
<tr>
<td>Once a month</td>
<td>18</td>
<td>24.0%</td>
</tr>
<tr>
<td>Every 2 weeks</td>
<td>5</td>
<td>6.7%</td>
</tr>
</tbody>
</table>

When it comes to frequency of visits to shopping centres, there were 75 valid responses. The majority, 69.4 percent (52) of the respondents visited the shopping centre within a period of a week. The information provided for this question is displayed in Table 4.69. Thus, one can conclude that these customers are familiar with shopping centres since they frequently visit.

**Question 5: Which day(s) of the week/month do you usually go to the shopping centres?**

**Table 4.70: Usual day(s) to visit shopping centre (N = 60)**

<table>
<thead>
<tr>
<th>Day(s) of the Week</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>30</td>
<td>50.0%</td>
</tr>
<tr>
<td>Sunday</td>
<td>20</td>
<td>33.3%</td>
</tr>
<tr>
<td>Friday</td>
<td>16</td>
<td>26.7%</td>
</tr>
<tr>
<td>Wednesday</td>
<td>7</td>
<td>11.7%</td>
</tr>
<tr>
<td>Monday</td>
<td>6</td>
<td>10.0%</td>
</tr>
<tr>
<td>Tuesday</td>
<td>4</td>
<td>6.7%</td>
</tr>
<tr>
<td>Thursday</td>
<td>4</td>
<td>6.7%</td>
</tr>
</tbody>
</table>
In terms of usual day(s) to go to shopping centres, there were sixty valid responses. This was a multiple-response question, where a respondent could give more than one response if needed. Saturday, as indicated by 50.0 percent (30) of the respondents, was found to be the most popular day as shown in Table 4.70. From the table we can also see that Tuesday (6.7%) and Thursday (6.7%) were not popular days whilst, Sunday (33.3%) and Friday (26.7%) are some of the more popular days.

**Question 6: How safe do you feel (in terms of security measures) at shopping centres?**

**Table 4.71: Level of safety at shopping centres (N = 75)**

<table>
<thead>
<tr>
<th>Level of safety</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe</td>
<td>31</td>
<td>41.3%</td>
</tr>
<tr>
<td>Neutral</td>
<td>20</td>
<td>26.7%</td>
</tr>
<tr>
<td>Unsafe</td>
<td>12</td>
<td>16.0%</td>
</tr>
<tr>
<td>Very Safe</td>
<td>9</td>
<td>12.0%</td>
</tr>
<tr>
<td>Very unsafe</td>
<td>3</td>
<td>4.0%</td>
</tr>
</tbody>
</table>

In reference to security measures at shopping centres, 53.3 percent (40) of the respondents felt at least safe as indicated in Table 4.71. Almost 27.0 percent (20) of the respondents were not sure. The other 20.0 percent (15) of the respondents felt unsafe and very unsafe.

According to Hosken (2006: 5), in a *Pretoria News* survey to customers about how safe they felt when shopping, most of those questioned said they were unfazed and not really that concerned. Some of the responses received include:

- *I don’t really think about it. I am not prepared to live my life behind high walls;*
• I believe there is adequate security at the city’s shopping centres and I don’t think one needs to be afraid. I think one is in more danger driving to a shopping centre than one is in the shopping centre itself;

• While there should be more guards at shopping centres, it is ridiculous to expect a policeman to be in every shopping centre;

• If you make yourself a target, then you will be a target;

• Shopping centres should have signs at their entrances warning people to be aware of their surroundings. There should be guards and police to put people at ease about their safety;

• I do not feel safe, especially during the festive season. You never know if you are going to make it home alive;

• I no longer feel safe, especially when cash vans are parked outside the shopping centre; and

• We are not safe anywhere? I will return to the shopping centre but more alert.

**Question 7:** Do you take precautionary measures so as to avoid falling victim to crime(s) at shopping centres?

**Table 4.72:** Do you take precautionary measures (N = 75)

<table>
<thead>
<tr>
<th>Precautionary measures</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>62</td>
<td>82.7%</td>
</tr>
<tr>
<td>No</td>
<td>13</td>
<td>17.3%</td>
</tr>
</tbody>
</table>

A clear majority of 82.7 percent (62) of the respondents indicated that they took precautionary measures to avoid falling victim to crime(s) at shopping centres. Only
17.3 percent (13) of the respondents are not taking any precautionary measures. One can conclude that most people are cautious and conscious of their safety.

**Question 8: If ‘Yes’ to Question 7, what precautionary measures do you take?**

**Table 4.73: Precaution measures taken (N = 61)**

<table>
<thead>
<tr>
<th>Precautionary measures taken</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aware of surroundings</td>
<td>45</td>
<td>73.8%</td>
</tr>
<tr>
<td>Don’t carry cash</td>
<td>30</td>
<td>49.2%</td>
</tr>
<tr>
<td>Don’t wear expensive jewellery</td>
<td>26</td>
<td>42.6%</td>
</tr>
<tr>
<td>Always go to the shopping centre with company</td>
<td>15</td>
<td>24.6%</td>
</tr>
<tr>
<td>Don’t take minors along (e.g. children, grandchildren)</td>
<td>7</td>
<td>11.5%</td>
</tr>
<tr>
<td>I don’t browse (get what you came for and leave)</td>
<td>7</td>
<td>11.5%</td>
</tr>
<tr>
<td>Always near security guards</td>
<td>1</td>
<td>1.6%</td>
</tr>
<tr>
<td>Do not carry cell phone with me</td>
<td>1</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

Those who indicated that they took precautionary measures were asked to indicate the measures they took. This was a multiple-response question with some individual giving more than one response. There were 61 respondents who provided a response to this question. The large proportion of the respondents, 73.8 percent (45) tend to be more aware of their surroundings whilst almost half, 49.2 percent (30) of the respondents indicated that they do not carry cash. Close behind was 42.6 percent (26) of the respondents who indicated that they do not wear expensive jewellery when going to shopping centres. One can come to the conclusion that these individuals that choose not to wear expensive jewellery to shopping centres do not want to attract unnecessary attention and make themselves easy targets.
**Question 9:** Would you go to a shopping centre that had been a target of a violent criminal incident(s)?

**Table 4.74:** Shopping centre that had been a target of a violent criminal incident (e.g. murder, armed robbery) (N = 74)

<table>
<thead>
<tr>
<th>Targeted shopping centre</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>43</td>
<td>58.1%</td>
</tr>
<tr>
<td>Yes</td>
<td>31</td>
<td>41.9%</td>
</tr>
</tbody>
</table>

The majority, 58.1 percent (43) of the respondents indicated that they would not go to a shopping centre that had been a target of violent crime incidents whilst, 41.9 percent (31) of the respondents indicated that they will still go to the shopping centre.

**Question 10:** If ‘Yes’ to Question 9, please state why?

**Table 4.75:** Reason for returning to a shopping centre (N = 31)

<table>
<thead>
<tr>
<th>Reasons for revisiting</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Many shopping centres experience crime</td>
<td>23</td>
<td>74.2%</td>
</tr>
<tr>
<td>Malls have better security measures</td>
<td>5</td>
<td>16.1%</td>
</tr>
<tr>
<td>Shopping centre is nearest to where I stay</td>
<td>3</td>
<td>9.7%</td>
</tr>
</tbody>
</table>

The 31 respondents, who indicated ‘Yes’, in Table 4.74, were asked to further indicate reasons for their answer. All 31 respondents went on to answer this follow-up question shown in Table 4.75. Almost 75 percent (23) of the respondents felt that many shopping centres experience crimes, thus they will still go to those shopping centres. Other reasons given were that the ‘malls have better security measures’ (16.1%) and that the ‘shopping centre is nearest to where I stay’ (9.7%). One can conclude that people tend to visit shopping centres they are familiar with.
Question 11: Are you aware (i.e. observed/seen) of any security measures at shopping centres? (e.g. security guards, CCTV, etc.)

Table 4.76: Awareness of security measures at shopping centres (N = 75)

<table>
<thead>
<tr>
<th>Awareness of measures</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>72</td>
<td>96.0%</td>
</tr>
<tr>
<td>No</td>
<td>3</td>
<td>4.0%</td>
</tr>
</tbody>
</table>

A total of 75 valid responses were received from the respondents to the question on whether they were aware of any security measures at shopping centres. A clear majority of 96.0 percent (72) of the respondents indicated that they were aware of some of the security measures implemented and only 4.0 percent (3) of the respondents were not aware of any security measures.

Question 12: If you answered ‘Yes’ to Question 11, which security measures do you know of (or observed) as being in place at shopping centres as a whole? (not in specific shops)

Table 4.77: Known security measures in place at shopping centre (N = 69)

<table>
<thead>
<tr>
<th>Known security Measures in place</th>
<th>Frequency</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCTV surveillance system</td>
<td>53</td>
<td>76.8%</td>
</tr>
<tr>
<td>Patrolling security guards</td>
<td>50</td>
<td>72.5%</td>
</tr>
<tr>
<td>Fire extinguishers</td>
<td>44</td>
<td>63.8%</td>
</tr>
<tr>
<td>Cash collected by a cash-in-transit company</td>
<td>39</td>
<td>56.5%</td>
</tr>
<tr>
<td>Boom gate at car park entrances</td>
<td>39</td>
<td>56.5%</td>
</tr>
<tr>
<td>Unarmed guards</td>
<td>38</td>
<td>55.1%</td>
</tr>
<tr>
<td>Quad bike/motorbike or bicycle patrols in car park</td>
<td>34</td>
<td>49.3%</td>
</tr>
<tr>
<td>Alarm system</td>
<td>30</td>
<td>43.5%</td>
</tr>
<tr>
<td>Armed guards</td>
<td>26</td>
<td>37.7%</td>
</tr>
<tr>
<td>Signboards indicating security services at shopping centre</td>
<td>22</td>
<td>31.9%</td>
</tr>
<tr>
<td>Patrol in centre corridors</td>
<td>20</td>
<td>29.0%</td>
</tr>
<tr>
<td>Access control at door entrances</td>
<td>20</td>
<td>29.0%</td>
</tr>
<tr>
<td>Security lighting around the shopping centre</td>
<td>17</td>
<td>24.6%</td>
</tr>
<tr>
<td>Intercom system</td>
<td>14</td>
<td>20.3%</td>
</tr>
</tbody>
</table>
Of the respondents who were aware of some of the security measures in place at the shopping centres, only 69 of those respondents went on and managed to indicate the security measures they know off. This was a multiple-response question where a respondent could give more than one response if required and the information obtained to this question is displayed in Table 4.77. The majority of the respondents noticed the following security measures: CCTV surveillance system (76.8%); Patrolling security officers (72.5%); Fire extinguishers (63.8%); Cash collected by a cash-in-transit company (56.5%); Boom gate at entrance (56.5%); and Unarmed guards (55.1%). The least noticed security measures include: Armed guards (37.7%); Signboards indicating security services at shopping centre (31.9%); Patrol in centre corridors (29.0%); Access control at door entrances (29.0%); Security lighting around the shopping centre (24.6%); and Intercom system (20.3%).

**Question 13:** Do you approve of the security measures put into place for the purpose of protection at shopping centres?

**Table 4.78:** Level of approval of security measure at shopping centre
(N =72)

<table>
<thead>
<tr>
<th>Level of Agreement</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>30</td>
<td>41.7%</td>
</tr>
<tr>
<td>Agree</td>
<td>29</td>
<td>40.3%</td>
</tr>
<tr>
<td>Neutral</td>
<td>9</td>
<td>12.5%</td>
</tr>
<tr>
<td>Disagree</td>
<td>2</td>
<td>2.8%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>2</td>
<td>2.8%</td>
</tr>
</tbody>
</table>

There were 72 valid responses to this question. A large proportion of 82.0 percent (59) of the respondents were at least in agreement as indicated in Table 4.78. Only 5.6 percent (4) of the respondents were not in approval of the security measures in place at shopping centres, whilst 12.5 percent (9) of the respondents were not sure.
**Question 14:** Do you think the security measures at shopping centres are effective?

Table 4.79: Effectiveness of security measures at shopping centres (N = 71)

<table>
<thead>
<tr>
<th>Effectiveness</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>28</td>
<td>39.4%</td>
</tr>
<tr>
<td>Unsure</td>
<td>27</td>
<td>38.0%</td>
</tr>
<tr>
<td>No</td>
<td>16</td>
<td>22.5%</td>
</tr>
</tbody>
</table>

There were 71 valid responses to this question. However, these respondents had fairly mixed feelings on whether the security measures at shopping centres were effective. A proportion of 39.4 percent (28) of the respondents said that the security measures at shopping centres are effective; another 38.0 percent (27) of the respondents were unsure and 22.5 percent (16) of the respondents indicated that the security measures are not effective.

**Question 15:** Please explain your above response to Question 14?

Table 4.80: Reason(s) for response to Question 14 (N = 50)

<table>
<thead>
<tr>
<th>Reason(s) for response</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security guards should be armed in order to deal with tough situations</td>
<td>11</td>
<td>22.0%</td>
</tr>
<tr>
<td>Security measures are is not effective because of the employment of lazy guards</td>
<td>8</td>
<td>16.0%</td>
</tr>
<tr>
<td>Crime rate and theft is still high</td>
<td>8</td>
<td>16.0%</td>
</tr>
<tr>
<td>Security management is doing a good job</td>
<td>7</td>
<td>14.0%</td>
</tr>
<tr>
<td>The security measures are effective</td>
<td>7</td>
<td>14.0%</td>
</tr>
<tr>
<td>Security measures are good but can be better</td>
<td>6</td>
<td>12.0%</td>
</tr>
<tr>
<td>Security guards never found when you need them</td>
<td>4</td>
<td>8.0%</td>
</tr>
<tr>
<td>Security guards should be well trained</td>
<td>4</td>
<td>8.0%</td>
</tr>
<tr>
<td>Security guards collaborate with robbers</td>
<td>3</td>
<td>6.0%</td>
</tr>
<tr>
<td>Security guards are seen all the time</td>
<td>2</td>
<td>5.6%</td>
</tr>
<tr>
<td>Lack of communication between the security company and the shopping centre managers</td>
<td>1</td>
<td>2.0%</td>
</tr>
</tbody>
</table>
The respondents, in Table 4.79, were asked to explain their responses and the following data was obtained. The main reason provided for those respondents who said that the security measures were not effective was that of “security guards should be armed in order to deal with tough situations” (22.0%). Those respondents who indicated that the security measures were effective gave the following reasons, that is, “security management is doing a good job” (14.0%) and “the security measures are effective” (14.0%).

In reference to the above findings, Hosken (2005: 13), reports that a customer that witnessed a brazen armed robbery puts forth the view of the ineffectiveness of security measures at shopping centres as follows:

Seeing the faces of terrified shoppers and tenants fleeing for their lives will stay with me forever. Watching husbands shield their wives and children in the doorways of shops as security guards hid behind walls and pot plants, while gunmen fired randomly into the roof of the shopping mall to clear their escape path, will stay with me forever. Seeing panic on people’s faces as two gunmen, holding point at the banking centre, came barging down escalators elbowing people out of the way with their rifles, will stay with me forever.

**Question 16:** Do you know how to respond in case of a security emergency?

**Table 4.81:** Awareness of how to respond in case of emergency (N = 67)

<table>
<thead>
<tr>
<th>Response in emergency</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>46</td>
<td>68.7%</td>
</tr>
<tr>
<td>No</td>
<td>21</td>
<td>31.3%</td>
</tr>
</tbody>
</table>

A large proportion of 68.7 percent (46) of the respondents indicated that they knew how to respond in case of a security emergency whilst 31.3 percent (21) of the respondents indicated that they did not know how to respond.
**Question 17:** Please explain your response to Question 16?

**Table 4.82: Reason(s) for response (N = 47)**

<table>
<thead>
<tr>
<th>Reason(s) for response</th>
<th>Frequency</th>
<th>% of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert security</td>
<td>35</td>
<td>74.5%</td>
</tr>
<tr>
<td>Remain calm and to be observant</td>
<td>20</td>
<td>42.6%</td>
</tr>
<tr>
<td>Never had a drill instruction</td>
<td>6</td>
<td>12.8%</td>
</tr>
</tbody>
</table>

This was a multiple-response question. The majority, 74.5 percent (35) of the respondents stated that they would “alert security”; whilst 12.8 percent (6) of the respondents indicated that they had “never had a drill instruction”.

According to SAPA (2005: 1), some customers have stated that crime is the biggest issue facing South Africa and that we should all take responsibility for ourselves and our families wherever we go. However, it is also believed that the shopping centre management should be doing more to ensure the safety and security of all retail staff and customers. They go further to specify that if we (the public), as customers, knew what to do in an emergency situation it would make it less traumatic if it should happen. These customers also suggest that each customer be briefed before entering a shopping centre and one way of accomplishing this is by a distributed leaflet or visible signage.

**4.3.3 Section C: Criminal Incidents at shopping centres**

**Question 18:** In the last twelve (12) months have you witnessed (seen/observed) any criminal incident(s) (e.g. armed robbery, mugging, etc.) at a shopping centre?

**Table 4.83: Witness of criminal incident(s) at shopping centre (N = 71)**

<table>
<thead>
<tr>
<th>Witnessed criminal incident(s)</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>38</td>
<td>53.5%</td>
</tr>
<tr>
<td>Yes</td>
<td>33</td>
<td>46.5%</td>
</tr>
</tbody>
</table>
A total of 71 valid responses were received from the respondents. Almost half, 46.5 percent (33) of the respondents witnessed a criminal incident whilst 53.5 percent (38) of the respondents did not witness any crime incident.

**Question 19:** If ‘Yes’ to Question 18, please identify the type of crime incident(s) you witnessed and indicate the number of times you have witnessed this crime incident(s) (in the last 12 months)?

**Table 4.84:** Criminal incident(s) witnessed and frequency (N = 33)

<table>
<thead>
<tr>
<th>Crime and frequency</th>
<th>1-3 times</th>
<th>4-6 times</th>
<th>&gt; 6 times</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>15</td>
<td>1</td>
<td>2</td>
<td>18</td>
</tr>
<tr>
<td>Shoplifting</td>
<td>8</td>
<td>3</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td>Pick pocketing</td>
<td>7</td>
<td>1</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Mugging</td>
<td>4</td>
<td>-</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Assault</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Armed robbery</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Burglary</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>ATM crimes</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
</tbody>
</table>

The 33 respondents, in Table 4.83, who witnessed a criminal incident(s), were asked to further identify the crimes and frequency. This was a multiple-response question. All 33 respondents provided a response to this follow-up question as indicated in Table 4.84. The most common crimes witnessed included theft and shoplifting. However, these respondents did not specify the type of theft.
Question 20: Please identify from your choices above (Question 19) a crime incident that you have witnessed (in the last 12 months) that have had the most impact on you?

Table 4.85: Witnessed criminal incident that had the most impact (N = 32)

<table>
<thead>
<tr>
<th>Crime with most impact</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>13</td>
<td>40.6%</td>
</tr>
<tr>
<td>Pickpocketing</td>
<td>6</td>
<td>18.8%</td>
</tr>
<tr>
<td>Mugging</td>
<td>4</td>
<td>12.5%</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>3</td>
<td>9.4%</td>
</tr>
<tr>
<td>Assault</td>
<td>2</td>
<td>6.3%</td>
</tr>
<tr>
<td>Armed robbery</td>
<td>1</td>
<td>3.1%</td>
</tr>
<tr>
<td>Burglary</td>
<td>1</td>
<td>3.1%</td>
</tr>
<tr>
<td>ATM crimes</td>
<td>1</td>
<td>3.1%</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>1</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

A total of 32 respondents gave their views on which criminal incident had the most impact on them. According to 40.6 percent (13) of the respondents theft has had the most impact on them as indicated in Table 4.85.

Please note that Questions 21 to 32 were only answered by those respondents who indicated ‘armed robbery’ as their most impactful witnessed crime (See Appendix 3).

Only one respondent witnessed an armed robbery. This respondent went on to indicate that the armed robbery incident was the most impactful criminal incident witnessed and answered Questions 21 to Question 32 (Appendix 3) in reference to the armed robbery witnessed.

The respondent stated that there were 7-9 perpetrators that carried out the crime. The respondent went on to indicate that all the perpetrators were black males and were armed with weapons. The respondent further specified that the perpetrators were armed with handguns and rifles. It was also stated that the incident took place in a store in the shopping centre and that the perpetrators used violence. The items
stolen included watches, money and jewellery. It took less than five minutes to commit the crime and the perpetrators made their getaway by vehicle. The respondent also indicated that the security guards were not prompt in their response to the incident. The respondent went on to state that no trauma counselling was offered or given after the criminal incident witnessed.

A researcher at the Institute of Security Studies has suggested that security guards at shopping centres may not act promptly to incidents because they may have been corrupted and therefore they turn a blind eye (Papp, 2009: 8). Also according to a customer, who witnessed an armed robbery at a shopping centre, brings forth his opinion of the handling of the situation. The customer states that ‘promptness’ is not the only issue with the security guards at shopping centres. He goes on to say that they (the customers) were told by some of the security guards to get out of the shopping centre. They were then directed differently by other security guards and having to scramble for change for parking was the “final straw” – the Centre Management/guards “should have raised the booms and let the people out”. The security guards in the shopping centres “are as useful as lighthouses in a desert” (SAPA, 2005: 1). This view brings an important factor to consider to the forefront. Apart from the promptness of the security guards at shopping centres one needs to consider the purpose and effectiveness of these security guards to handle different situations and incidents.

Mayhew (2000: 19-20) states that post-crime trauma, especially in cases of violent attacks, can impede a witness’s ability and willingness to formally report an incident and come forward with information. The impact on the witnesses can include serious emotional and behavioural consequences, which can be long-term and very debilitating. Therefore, trauma counselling becomes imperative and social support from family and friends is vital to recovery and adjustment.
**Question 33:**  *In the last twelve (12) months have you been a direct victim of any criminal incident(s) (e.g. armed robbery, mugging, etc.) at a shopping centre?* (See Appendix 3 Question 33)

**Table 4.86:**  Direct victim of criminal incident(s) at a shopping centre  
(N = 65)

<table>
<thead>
<tr>
<th>Direct victim of crime</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>56</td>
<td>86.2%</td>
</tr>
<tr>
<td>Yes</td>
<td>9</td>
<td>14.0%</td>
</tr>
</tbody>
</table>

According to 14.0 percent (9) of the respondents they had been victims of a crime(s) at a shopping centre in the last twelve months, whilst 86.2 percent (56) of the respondents had not been victimised at a shopping centre.

**Question 34:**  *If you answered ‘Yes’ to Question 33, please identify the type of crime incident(s) you were a direct victim of and indicate the number of times you have been a direct victim of this crime incident(s)?* (in the last 12 months)

**Table 4.87:**  Type and frequency of crime incidents experienced (N = 8)

<table>
<thead>
<tr>
<th>Type of crime and frequency</th>
<th>Once in 12 months</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Pick pocketing</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Theft out of vehicle</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Hijacking</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Of the nine respondents, in Table 4.98, only eight respondents went on to answer this follow-up question. This was a multiple-response question, that is, a respondent could give more than one response if needed. These respondents only experienced personal theft crimes and more specifically experienced vehicle-related crimes. None of these respondents experienced or was caught up in an armed robbery of a retail outlet.
According to Fourchalk (2000: 3), theft out of vehicles is the most common crime affecting shopping centre parking lots. Having hundreds of cars parked in an unattended area can be a haven for thieves. A vehicle is five times more likely to be stolen from an unattended parking lot than an attended one even if other security measures such as CCTV surveillance systems are present. Therefore shopping centres have taken a proactive approach to parking lot security by hiring parking attendants or allowing car guards to operate. Also it is hard to spot a parking lot thief because they blend in well. These thieves prey upon people that park in dark areas, leave valuables in plain view or leave doors or windows open. Once the opportunity arises they steal personal property out of the vehicle or the vehicle itself. Displaying some sort of anti-theft device is crucial, whether a steering wheel lock or a state of the art car alarm system. If you own a car alarm, make sure to take advantage of the alarm stickers and display them on your vehicle’s windows.

**Question 35:** Please identify from your choices above (Question 34) a crime incident that you have been a direct victim of (in the last 12 months) that had the most impact on you?

**Table 4.88:** Most impactful criminal incident experienced (N = 8)

<table>
<thead>
<tr>
<th>Most impactful crime</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>3</td>
<td>37.5 %</td>
</tr>
<tr>
<td>Theft our vehicle</td>
<td>2</td>
<td>25.0 %</td>
</tr>
<tr>
<td>Hijacking</td>
<td>1</td>
<td>12.5 %</td>
</tr>
<tr>
<td>Pickpocketing</td>
<td>1</td>
<td>12.5 %</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>1</td>
<td>12.5 %</td>
</tr>
</tbody>
</table>

The most impactful crimes include theft-related crimes because this was the only type of crime the respondents experienced in a twelve month period at a shopping centre. Three (37.5%) of the respondents indicated theft as a broad category and did not specify the type of theft.

Please note that Questions 36 to 47 were only supposed to be answered by those respondents who indicated ‘armed robbery’ as their most impactful witnessed crime (See Appendix 3). Due to none of the respondents experiencing armed robbery at a shopping centre first hand these questions were skipped.
4.3.4 Section D: Recommendations for preventing criminal incidents at shopping centres

Question 48: Do you think that the safety and security measures at shopping centres can be improved upon, explain?

A total of fifty respondents contributed towards this question. A clear majority, that is, 92.0 percent (46) of the respondents indicated that the safety and security measures at shopping centres should and can be improved. The other 8.0 percent (4) of the respondents indicated that the safety and security measures in place at shopping centres cannot be improved further. All fifty (50) the respondents provided the following reasons for their opinion. Respondents could provide as many reasons as they deemed necessary. These recommendations offered by the customers, the lifeblood of a shopping centre, can be used creatively, practically and proactively to inform and strengthen current security measures at shopping centres.

Table 4.89: Reasons for response (N =50)

<table>
<thead>
<tr>
<th>Reasons provided</th>
<th>Frequency</th>
<th>% of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shopping centres need more security measures</td>
<td>21</td>
<td>42.0%</td>
</tr>
<tr>
<td>Security guards should be armed and fully trained</td>
<td>15</td>
<td>30.0%</td>
</tr>
<tr>
<td>Security guards need to be more visible</td>
<td>14</td>
<td>28.0%</td>
</tr>
<tr>
<td>More CCTV surveillance cameras are needed</td>
<td>11</td>
<td>22.0%</td>
</tr>
<tr>
<td>Panic buttons should be installed in all shops</td>
<td>7</td>
<td>14.0%</td>
</tr>
<tr>
<td>Pleased with what I have seen around</td>
<td>2</td>
<td>8.0%</td>
</tr>
<tr>
<td>Proper policing is lacking</td>
<td>3</td>
<td>6.0%</td>
</tr>
<tr>
<td>Even though there are security measures in place</td>
<td>2</td>
<td>4.0%</td>
</tr>
<tr>
<td>crimes are still being committed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>More security measures are needed in the parking area and outside the shopping centre</td>
<td>1</td>
<td>2.0%</td>
</tr>
<tr>
<td>People entering the shopping centre should be searched in order to catch those with firearms</td>
<td>1</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

The two most popular responses received were that of ‘shopping centres need more security measures’ and ‘security guards should be armed and fully trained’ as stated by 42.0 percent (21) and 30.0 percent (15) of the respondents respectively.
4.4 SUMMARY OF THE RESEARCH FINDINGS

The summary of the research findings are grounded on the research participant's responses to the self-administered questionnaire surveys. There were two self-administered questionnaires utilised for this study, that is, one questionnaire for the retail employees and one questionnaire for the customers. The researcher will discuss findings from the responses received from retail employees and the customers in the sections to follow.

4.4.1 Findings from retail employees

The following findings materialised from the self-administered questionnaire responses provided by the retail employees.

4.4.1.1 Findings in reference to the general experience at a shopping centre

- Most of the research participants felt that the shopping centre is a safe place to work in reference to the security measures that are used to reduce crimes. However, almost all the research participants still took precautionary measures to avoid becoming a victim of crimes at the shopping centre. The precautionary measures employed by the research participants varied. It was found that most of the precautionary measures engaged in had to do with the personal behaviour of the respondent. No link was made to the safety and security measures that are provided in terms of the physical protection system in place at the shopping centre to protect them.

- Most of the respondents indicated that they would not leave their job if the shopping centre is the target of a violent criminal incident.

- The responses received in reference to the effectiveness of security measures at the shopping centres were mixed. The majority stated that the measures were effective; a large percentage indicated that they were unsure; and a significant percentage stipulated that the measures were not effective. The respondents also provided a vast array of reasons for their responses. However, many of the responses received by the ‘Unsure’ group overlapped with and can be linked to
the reasons provided for why the security measures at the shopping centre were not effective.

- Just over half the respondents were informed of the security measures in place at the shopping centre by their superiors. The respondents knew of many security measures that are in place at the shopping centre.

- The majority of the respondents indicated that there was a control room onsite and that there were control room operators working on shift monitoring and recording footage twenty-four hours a day and seven days a week at the shopping centre.

- Most of the research participants were unsure if records are kept of all criminal and other incidents that occur at the shopping centre.

- A significant percentage of respondents knew of the existence of an emergency procedures/disaster preparedness plan. The majority of respondents were ‘unsure’ if such a plan(s) exists at the shopping centre. Many of the respondents who were aware of the emergency procedures/disaster preparedness plan indicated that they were tested.

- More than half of the research participants were unsure of the existence of a security plan at the shopping centre. Of those respondents who knew of the security plan, the majority stated that they have familiarised themselves with the content of the plan and that the plan is noticeably displayed.

- The research participants knew of various types of crimes that were occurring at the shopping centres. These crimes ranged from some of the more ‘petty crimes’ such as pick pocketing to the more violent crimes such as armed robbery.

- As indicated by the research participants, the top three most-at-risk assets at the shopping centre are: merchandise, cash and vehicles in the car park/parking garage.
• The majority of the respondents indicated that they have never been approached by anyone needing sensitive information about the shopping centre.

4.4.1.2 Findings in reference to the personal experience of crime and armed robbery at a shopping centre

• There were similar findings yielded with regards to the witnessed and experienced crimes.

• It was found, whether witnessed or direct victim, that the top three most common criminal incidents at shopping centres are theft, armed robbery and retail shrinkage (shoplifting and employee theft).

• Armed robbery, theft and retail shrinkage (shoplifting and employee theft) were also the most impactful crimes witnessed and experienced first-hand at the sites.

• According to those respondents who had witnessed and experienced armed robberies first-hand (direct victim) the following similar findings were found. The perpetrators operated in medium to larger groups in order to carry out the crime. The weapons of choice for these groups include handguns, rifles and to a lesser extent knives. The majority of the respondents also indicated that violence was used. However, there were also instances were no violence occurred. The more popular items stolen include money, merchandise, jewellery and cell phones. To supplement the cash obtained from the robbery these robbers can also easily sell the goods again on the black market to make up the capital. The time taken to commit the crime was between six to ten minutes. The perpetrators used vehicles to make their getaway. However, in a few odd cases the robbers made their escape on foot. It was also found that the respondents’ views on the promptness of the security guards at the shopping centres were mixed. The majority of the participants stated that no trauma counselling was offered after the criminal incident witnessed or experienced first-hand.
According to those respondents who had witnessed and experienced armed robberies first-hand (direct victim) the following divergent findings were found. According to the respondents who witnessed the incident of armed robbery they indicated that the perpetrators were predominately black males. As stated by the respondents who experienced the crime of armed robbery as a direct victim they stated that the perpetrators were predominately black males. However, mention was also made of a mixed race group. According to the respondents who witnessed the armed robbery, they stated that the targets for these attacks were department and jewellery stores, these are retail outlets with small but expensive items or merchandise that can easily be dropped into a bag and make for a quick getaway. As stated by the respondents who experienced the crime of armed robbery as a direct victim they stated that the targets of the armed robbers included a bank and department stores.

Most of the research participants indicated that there is room for improvements to be made to the safety and security measures at shopping centres and they went on to offer a variety of possible security measures needed.

4.4.2 Findings from customers
The following findings materialised from the self-administered questionnaire responses provided by the customers.

4.4.2.1 Findings in reference to the general experience at a shopping centre

- It was found that most of the research participants felt safe at shopping centres in reference to the security measures that are used to reduce crimes. However, almost all the research participants still took precautionary measures to avoid becoming a victim of crimes at the shopping centre. It was found that diverse precautionary measures were being employed by the research participants.

- Most of the respondents indicated that they would not return to a shopping centre that had been a target of violent crime incidents. However, a significant percentage of the respondents also stated that they will return to the shopping centre and thereafter provided various reasons for their response.
• The majority of the respondents knew of many different security measures that are in place at shopping centres. Almost all the respondents agreed with and approved of the current security measures in place at shopping centres.

• There were mixed views from the participants with regards to the effectiveness of the security measures currently in place at shopping centres. The respondents went on further to provide various reasons for their responses.

• Most of the respondents indicated that they knew how to respond in case of a security emergency. However, a significant portion of respondents indicated that they did not know how to respond effectively. The respondents went on to provide different reasons for their responses.

4.4.2.2 Findings in reference to the personal experience of crime and armed robbery at the shopping centre

• It was found that the top three most common criminal incidents witnessed at shopping centres were theft, shoplifting and pick pocketing.

• Only one research participant witnessed an armed robbery at a shopping centre. The respondent went on to indicate the crime as the most impactful crime witnessed. The details of the armed robbery witnessed are as follows. The respondent indicated that there were seven to nine perpetrators that carried out the incident. The participant went on to indicate that all the perpetrators were black males and further specified that the perpetrators were armed with handguns and rifles. It was also stated that the incident took place in a store in the shopping centre and that the perpetrators used violence. The items stolen included watches, money and jewellery. It took less than five minutes to commit the crime and the perpetrators made their getaway by vehicle. The respondent also indicated that the security guards were not prompt in their response to the incident and that there was no trauma counselling offered or given after the criminal incident witnessed.
According to the majority of the respondents, the three most common crimes experienced (direct victim) are theft, pick pocketing and theft out of vehicle.

There were no respondents that indicated that they had experienced (direct victim) an armed robbery at a shopping centre.

Many of the respondents indicated that the safety and security measures at shopping centres should and can be improved and they went on to provide a range of security measures that can possibly be implemented.

4.5 CONCLUSION
In this chapter, all the responses received from the research participants, through the self-administered questionnaires, were interpreted and analysed. The data was numerically analysed according to frequencies and percentages. The researcher went on to further analyse and interpret the information received by applying and linking literature to the empirical findings of the study. Shopping centre armed robberies in South Africa was explored through the first-hand experiences of the retail staff and customers and findings were presented.
CHAPTER 5
ATTAINMENT OF AIMS, RECOMMENDATIONS AND CONCLUSIONS

5.1 INTRODUCTION
The focus of this study was to explore armed robberies at shopping centres in Gauteng from the perspectives of the retail employees and customers. The researcher utilised self-administered questionnaire surveys to collect scientific information and understanding from the retail employees and the customers. The present chapter examines the achievements of the aims and objectives of the study, as set out in Chapter 1 (Section 1.5). The chapter concludes with the researcher providing recommendations in reference to security risk control measures to be implemented in order to address the problem of armed robberies at shopping centres and further research possibilities are presented.

5.2 ATTAINMENT OF THE AIMS AND OBJECTIVES
An explanation is provided as to how the aims and objectives of the study are achieved.

5.2.1 Attainment of aims
- The first aim was to explore the risks and vulnerabilities at shopping centres that has led to the phenomenon of armed robberies at shopping centres in Gauteng;

- The second aim was to examine the current physical protection systems that are in place at shopping centres in Gauteng to assist with the reduction of shopping centre armed robberies; and

- The third aim was to recommend security risk control measures to be implemented to address the problem of armed robberies at shopping centres.
In the following section the research objectives that were formulated to reach the stated research aims are answered. This in turn provides an account that indicates that the aims of the study have been achieved.

5.2.2 Attainment of objectives

This research has brought to life the experiences of retail staff and customers at shopping centres in Gauteng. Therefore, the following objectives are spoken to from the perspective of retail employees and customers at shopping centres in Gauteng.

- The first objective of the study was to determine the nature and extent of armed robberies at shopping centres in Gauteng.

This objective is important because it brought to the forefront a complete depiction of the phenomenon of armed robberies at shopping centres in Gauteng in all its complex facets. In order to gain an insight and understanding of the phenomenon of armed robberies at shopping centres the researcher utilised both a literature review and empirical research. Segments of the literature review and the empirical research spoke specifically to the nature and extent of the phenomenon.

The theoretical explanation offered, in Chapter one (Section 1.2.1) and Chapter three (Sections 3.3 and Section 3.4), in reference to the nature and extent of the phenomenon of armed robberies at shopping centres formed the foundation for the empirical research. Therefore the empirical research also spoke to the nature and extent of armed robberies at shopping centres in Chapter four (Sections 4.2.3 and Section 4.3.3).

In brief the empirical data from the retail employees revealed, in reference to the nature and extent of armed robberies at shopping in Gauteng, that armed robberies was one of the top three most common and impactful crimes whether witnessed or experienced first-hand. Also in regards to the nature and extent of the phenomenon many similarities and some divergent findings were reported by those respondents who witnessed and those who experienced first-hand the incident, a summary of this can be found in Chapter four (Section 4.4.1.2). According to data received from the customers it was found that the top three most common criminal incidents witnessed
at shopping centres were theft, shoplifting and pick pocketing. Only one research participant witnessed an armed robbery at a shopping centre and an account of the incident can be found in Chapter four (Section 4.4.2.2). According to the majority of the respondents from the customer pool, the three most common crimes experienced (direct victim) are theft, pick pocketing and theft out of vehicle. There were also no respondents that indicated that they had experienced (direct victim) an armed robbery at a shopping centre.

The first objective was achieved by using both theoretical and empirical research.

- The second objective of the study was to identify the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng.

In achieving the second objective the researcher once again used both a literature review and empirical research, that is, sections of the literature review and the empirical research speaks specifically to the objective of identifying the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng.

A theoretical discussion with regards to the risk and vulnerabilities are discussed in Chapter one (Section 1.2.2 and Section 1.3) and Chapter three (Section 3.2 and Section 3.3). Also empirical data received from the retail employees and customers are accounted for in Chapter four (Section 4.4.1.1 and Section 4.4.2.1) respectively.

From the empirical data received from both the retail employees and customers, both sets of respondents reported having witnessed and experienced first-hand with reference to risks and vulnerability. It was further brought to the fore that shopping centres are vulnerable to armed robbery attacks because of the high value of certain merchandise. This vulnerability is further increased as a result of shopping centre security measures not being able to adequately deter or prevent these groups of perpetrators that are highly organised and sophisticated, are heavily armed with an array of weaponry and are not afraid to use and engage in violence. It was also
found from the empirical data received that the items most at risk of being stolen included money, high-value merchandise, jewellery and cell phones.

In light of the above, the second objective to identify the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng was achieved.

- The third objective of the study was to identify and examine the current physical protection systems that are in place at shopping centres in Gauteng to assist with the reduction of armed robberies at shopping centres.

The final objective was to identify and examine the current physical protection systems that are in place at shopping centres in Gauteng to assist with the reduction of armed robberies at shopping centres. Chapter one (Section 1.2.3) and Chapter three (Section 3.3) provides literature for this objective. Empirical data was also received from the retail employees and customers in reference to this objective. This is located in Chapter 4 (Section 4.4.1.1 and Section 4.4.2.1 respectively). In short, from the retail employees, the responses received in reference to the effectiveness of security measures at the shopping centres were mixed. The majority stated that the measures were effective; a large percentage indicated that they were unsure; and a significant percentage stipulated that the measures were not effective. The respondents also provided a vast array of reasons for their responses. However, many of the responses received by the ‘Unsure’ group overlapped with and can be linked to the reasons provided for why the security measures at the shopping centre were not effective. There were also mixed viewpoints from the customers with regard to the effectiveness of the security measures currently in place at shopping centres. The respondents went on further to provide various reasons for their responses.

The various reasons or recommendations provided by the respondents can be used innovatively, practically and proactively to inform and strengthen current security measures at shopping centres, as well as taken into account during policy and procedure planning.
Base on the above, the objective to identify and examine the current physical protection systems that are in place at shopping centres in Gauteng to assist with the reduction of armed robberies at shopping centres has been achieved.

5.3 RECOMMENDATIONS FOR THE RETAIL INDUSTRY

The aim to recommend security risk control measures to be implemented to address the problem of armed robberies at shopping centres is addressed by the recommendations made here and is therefore achieved. The recommendations made below not only speaks to and fulfils the aim but also provides measures that can be used in relation to many of the varied crimes experienced at shopping centres as identified by the retail employees and the customers. After exploring the phenomenon of armed robberies at shopping centres in the Gauteng province of South Africa, and based specifically on the current study’s findings, the following recommendations can be made.

5.3.1 Precautionary measures

Precautionary (protective/safety) measures founded on personal behaviour should continue to be taken when frequenting a shopping centre. Even though most of the respondents, both the retail employees and customers, from the present study felt that the shopping centre is a safe place to work and visit, they still took precautionary measures to avoid becoming a victim of crime. This reveals the deliberate proactive stance of individuals and the importance they are placing on their safety and security. The following precautionary measures which are based on personal behaviour are derived from the research findings:

- Be aware (security conscious) of your surroundings - if your thoughts are doubting the situation at hand then proactive steps can be employed to alleviate the suspicion;

- Do not carry cash or excessive amounts of cash - society is moving away from physical cash and most retail stores provide for the use of electronic money which is easier and safer;
• Do not wear expensive jewellery - this contributes towards not attracting (being inconspicuous) unnecessary attention to yourself from opportunistic criminals;

• Change routes – so as to avoid being observed by criminals, criminals thrive on patterns;

• Always go to the shopping centre with company;

• Do not take minors along - for example young children and grandchildren;

• Do not browse or wander aimlessly - get what you came for and leave;

• Always try to be close or near patrolling security guards; and

• Do not openly carry a cell phone.

5.3.2 Partnerships and sharing of information

In light of the complex nature of armed robberies at shopping centres co-ordinated, proactive and strong partnerships should be forged between all those with a vested interest in shopping centre safety and security. Such groups can include but are not limited to: the South African Police Service (SAPS), shopping centre management, retail outlet managers, customers and communities, businesses, research institutions and organisations that assist the retail industry such as the Consumer Goods Council of South Africa (CGCSA) and Business Against Crime South Africa (BACSA). These partnerships should foster a professional environment where sharing of non-competitive information can take place thereby creating crime intelligence. Crime at shopping centres and specifically armed robberies is not a competitive factor between retailers and shopping centres. Therefore, the sharing of information through these partnerships can be extremely valuable in reducing armed robberies and other crimes at shopping centres. The information shared should be used proactively to strategise and put into place risk control measures to reduce armed robberies at shopping centres thereby creating a pleasant, safe and secure
shopping experience for all. Details of the incident can be shared, dishonest and dismissed employees can be spoken about and information about them shared in order to prevent re-employment in the retail sector and other security organisations. Brainstorming meetings can also take place on how to effectively combat crimes at shopping centres.

### 5.3.3 Policy and procedures (emergency plans/security plan)

More than half of the research participants, from the retail employees group, were unsure of the existence of the security and emergency plans at the shopping centre. It is recommended that all retail staff be categorised into groups such as security staff, security management, retail store employees, retail store management, shopping centre management and so forth. Thereafter the overarching plans developed must be broken down into sections specific to the groups established and made available to them. Apart from making the appropriate sections of the plans available, steps should be taken to familiarise the groups with their function through possible scenario based practical workshops. Also these specific plans needs to be appropriately and noticeably displayed for further and future references by the specific staff or groups. In this way the purpose of the plans are not defeated. Further security policies and procedures have to be regularly reviewed and tested in order to maintain the highest possible standards.

When considering a procedure for an incident such as an armed robbery one must take into account the realities of an armed robbery. According to Van Maanenberg (1995: 213), in essence an armed robbery is a traumatic and emotional event which, in many cases, results in totally unpredictable behaviour. The likelihood of emotional and physical injury is high and one must ensure that any proactive action undertaken is designed to minimise the risk of injuries. The preservation of life and the prevention of injury are supreme and no amount of money supports the taking of risks that might lead to serious injury or even death. Van Maanenberg (1995: 213), further states that an attitude must be developed that highlights the need for safety and that we need to care about what happens, we need to care about ourselves, care about our workmates and care about the customers. He states that during an armed robbery one needs to actively think of the word ‘care’ because he has developed a formula for remaining safe in any violent situation. By utilising the word
care, it will trigger action plans during violent incidents that highlight four key functions: CARE

- C = (remain) calm and in control;
- A = act on all instructions (from the robbers);
- R = remember features of the offender; and
- E = ensure evidence is retained.

He further goes on to specify that when confronted with a potentially violent incident, immediately think of the word ‘care’ because it will reduce immediate feelings of anxiety and assist you to focus on emotions that express concern and interest for the safety of yourself and others around you.

5.3.4 Education and awareness programmes
Do not overlook people in your protection system. No system is any better than the way people operate it. This brings education and awareness programmes to the fore. Education and awareness programmes are imperative in reference to armed robberies at shopping centres. All parties involved, from top management filtered right down to the customer, in the retail experience at shopping centres need to be educated and made aware about the good, the bad and the ugly. These programmes can cover a range of topics such as security measures employed to reduce the chances of being a target of an armed robbery, how to behave during an armed robbery, what to do if you have witnessed an armed robbery, coping mechanism available to witnesses and victims. This should be a regular process and can easily be rolled out to all the employees at the shopping centre, from the top down, by means of formal manuals and compulsory seminars and workshops. Customers, on the other hand, can have brochures and leaflets handed to them as they may not be willing to attend a seminar or workshop. These programmes should be frequently assessed to check if the information provided is still current and effective. It has been found from the research participants that they rely on their own directives, which can sometimes be highly inadequate during an incident such as an armed robbery.
It is stated by Curtis (1960: 647-648), that when planning security education programmes the following need to be considered:

- The group, for whom the programme is being planned;
- The objectives, what are your goals in relation to the group identified;
- The media, one needs to come to a decision on how to communicate your programme to the group, that is, what method of presentation will be most effective;
- The motivation, your ability to pick good motivational elements will be the key to the success of the programme; and
- The presentation, lastly, you will need a formula for your presentation, a proven pattern of presentation which fits the media you have chosen.

Also Geason and Wilson (1992: 76-78), provide an example of guidelines to adopt during and after an armed robbery at a shopping centre which can be appropriately supplemented and discussed within the education and awareness programmes (See Appendix 4).

5.3.5  Trauma counselling
According to the findings from the current study, trauma counselling was almost non-existent in reference to armed robberies at shopping centres (Chapter 4: Section 4.2.3.15, Section 4.2.3.30 and Section 4.3.3.3). Victims and witnesses of armed robberies at shopping centres often suffer considerable trauma from their experience. Trauma counselling is extremely important and recommended in order to prevent the debilitating effects and the long lasting impact an incident such as an armed robbery at a shopping centre can have on the victims and witnesses. Also social support is important for wellbeing and adjustment. The shopping centre manager and the retail outlet manager should make provision for trauma counselling. This should be offered and made known that this is an option available to all those
who need assistance, whether you are an employee or a customer. Trauma counselling can assist to offset possible long term effects that an armed robbery can cause. The main aim of support is to provide support to enable the victims and witnesses to successfully work through the trauma caused by the armed robbery.

5.3.6 Reporting anonymously

Avenues should be made available for the reporting of critical information to both retail employees and customers. Interventions such as an anonymous hotline, secure online facility and response bins can be considered. The anonymous avenues available should be advertised widely as most individuals do not want to be identified or have any connection with providing information due to possible negative consequences. Blowing the whistle on crime and wrong doers needs to continue, be encouraged and grow. Information received via these avenues is extremely valuable to law enforcement agencies; it aids them in carrying out their jobs and making society a safer place.

5.3.7 Crime Prevention Through Environment Design (CPTED)

In the past security considerations at shopping centres was one of the last and grudged considerations. More than that was the concept of CPTED which was usually ignored altogether. This is no longer the case. Security considerations and CPTED, and more specifically at shopping centres, is now being seen as something that cannot be sidestepped and is being used with intensity and seriousness to help prevent criminal activities. With this being said traditional security systems need to be supplemented by also utilising CPTED principles when it comes to formulating new ideas and plans to assist with the prevention of armed robberies and violent crime at shopping centres in South Africa. CPTED or safety by design is a technique that owners can apply to crime prevention. When applying CPTED principles to a site the design focuses on natural surveillance. The idea is to maintain sightlines and clear views. This is important because usually criminals do not like to be seen which can result in a reduction of criminal activities. Therefore taking into consideration security measures and the use of CPTED principles in the planning and design of shopping centres can reduce the creation of problem areas in which the criminal element feels less risks of discovery and possible apprehension.
5.3.8 Risk assessment

It is difficult for shopping centre managers and all other relevant stakeholders to be proactive in reference to the protection of their tenants and the customers without having first completed a proper risk assessment of the possible safety and security risks, threats and hazards involved in an armed robbery situation. A detailed risk assessment should be conducted and once all the risks, threats and hazards are clearly understood can the development of preventive measures and procedures begin. Logically, once the preventive measures and procedures are developed, training of all concerned in the retail space should follow on a regular basis in regards to the effective implementation of the systems in place.

According to Mayhew (2000: 27), risk assessments are not a once off event. It is further stated that regular and systematic armed robbery-related audits/risk assessments are an important part of a proactive preventive strategy and provides the baseline for prevention planning at shopping centres and retail stores. In any risk assessment the level of detail should be proportional to the risk. The probability and likely severity of an incident and an evaluation of the effectiveness of existing security risk control measures should be objectively assessed. Those responsible for conducting the risk assessment should identify what measures have been taken to address warning signs, ascertain if the preventive strategies implemented have been adequate and whether the outcomes have been objectively evaluated. The aim of a risk assessment is to deal with the potential situation before the incident occurs and eliminate or reduce the risks.

During an armed robbery risk assessment, all available information on armed robberies need to be recorded with a separate incident form completed for each event and it is imperative that all incidents of armed robbery be recorded. A stipulated time period within which incidents must be formally reported in the organisation should be specified; for example, if possible immediately but no later than three working days. Previous armed robbery incident records need to be grouped, analysed and the patterns identified. Facts are required on “who, what, when, where and why” (Mayhew, 2000: 27). There is evidence that suggest that armed robberies at shopping centres may be repeated over time if intervention strategies are not implemented. Also a major factor to consider is economic
influences during the armed robbery-related audit/ risk assessment (Mayhew, 2000: 29).

5.3.9 Effective integration and convergence of physical protection systems
Almost all of the research participants knew of many physical security measures that are in place at shopping centres. When the research participants were asked to indicate the effectiveness of the security measures in place at shopping centres most of the respondents specified that they were ineffective. It is believed by the researcher that although most security products and systems work well on their own, these security products and systems linked together can be put to far greater use and also offers far greater results. This is known as integration. However, security measures at shopping centres will need to be frequently evaluated and upgraded to stay a step ahead of innovative criminals.

Shopping centres are made up of different spaces such as the car park, open-air restaurants, department stores and entertainment areas, which all require different systems to secure the specific space. This is good but shopping centres should take it a step further. This can be achieved by the implementation of a convergence-based integrated security system. A convergence-based integrated security system is an integrated security system that utilises Transmission Control Protocol/Internet Protocol (TCP/IP) Ethernet infrastructure as the basic communications media (Norman, 2007: 3-4). A convergence-based integrated security system is a system that is made up of numerous subsystems together into one complete, highly coordinated, high functioning system. This system is not only an integration of security components but also an integration of functions. It is stated by Norman (2007: 3-4), that an integrated security system can be regarded as a combination of equipment, personnel and procedures which utilises each component in such a way as to enhance the use of every other component with an end result that assures optimum achievement of the system’s stated objective. When designing an integrated security system, every element chosen should be analysed to determine how it will contribute to preventing loss. Integration provides a synergy that maximises the security function.
Kruegle (2004: 215), states that shopping centre management should be knowledgeable and recognise that a completely integrated security system may be assembled from components manufactured by different companies. It is therefore important that all equipment purchased should be compatible. Usually it is also an advantage to purchase equipment and services from one major supplier which provides a turnkey system including all equipment, training and maintenance, as opposed to purchasing the system from several sources. Doing this places the responsibility of system operation on one vendor, therefore making it easier to control and if there are problems the shopping centre manager can go directly to the installer or general contractor.

If a single supplier is chosen this must be done knowledgeably and thoughtfully after having completed a thorough analysis to determine that the supplier will: (a) provide a good service; (b) be available for maintenance when required; and (c) still be in existence five-to-ten years down the line. The service provider that is integrating the system must also be aware of differences and be capable of interfacing them properly to permit proper use and produce a successful security system. A security plan anticipating the expansion of the security equipment at a future time should be designed so that the equipment is built in a modular form and can be expanded in the future to accept new technology as it becomes available. Larger security equipment manufacturing companies anticipate this integration and expansion requirement and design their equipment accordingly. In a system where equipment is supplied by several manufacturers, someone must take responsibility for system integration and maintenance (Kruegle, 2004: 215-216).

When installing a convergence-based integrated security system, one of the key focal points in order to maintain successful operations is that of servicing. If a component fails, it is necessary to have it repaired or replaced as quickly as possible so that the system is not shut down and becomes out of service. According to Kruegle (2004: 215-216), near-continuous operation is accomplished by the direct replacement method. When a single vendor supplies the integrated system and there is a problem, there is only one contractor to contend with. However, if the security system is assembled by several vendors there can be serious issues in terms of the unproductive finger pointing as to whose fault it is, and the customer
becomes a negotiator or middleman. It is therefore vital to choose the right or best equipment/service company, one that is customer oriented and acquainted with reliable, technologically superior products that satisfy the customer’s needs (Kruegle, 2004: 216).

5.3.10 Training of security guards

One of the main themes that came through from the research findings is that of security guards. Cunningham (1989: 82), states that, in the South African context, the average security guards can be defined as, “a person of low intelligence, untrained to perform his duties, incorrectly supervised and monitored in his work, and protecting property sometimes worth millions of rands with nothing more than a baton or stick”. From what was communicated from the research participants it seems that security guards today still mirror the past with these perceptions persisting.

Cunningham (1989: 82) believes that the fault lies with the contractee and not with the contract guard company. He states that contractees seldom check the efficiency or training levels of the contract company and do not insist on basic security aids such as occurrence books and communications systems and equipment. He goes further to state that the following points should be considered and demanded when it is decided to employ the services of a contract guard service.

- Insist on a written contract between the two parties: Preferably not one supplied by the guard company itself and ensure that the services offered are in your favour and not that of the supplier.

- Insist on a set of standing orders: These need to be placed where the security guard has availability to them at all times.

- Insist on communications between the security guard and a central control room: This ensures that incidents can receive immediate reaction. Telephone communication is not suitable as the telephone wires can easily be cut.
• Insist that the security guard reports on a daily basis to a responsible member of staff: This should be done before he/she commences his/her duties.

• Insist that the security guard has some form of patrolling system around the premises such as a time clock or electronic checking system: With this the security guard’s activities or lack thereof, can be monitored regularly.

Many of the concerns in relation to security guards from the research participants and the above literature can be delved into under the umbrella term of training. The first aspect that needs to be addressed is that of the screening and vetting systems that management is utilising when employing security guards. These systems need to be improved upon allowing for the employment of security guards that can be trusted, that have excellent work ethics and that are professional. Finger print security systems can also be used to achieve this. Once employed by a security company, security guards should be trained according to the security needs and changes that arise. Training and retrained with refresher courses are crucial in the security industry because of the ever changing nature of crime and criminals. The investment made into training of security guards will yield benefits and help with staff morale and motivation. Further security guards deployed at shopping centres need to be trained on the specifics of guarding a shopping centre.

When training security guards at shopping centres a number of facilitators should participant such as the security company employing the security guards, the shopping centre management, the police and other stakeholders who can all provide relevant information and assistance. In reference to armed robberies at shopping centres and from the current research findings, training can cover these aspects but are not limited to them: education and awareness programmes in reference to armed robberies, professionalism in the work place, how to deal with other security incidents that may arise, visibility, power, availability, effectiveness, skills specific to armed robberies, weapons and the use thereof, collaboration with criminals, human behaviour patterns, body language and communication. Training should also be geared towards empowering security guards to take preventive action while ensuring the safety of customers and retail employees. Records of this training should be
kept. Other topics discussed should include the prevention policy and strategies in place; risk identification, assessment and control procedures; warning signs of potential violence and appropriate responses; cash control procedures; security provisions; emergency action plans; and administrative and incident reporting procedures.

Some respondents indicated that security guards should routinely be armed with weapons (not all security guards are armed only certain categories, i.e. specialist and firearm trained ones are, for example cash-in-transit guards, see Minnaar, 2008 for information regarding the private security industry and firearms regulations) to handle tough situations that may arise. Conversely, the researcher believes that security guards should not be armed with weapons. Fighting fire-with-fire will prove devastating. These criminals are well planned, professional and meticulous. They are heavily armed with weapons and they are not afraid to use it. This will lead to shoot-outs and many more lives will be lost which we are trying to avoid.

5.4 GENERAL RECOMMENDATIONS

- Accurately record details of an armed robbery: it is imperative for a number of reasons such as future prosecutions, sharing and learning;

- Learn from past events: these can inform relevant partnerships that need to be formed, programmes and security measures;

- One size fits all does not work: shopping centres need to establish their own security system according to their unique setting;

- Call in experts: they can provide valuable input in their related fields;

- Become members and join organisations that specialise in preventing crime in the retail industry: one such unit is the Consumer Goods Risk Initiative (CGRI) with the Consumer Goods Council of South Africa (CGCSA). They developed a secure cash distribution system for shopping centres in Johannesburg designed to decrease cash-in-transit robberies. As part of the system, cash is transported
from the retail stores throughout the mall by means of air tubes, meaning retailers no longer keep cash on their premises (SAPA, 2013: 1). The cash is then recycled into Automated Teller Machines (ATMs) within the shopping centre. Other interventions include providing advice on CCTV camera minimum standards and best practice, sending out monthly alerts on crime trends and syndicates and a new initiative to combat shoplifting (Anon., 2013: 6). This cash system actually has a two-fold effect of reducing the risk of Cash-in-Transit (C-i-T) heists and armed robberies after a busy weekend at a shopping centre.

- Consider new technologies: keep up to date with emerging and new security technology that can be applied to improve security at shopping centres;
- Open up communication channels with all staff in the shopping centre: this should not be limited to cover criminal and deviant behaviours but also used as a forum to share individual and store achievements. Doing this will create a sense of contribution and belonging;
- Tenants should be consulted and join initiatives: thought should be given to the training of tenants to contribute during emergencies; and
- Proprietary systems should be avoided: to allow for the attachment of new technologies with minimal interference to the existing system and to avoid exorbitant costs to change the entire or most of the system if need be.

5.5 RECOMMENDATIONS FOR FURTHER RESEARCH
Grounded upon the entity of the present study the following recommendations were identified as further research themes:

- A qualitative exploration of armed robberies at shopping centres from the perspective of senior management;
- An in-depth analysis into the impact on victims of armed robberies at shopping centres;
• An analysis of the recruitment criteria and training of private security guards in reference to armed robberies at shopping centres;

• An explorative study on the legal and evidentiary aspects attached to armed robberies at shopping centre;

• An analysis into the emergency and incident handling procedures at shopping centres;

• An exploration of the effectiveness of security measures utilised in parking garages at shopping centres; and

• The level of training received by control room operators in order to be effective at their jobs.

5.6 CONCLUSION

The researcher has outlined the nature and extent of armed robberies at shopping centres in Gauteng, South Africa. The researcher went further and examined the current physical protection systems in place at shopping centres and thereafter provided recommendations for improving security measures and reducing armed robberies at shopping centres. Upon exploration it has been found that armed robberies at shopping centres is a complex phenomenon and are also dangerous and debilitating. The seriousness of armed robberies at shopping centres and the impact on the retail industry and customers cannot be disregarded. The findings and recommendations took into consideration the literature study and the responses received from the participants for the purpose of reliability and validity. Therefore the findings and recommendations made in the research can assist the retail industry in exploring a means to improving security measures at shopping centres. It is also an expectation that this research study will further stimulate interest and further research into the phenomenon of armed robberies at shopping centres.
LIST OF REFERENCES

Abramjee, Y. 2009b. We can make SA crime-free. Pretoria News. 12 October.
Anon. 2013. Shopping centre tenants are being robbed for cell phones every 1.7 days. Pretoria News. 25 September.


SAPA. 2013. 60% increase in mall armed robberies. *Pretoria News*. 22 September.


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APPENDICES

APPENDIX 1: COVER LETTER

UNISA
PO BOX 392
PRETORIA 0003

QUESTIONNAIRE SURVEY: COVER LETTER

Dear Participant,

I am currently a student in the Department of Criminology & Security Science at the University of South Africa (UNISA), busy with my research studies for a masters’ degree in Security Risk Management, titled “SAFETY AS A PRIORITY AT SHOPPING CENTRES IN GAUTENG: AN ASSESSMENT OF EXISTING SECURITY MEASURES”.

Attached you will find a questionnaire on armed robberies and other violent crimes at shopping centres. The questionnaire focuses on the extent of shopping centre crimes, security measures in place at shopping centres and their effectiveness.

The aims of the research project:

- To explore the risks and vulnerabilities at shopping centres that have led to the phenomenon of armed robberies at shopping centres in Gauteng;

- To examine the current physical protection systems that are in place at shopping centres in Gauteng to assist with the reduction of shopping centre armed robberies; and
• To recommend security risk control measures to be implemented to address the problem of armed robberies at shopping centre.

You are kindly requested to please complete all the questions in the attached questionnaire and hand them back to me. If you have any queries while completing the questionnaire, please feel free to ask. You are not required to write down your name or any other form of identification. All the information that I receive will be treated confidentially (i.e. participants will remain anonymous).

If you need any further verification or clarity of any other information, you can contact my supervisor, Prof. Anthony deV. Minnaar (Tel: (012)4292160; Cell: 0838949485; email: aminnaar@unisa.ac.za).

Thank you for your time and your participation.

………………………………
Ms Natasha Lutchminarain
Tel: (012)4292166
Email: lutchn@unisa.ac.za
APPENDIX 2: QUESTIONNAIRE - RETAIL EMPLOYEES

QUESTIONNAIRE SURVEY: SHOPPING CENTRE RETAIL EMPLOYEES

RESEARCH PROJECT: SAFETY AS A PRIORITY AT SHOPPING CENTRES IN GAUTENG: AN ASSESSMENT OF EXISTING SECURITY MEASURES

Instructions:
Please answer all of the questions as accurately and truthfully as possible. This research will assist the researcher to reach findings and propose recommendations to improve the current security measures at shopping centres in Gauteng. You do not need to identify yourself and, similarly, the researcher will uphold anonymity in that there will be no possibility of any respondent being identified or linked in any way to the research findings in the final research report. Where required please indicate your answer with a cross (X) in the appropriate box or write a response in the space provided, using a black ballpoint pen. For the open-ended questions please write your responses clearly and legibly in the space provided. If there is not sufficient space for your response please number a blank sheet of paper with the question number and continue writing your response on the extra piece of paper.

SECTION A: (Biographical Information)

Indicate your choice by marking the appropriate selected blank block with an “X”

The following questions are for statistical purposes only.

1. Gender:
   - Male 1
   - Female 2

2. Age:
   - 19 years or younger 1
   - 20 – 29 years 2
   - 30 – 39 years 3
   - 40 – 49 years 4
   - More than 50 years 5

3. Marital status:
   - Single 1
   - Married 2
   - Divorced/Separated 3
   - Widow/Widower 4

4. Your highest educational qualification:
   - Std 8/Grade 10 1
   - Std 9/Grade 11 2
   - Std 10/Grade 12 3
   - Certificate 4
   - Diploma 5
   - Degree 6
   - Postgraduate degree 7
   - Other (Specify)

5. Your current work position:
   - Shelf packer 1
   - Cashier 2
   - Cashier’s assistant 3
   - Customer attendant 4
   - Shop supervisor 5
   - Shop manager 6
   - Shop security guard 7
   - Other (Specify)

6. How many years of work experience do you have at your current work position:
   - Less than 1 year 1
   - 1 year 2
   - 2 years 3
   - 3 years 4
   - 4 years 5
   - 5 – 10 years 6
   - More than 10 years 7

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SECTION B: (Shopping Centre Information)

**Indicate your choice by marking the appropriate selected blank block(s) with an “X”**

7. Is this specific shopping centre a safe place to work (in terms of security)?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
</tr>
</tbody>
</table>

8. Do you take precautionary measures so as to avoid falling victim to crime(s) at this specific shopping centre?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

9. If ‘Yes’ to Question 8, what precautionary measures do you take?

<table>
<thead>
<tr>
<th>Don’t carry cash</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t wear expensive jewellery</td>
<td>2</td>
</tr>
<tr>
<td>Always with company (people in a group)</td>
<td>3</td>
</tr>
<tr>
<td>Always aware of surroundings</td>
<td>4</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

10. Would you leave your job at this shopping centre if it has been a target of a violent criminal incident(s) (e.g. murder, armed robbery)?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

11. If ‘Yes’ to Question 10, please state why?

………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………….
……………………………………………………………………………………………………………………….
……………………………………………………………………………………………………………………….

12. What day of the week is this specific shopping centre the busiest (indicate only ONE busiest day)?

<table>
<thead>
<tr>
<th>Monday</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>2</td>
</tr>
<tr>
<td>Wednesday</td>
<td>3</td>
</tr>
<tr>
<td>Thursday</td>
<td>4</td>
</tr>
<tr>
<td>Friday</td>
<td>5</td>
</tr>
<tr>
<td>Saturday</td>
<td>6</td>
</tr>
<tr>
<td>Sunday</td>
<td>7</td>
</tr>
</tbody>
</table>

13. Which part of the day is this specific shopping centre the busiest?

<table>
<thead>
<tr>
<th>Morning</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midday</td>
<td>2</td>
</tr>
<tr>
<td>Afternoon</td>
<td>3</td>
</tr>
<tr>
<td>Evening</td>
<td>4</td>
</tr>
<tr>
<td>Night</td>
<td>5</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

14. Are the security measures at this shopping centre effective?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
</tr>
</tbody>
</table>

15. If you answered ‘Yes’ to Question 14, please state why you think the security measures at this shopping centre are effective?

………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………….
……………………………………………………………………………………………………………………….
……………………………………………………………………………………………………………………….

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16. If you answered ‘No’ to Question 14, please state why you think the security measures at this shopping centre are not effective?
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17. If you answered ‘Unsure’ to Question 14, please give your reasons for your choice?
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........................................................................................................................................................................

18. Were you informed, by your superior, of the security measures that are in place at this shopping centre?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

19. Which of the security measures below do you know of (or observed) as being in place at this shopping centre as a whole (not in specific shops).

<table>
<thead>
<tr>
<th>Security Measure</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm system</td>
<td>1</td>
</tr>
<tr>
<td>Armed security guards</td>
<td>2</td>
</tr>
<tr>
<td>Bullet proof windows</td>
<td>3</td>
</tr>
<tr>
<td>Cash collected by a Cash-in-Transit company</td>
<td>4</td>
</tr>
<tr>
<td>CCTV surveillance system</td>
<td>5</td>
</tr>
<tr>
<td>Fence</td>
<td>6</td>
</tr>
<tr>
<td>Fire extinguishers</td>
<td>7</td>
</tr>
<tr>
<td>Intercom system</td>
<td>8</td>
</tr>
<tr>
<td>Security lighting around the shopping centre</td>
<td>9</td>
</tr>
<tr>
<td>Signboards indicating security services at the shopping centre</td>
<td>10</td>
</tr>
<tr>
<td>Unarmed security guards</td>
<td>11</td>
</tr>
<tr>
<td>Wall</td>
<td>12</td>
</tr>
<tr>
<td>Boomgate at entrances</td>
<td>13</td>
</tr>
<tr>
<td>Access control at door entrances (e.g. turnstiles, glass revolving or time delay lock doors)</td>
<td>14</td>
</tr>
<tr>
<td>Patrolling security officers</td>
<td>15</td>
</tr>
<tr>
<td>Quadbike/motorbike or bicycle patrols in car park</td>
<td>16</td>
</tr>
<tr>
<td>Patrol in shopping centre corridors</td>
<td>17</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
</tr>
</tbody>
</table>
20. If you chose ‘Item 5’ from Question 19, which area(s) of this shopping centre does it cover?

<table>
<thead>
<tr>
<th>Area</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passages/walkways</td>
<td>1</td>
</tr>
<tr>
<td>Entrances/exits</td>
<td>2</td>
</tr>
<tr>
<td>Each shop front</td>
<td>3</td>
</tr>
<tr>
<td>Covered parking</td>
<td>4</td>
</tr>
<tr>
<td>Open car park</td>
<td>5</td>
</tr>
<tr>
<td>Access control boomgate</td>
<td>6</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

21. If you chose ‘Item 5’ from Question 19, approximately how many cameras do you think there are installed at this shopping centre?

<table>
<thead>
<tr>
<th>Number of cameras</th>
</tr>
</thead>
</table>

22. Is there a control room onsite at this specific shopping centre?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
</tr>
</tbody>
</table>

23. If ‘Yes’ to Question 22, are there control room operators working on shift monitoring and recording footage 24/7 at this shopping centre?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
</tr>
</tbody>
</table>

24. Does this shopping centre keep a record of criminal (and other) incidents that occur?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
</tr>
</tbody>
</table>

25. Does this shopping centre have an Emergency Procedures Manual/ Crisis/Disaster Preparedness Plan?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
</tr>
</tbody>
</table>

26. If ‘Yes’ to Question 25, does this shopping centre test these plans?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

27. If ‘Yes’ to Question 26, how often do these plans get tested?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every month</td>
<td>1</td>
</tr>
<tr>
<td>Every three months</td>
<td>2</td>
</tr>
<tr>
<td>Every six months</td>
<td>3</td>
</tr>
<tr>
<td>Every nine months</td>
<td>4</td>
</tr>
<tr>
<td>Once a year</td>
<td>5</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

28. Are there security policies and procedures (security plan) in place at this shopping centre regarding shopping centre security?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
</tr>
</tbody>
</table>

29. If ‘Yes’ to Question 28, are you familiar with the security policies and procedures that are in place?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

30. If ‘Yes’ to Question 28, are these security policies and procedures noticeably displayed (e.g. in a manual, on a notice board)?

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>
31. Which of the following crime(s) have been or are being experienced at this shopping centre? (You can indicate single or multiple crimes with a cross ('X') in the appropriate box, i.e. you are not restricted to only one).

<table>
<thead>
<tr>
<th>Crime</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder</td>
<td>1</td>
</tr>
<tr>
<td>Attempted murder</td>
<td>2</td>
</tr>
<tr>
<td>Rape</td>
<td>3</td>
</tr>
<tr>
<td>Assault</td>
<td>4</td>
</tr>
<tr>
<td>Armed robbery</td>
<td>5</td>
</tr>
<tr>
<td>Mugging</td>
<td>6</td>
</tr>
<tr>
<td>Pickpocketing</td>
<td>7</td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>8</td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>9</td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>10</td>
</tr>
<tr>
<td>ATM crimes (e.g. bombings)</td>
<td>11</td>
</tr>
<tr>
<td>Burglary</td>
<td>12</td>
</tr>
<tr>
<td>Cash heists</td>
<td>13</td>
</tr>
<tr>
<td>Hostage taking of staff and/or customers</td>
<td>14</td>
</tr>
<tr>
<td>Retail shrinkage (shoplifting and employee theft)</td>
<td>15</td>
</tr>
<tr>
<td>Vandalism to the security measures</td>
<td>16</td>
</tr>
<tr>
<td>Malicious damage to property</td>
<td>17</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

32. How often (period/frequency) does each crime that you have stated above occur?

<table>
<thead>
<tr>
<th>Crime</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0-3 months</td>
<td>4-6 months</td>
<td>7-9 months</td>
<td>More than 9 months</td>
</tr>
<tr>
<td>Murder</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attempted murder</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rape</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assault</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Armed robbery</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mugging</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pickpocketing</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATM crimes (e.g. bombings)</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burglary</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash heists</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hostage taking of staff and/or customers</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retail shrinkage (shoplifting and employee theft)</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vandalism to the security measures</td>
<td>16</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Malicious damage to property</td>
<td>17</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
33. What are the most-at-risk assets at this shopping centre? (Please indicate a choice for each listed asset below).

<table>
<thead>
<tr>
<th>Asset</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customers</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merchandise</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safe</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles in car park</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

34. Who handles (deals with) the criminal incidents that occur at this shopping centre?

- Shopping centre management 1
- The contracted private security companies 2
- The police 3
- Other (Specify) 4

SECTION C: (Criminal incidents at this specific shopping centre)

*Indicate your choice by marking the appropriate selected blank block with an “X”*

35. In the last twelve (12) months have you witnessed (seen/observed) any criminal incident(s) (e.g. armed robbery, mugging, etc.) at this particular shopping centre?

- Yes 1
- No 2

[PLEASE NOTE: If YOU have answered NO to QUESTION 35 please skip Questions 36 to 49]

36. If ‘Yes’ to Question 35, please identify (with an ‘X’) the type of crime(s) you witnessed and indicate the number of times you have witnessed this crime(s) (in the last 12 months)?

<table>
<thead>
<tr>
<th>Crime incident witnessed (over 12 months)</th>
<th>Mark with ‘x’</th>
<th>Number of times witnessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Attempted murder</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Rape</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Assault</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Armed robbery</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Mugging</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Pickpocketing</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>ATM crimes (e.g. bombings)</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Burglary</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Cash heists</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Hostage taking of staff and/or customers</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Retail shrinkage (shoplifting and employee theft)</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Vandalism to the security measures</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Malicious damage to property</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
37. Please identify from your contributions above (Question 36) the crime incident that you have 
    witnessed (in the last 12 months) that had the most impact on you (State just one 
    such incident, in the space provided)?

[Please note if your answer to Question 37 was not armed robbery then skip Questions 38 to 
49]

38. How many perpetrators were involved in the incident?

<table>
<thead>
<tr>
<th>Number of Perpetrators</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>10 – 15</td>
<td>10</td>
</tr>
<tr>
<td>16 – 20</td>
<td>11</td>
</tr>
<tr>
<td>&gt;20</td>
<td>12</td>
</tr>
</tbody>
</table>

39. Gender of the perpetrator(s):

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1</td>
</tr>
<tr>
<td>Female</td>
<td>2</td>
</tr>
<tr>
<td>Both (Male and Female)</td>
<td>3</td>
</tr>
</tbody>
</table>

40. Race(s) of the perpetrator(s):

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>1</td>
</tr>
<tr>
<td>Coloured</td>
<td>2</td>
</tr>
<tr>
<td>Indian</td>
<td>3</td>
</tr>
<tr>
<td>White</td>
<td>4</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

41. Were the perpetrator(s) armed with weapons?

<table>
<thead>
<tr>
<th>Weapon</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

42. If ‘Yes’ to Question 41, what type(s) of weapons did the perpetrator(s) have?

<table>
<thead>
<tr>
<th>Type of Weapon</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only rifles/semi-automatic (e.g. AK-47)</td>
<td>1</td>
</tr>
<tr>
<td>Only handguns (e.g. pistols, revolvers)</td>
<td>2</td>
</tr>
<tr>
<td>Both rifles and handguns</td>
<td>3</td>
</tr>
<tr>
<td>Explosives</td>
<td>4</td>
</tr>
<tr>
<td>Knives</td>
<td>5</td>
</tr>
<tr>
<td>Sticks</td>
<td>6</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

43. Did the perpetrator(s) use violence?

<table>
<thead>
<tr>
<th>Use of Violence</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

44. Where in this shopping centre did the incident take place?

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
</table>

45. What did the perpetrator(s) steal?

<table>
<thead>
<tr>
<th>Stolen Item</th>
</tr>
</thead>
</table>

©University of South Africa 2015
46. How long did it take the perpetrator(s) to commit the crime/incident at the shopping centre?

<table>
<thead>
<tr>
<th>Time Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 minutes or less</td>
<td>1</td>
</tr>
<tr>
<td>6 – 10 minutes</td>
<td>2</td>
</tr>
<tr>
<td>11 – 15 minutes</td>
<td>3</td>
</tr>
<tr>
<td>16 – 20 minutes</td>
<td>4</td>
</tr>
<tr>
<td>&gt;20 minutes</td>
<td>5</td>
</tr>
</tbody>
</table>

47. In what manner did the perpetrator(s) escape from the shopping centre?

<table>
<thead>
<tr>
<th>Mode of Escape</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>On foot</td>
<td>1</td>
</tr>
<tr>
<td>By vehicle</td>
<td>2</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td>5</td>
</tr>
</tbody>
</table>

48. Were the shopping centre security guards prompt in their response to this incident?

<table>
<thead>
<tr>
<th>Promptness</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

49. Was any trauma counselling offered or given to you after the criminal incident witnessed?

<table>
<thead>
<tr>
<th>Counselling</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

50. In the last twelve (12) months have you been a direct victim of any criminal incident(s) (e.g. armed robbery, mugging, etc.) at this particular shopping centre?

<table>
<thead>
<tr>
<th>Victim Status</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

[PLEASE NOTE: If YOU have answered NO to QUESTION 50 please skip Questions 51 to 64]

51. If you answered ‘Yes’ to Question 50, please identify the type of crime incident(s) you were a direct victim of and indicate the number of times you have been a direct victim of this crime incident(s) (in the last 12 months)?

<table>
<thead>
<tr>
<th>Direct victim of crime incident (over 12 months)</th>
<th>Mark with ‘x’</th>
<th>Number of times victimised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rape</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Assault</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Armed robbery</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Mugging</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Pickpocketing</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Vehicle theft</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>ATM crimes (e.g. bombings)</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Burglary</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Cash heists</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Hostage taking of staff and/or customers</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Retail shrinkage (shoplifting and employee theft)</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Vandalism to the security measures</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Malicious damage to property</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

52. Please identify from your choices above (Question 51) a crime incident that you have been a direct victim of (in the last 12 months) that has had the most impact on you (State just one such incident, in the space provided)?

........................................................................................................................................
..................................................................
53. How many perpetrators were involved in the incident?

<table>
<thead>
<tr>
<th>Number of Perpetrators</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 perpetrator</td>
<td>1</td>
</tr>
<tr>
<td>2 perpetrators</td>
<td>2</td>
</tr>
<tr>
<td>3 perpetrators</td>
<td>3</td>
</tr>
<tr>
<td>4 perpetrators</td>
<td>4</td>
</tr>
<tr>
<td>5 perpetrators</td>
<td>5</td>
</tr>
<tr>
<td>6 perpetrators</td>
<td>6</td>
</tr>
<tr>
<td>7 perpetrators</td>
<td>7</td>
</tr>
<tr>
<td>8 perpetrators</td>
<td>8</td>
</tr>
<tr>
<td>9 perpetrators</td>
<td>9</td>
</tr>
<tr>
<td>10 – 15 perpetrators</td>
<td>10</td>
</tr>
<tr>
<td>16 – 20 perpetrators</td>
<td>11</td>
</tr>
<tr>
<td>&gt;20 perpetrators</td>
<td>12</td>
</tr>
</tbody>
</table>

54. Gender of the perpetrator(s):

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1</td>
</tr>
<tr>
<td>Female</td>
<td>2</td>
</tr>
<tr>
<td>Both (Male and Female)</td>
<td>3</td>
</tr>
</tbody>
</table>

55. Race(s) of the perpetrator(s):

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>1</td>
</tr>
<tr>
<td>Coloured</td>
<td>2</td>
</tr>
<tr>
<td>Indian</td>
<td>3</td>
</tr>
<tr>
<td>White</td>
<td>4</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

56. Were the perpetrator(s) armed with weapons?

<table>
<thead>
<tr>
<th>Arming</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

57. If ‘Yes’ to Question 56, what type(s) of weapons did the perpetrator(s) have?

<table>
<thead>
<tr>
<th>Type of Weapon</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only rifles/semi-automatic (e.g. AK-47)</td>
<td>1</td>
</tr>
<tr>
<td>Only handguns (e.g. pistols, revolvers)</td>
<td>2</td>
</tr>
<tr>
<td>Both rifles and handguns</td>
<td>3</td>
</tr>
<tr>
<td>Explosives</td>
<td>4</td>
</tr>
<tr>
<td>Knives</td>
<td>5</td>
</tr>
<tr>
<td>Sticks</td>
<td>6</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

58. Did the perpetrator(s) use violence?

<table>
<thead>
<tr>
<th>Violence Used</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

59. Where in this shopping centre did the incident take place?

............................................................................................................................
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60. What did the perpetrator(s) steal?

............................................................................................................................
............................................................................................................................
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............................................................................................................................

61. How long did it take the perpetrator(s) to commit the crime/incident at the shopping centre?

<table>
<thead>
<tr>
<th>Time Taken</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 minutes or less</td>
<td>1</td>
</tr>
<tr>
<td>6 – 10 minutes</td>
<td>2</td>
</tr>
<tr>
<td>11 – 15 minutes</td>
<td>3</td>
</tr>
<tr>
<td>16 – 20 minutes</td>
<td>4</td>
</tr>
<tr>
<td>&gt;20 minutes</td>
<td>5</td>
</tr>
</tbody>
</table>

62. In what manner did the perpetrator(s) escape from the shopping centre?

<table>
<thead>
<tr>
<th>Manner Escaping</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>On foot</td>
<td>1</td>
</tr>
<tr>
<td>By vehicle</td>
<td>2</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
</tr>
</tbody>
</table>
63. Were the shopping centre security guards prompt in their response to this incident?

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

64. Was any trauma counselling offered or given to you after the criminal incident experienced?

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

65. Have you ever been approached by a fellow shopping centre worker(s) or outside person(s) requesting you to provide them with information about this shopping centre? (e.g. Who collects money, where the security devices are placed, etc.)?

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

66. If ‘Yes’ to Question 65, what information was requested?

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APPENDIX 3: QUESTIONNAIRE - CUSTOMERS

QUESTIONNAIRE SURVEY: SHOPPING CENTRE CUSTOMERS

RESEARCH PROJECT:

SAFETY AS A PRIORITY AT SHOPPING CENTRES IN GAUTENG: AN ASSESSMENT OF EXISTING SECURITY MEASURES

Instructions:
Please answer all of the questions as accurately and truthfully as possible. This research will assist the researcher to reach findings and propose recommendations to improve the current security measures at shopping centres in Gauteng. You do not need to identify yourself and, similarly, the researcher will uphold anonymity in that there will be no possibility of any respondent being identified or linked in any way to the research findings in the final research report. Where required please indicate your answer with a cross (X) in the appropriate box or write a response in the space provided, using a black ballpoint pen. For the open-ended questions please write your responses clearly and legibly in the space provided. If there is not sufficient space for your response please number a blank sheet of paper with the question number and continue writing your response on the extra piece of paper.

SECTION A: (Biographical Information)

Indicate your choice by marking the appropriate selected blank block with an “X”

The following questions are for statistical purposes only.

1. Gender:

<table>
<thead>
<tr>
<th>Male</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>2</td>
</tr>
</tbody>
</table>

2. Age:

<table>
<thead>
<tr>
<th>19 years or younger</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 – 29 years</td>
<td>2</td>
</tr>
<tr>
<td>30 – 39 years</td>
<td>3</td>
</tr>
<tr>
<td>40 – 49 years</td>
<td>4</td>
</tr>
<tr>
<td>More than 50 years</td>
<td>5</td>
</tr>
</tbody>
</table>

3. Marital status:

<table>
<thead>
<tr>
<th>Single</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>2</td>
</tr>
<tr>
<td>Divorced/Separated</td>
<td>3</td>
</tr>
<tr>
<td>Widow/Widower</td>
<td>4</td>
</tr>
</tbody>
</table>

SECTION B: (Shopping Centre Information)

Indicate your choice by marking the appropriate selected blank block(s) with an “X”

4. How often do you go to shopping centres?

<table>
<thead>
<tr>
<th>Everyday</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every 2 or 3 days</td>
<td>2</td>
</tr>
<tr>
<td>Once a week</td>
<td>3</td>
</tr>
<tr>
<td>Every 2 weeks</td>
<td>4</td>
</tr>
<tr>
<td>Once a month</td>
<td>5</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

5. Which day(s) of the week/month do you usually go to the shopping centres?

<table>
<thead>
<tr>
<th>Monday</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>2</td>
</tr>
<tr>
<td>Wednesday</td>
<td>3</td>
</tr>
<tr>
<td>Thursday</td>
<td>4</td>
</tr>
<tr>
<td>Friday</td>
<td>5</td>
</tr>
<tr>
<td>Saturday</td>
<td>6</td>
</tr>
<tr>
<td>Sunday</td>
<td>7</td>
</tr>
</tbody>
</table>
6. How safe do you feel (in terms of security measures) at shopping centres?

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very safe</td>
<td>1</td>
</tr>
<tr>
<td>Safe</td>
<td>2</td>
</tr>
<tr>
<td>Unsafe</td>
<td>3</td>
</tr>
<tr>
<td>Very unsafe</td>
<td>4</td>
</tr>
<tr>
<td>Neutral</td>
<td>5</td>
</tr>
</tbody>
</table>

7. Do you take precautionary measures so as to avoid falling victim to crime(s) at shopping centres?

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

8. If ‘Yes’ to Question 7, what precautionary measures do you take?

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t carry cash</td>
<td>1</td>
</tr>
<tr>
<td>Don’t wear expensive jewellery</td>
<td>2</td>
</tr>
<tr>
<td>Always go to the shopping centre with company (people in a group)</td>
<td>3</td>
</tr>
<tr>
<td>Don’t take minors along (e.g. children, grandchildren)</td>
<td>4</td>
</tr>
<tr>
<td>Always aware of surroundings</td>
<td>5</td>
</tr>
<tr>
<td>Don’t browse in the shopping centre (get what you came for and leave)</td>
<td>6</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

9. Would you go to a shopping centre that has been a target of a violent criminal incident(s) (e.g. murder, armed robbery)?

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

10. If ‘Yes’ to Question 9, please state why?

<table>
<thead>
<tr>
<th>Reason</th>
</tr>
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</table>

11. Are you aware (i.e. observed/seen) of any security measures at shopping centres (e.g. security guards, CCTV, etc.)?

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

12. If you answered ‘Yes’ to Question 11, which security measures do you know of (or observed) as being in place at shopping centres as a whole (not in specific shops).

<table>
<thead>
<tr>
<th>Security Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm system</td>
<td>1</td>
</tr>
<tr>
<td>Armed security guards</td>
<td>2</td>
</tr>
<tr>
<td>Bullet proof windows</td>
<td>3</td>
</tr>
<tr>
<td>Cash collected by a cash-in-transit company</td>
<td>4</td>
</tr>
<tr>
<td>CCTV surveillance system</td>
<td>5</td>
</tr>
<tr>
<td>Fence</td>
<td>6</td>
</tr>
<tr>
<td>Fire extinguishers</td>
<td>7</td>
</tr>
<tr>
<td>Intercom system</td>
<td>8</td>
</tr>
</tbody>
</table>
13. Do you approve of the security measures put into place for the purposes of protection at shopping centres?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree</td>
<td>2</td>
</tr>
<tr>
<td>Disagree</td>
<td>3</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>4</td>
</tr>
<tr>
<td>Neutral</td>
<td>5</td>
</tr>
</tbody>
</table>

14. Do you think the security measures at shopping centres are effective?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
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<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>3</td>
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15. Please explain your response to Question 14?

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16. Do you know how to respond in case of a security emergency?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
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</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
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</table>

17. Please explain your response to Question 16?

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SECTION C: (Criminal incidents at shopping centres)

*Indicate your choice by marking the appropriate selected blank block with an “X”*

18. In the last twelve (12) months have you witnessed (seen/observed) any criminal incident(s) (e.g. armed robbery, mugging, etc.) at a shopping centre?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

[PLEASE NOTE: If YOU have answered NO to QUESTION 18 please skip Questions 19 to 32]
19. If you answered ‘Yes’ to Question 18, please identify the type of crime incident(s) you witnessed and indicate the number of times you have witnessed this crime incident(s) (in the last 12 months)?

<table>
<thead>
<tr>
<th>Crime incident witnessed (over 12 months)</th>
<th>Mark with ‘X’</th>
<th>Number of times witnessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attempted murder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rape</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assault</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Armed robbery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mugging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pickpocketing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle theft</td>
<td></td>
<td></td>
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<tr>
<td>Vehicle hijacking</td>
<td></td>
<td></td>
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<tr>
<td>Theft out of a vehicle</td>
<td></td>
<td></td>
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<tr>
<td>ATM crimes (e.g. bombings)</td>
<td></td>
<td></td>
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<tr>
<td>Burglary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash heists</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hostage taking of staff and/or customers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shoplifting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vandalism to the security measures</td>
<td></td>
<td></td>
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<tr>
<td>Malicious damage to property</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
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20. Please identify from your choices above (Question 19) a crime incident that you have witnessed (in the last 12 months) that had the most impact on you (State just one such incident, in the space provided)?

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[Please note if your answer to Question 20 was not armed robbery then skip Questions 21 to 32]

21. How many perpetrators were involved in the incident?

<table>
<thead>
<tr>
<th>Number of Perpetrators</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>7 – 9</td>
<td>7</td>
</tr>
<tr>
<td>10 – 15</td>
<td>8</td>
</tr>
<tr>
<td>16 – 20</td>
<td>9</td>
</tr>
<tr>
<td>&gt;20</td>
<td>10</td>
</tr>
</tbody>
</table>

22. Gender of perpetrator(s):

<table>
<thead>
<tr>
<th>Gender Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1</td>
</tr>
<tr>
<td>Female</td>
<td>2</td>
</tr>
<tr>
<td>Both (Male and Female)</td>
<td>3</td>
</tr>
</tbody>
</table>
23. Race(s) of the perpetrator(s):

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>1</td>
</tr>
<tr>
<td>Coloured</td>
<td>2</td>
</tr>
<tr>
<td>Indian</td>
<td>3</td>
</tr>
<tr>
<td>White</td>
<td>4</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

24. Were the perpetrators armed with weapons?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

25. If ‘Yes’ to Question 24, what type(s) of weapons did the perpetrator(s) have?

<table>
<thead>
<tr>
<th>Type of Weapons</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only rifles/semi-automatic (e.g. AK-47)</td>
<td>1</td>
</tr>
<tr>
<td>Only handguns (e.g. pistols, revolvers)</td>
<td>2</td>
</tr>
<tr>
<td>Both rifles and handguns</td>
<td>3</td>
</tr>
<tr>
<td>Explosives</td>
<td>4</td>
</tr>
<tr>
<td>Knives</td>
<td>5</td>
</tr>
<tr>
<td>Sticks</td>
<td>6</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

26. Did the perpetrator(s) use violence?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

27. Where in the shopping centre did the incident take place?

__________________________________________________________

28. What did the perpetrator(s) steal?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

29. How long did it take the perpetrator(s) to commit the crime/incident at the shopping centre?

<table>
<thead>
<tr>
<th>Time</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 minutes or less</td>
<td>1</td>
</tr>
<tr>
<td>6 – 10 minutes</td>
<td>2</td>
</tr>
<tr>
<td>11 – 15 minutes</td>
<td>3</td>
</tr>
<tr>
<td>16 – 20 minutes</td>
<td>4</td>
</tr>
<tr>
<td>&gt;20 minutes</td>
<td>5</td>
</tr>
</tbody>
</table>

30. In what manner did the perpetrator(s) escape from the shopping centre?

<table>
<thead>
<tr>
<th>Manner</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>On foot</td>
<td>1</td>
</tr>
<tr>
<td>By vehicle</td>
<td>2</td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

31. Were the shopping centre security guards prompt in their response to this incident?

<table>
<thead>
<tr>
<th>Prompt Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

32. Was any trauma counselling offered or given to you after the criminal incident witnessed?

<table>
<thead>
<tr>
<th>Counselling</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

33. In the last twelve (12) months have you been a direct victim of any criminal incident(s) (e.g. armed robbery, mugging, etc.) at a shopping centre?

<table>
<thead>
<tr>
<th>Direct Victim of Criminal Incident</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

[PLEASE NOTE: If YOU have answered NO to QUESTION 33 please skip Questions 34 to 47]
34. If you answered ‘Yes’ to Question 33, please identify the type of crime incident(s) you were a direct victim of and indicate the number of times you have been a direct victim of this crime incident(s) (in the last 12 months)?

<table>
<thead>
<tr>
<th>Direct victim of crime incident (over 12 months)</th>
<th>Mark with ‘x’</th>
<th>Number of times victimised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rape</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assault</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Armed robbery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mugging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pickpocketing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle theft</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle hijacking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theft out of a vehicle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATM crimes (e.g. bombings)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burglary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash heists</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hostage taking of staff and customers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

35. Please identify from your choices above (Question 34) a crime incident that you have been a direct victim of (in the last 12 months) that had the most impact on you (State just one such incident, in the space provided)?

.............................................................................................................................

[Please note if you answer to Question 34 was not armed robbery then skip Questions 35 to 47]

36. How many perpetrators were involved in the incident?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 perpetrator</td>
<td>1</td>
</tr>
<tr>
<td>2 perpetrators</td>
<td>2</td>
</tr>
<tr>
<td>3 perpetrators</td>
<td>3</td>
</tr>
<tr>
<td>4 perpetrators</td>
<td>4</td>
</tr>
<tr>
<td>5 perpetrators</td>
<td>5</td>
</tr>
<tr>
<td>6 perpetrators</td>
<td>6</td>
</tr>
<tr>
<td>7 – 9 perpetrators</td>
<td>7</td>
</tr>
<tr>
<td>10 – 15 perpetrators</td>
<td>8</td>
</tr>
<tr>
<td>16 – 20 perpetrators</td>
<td>9</td>
</tr>
<tr>
<td>&gt;20 perpetrators</td>
<td>10</td>
</tr>
</tbody>
</table>

37. Gender of the perpetrator(s):

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1</td>
</tr>
<tr>
<td>Female</td>
<td>2</td>
</tr>
<tr>
<td>Both (Male and Female)</td>
<td>3</td>
</tr>
</tbody>
</table>

38. Race(s) of the perpetrator(s):

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>1</td>
</tr>
<tr>
<td>Coloured</td>
<td>2</td>
</tr>
<tr>
<td>Indian</td>
<td>3</td>
</tr>
<tr>
<td>White</td>
<td>4</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

39. Were the perpetrator(s) armed with weapons?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>
40. If ‘Yes’ to Question 39, what type(s) of weapons did the perpetrator(s) have?  

<table>
<thead>
<tr>
<th>Weapon Type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only rifles/semi-automatic (e.g. AK-47)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Only handguns (e.g. pistols, revolvers)</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Both rifles and handguns</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Explosives</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Knives</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Sticks</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Other (Specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

41. Did the perpetrator(s) use violence?  

<table>
<thead>
<tr>
<th>Use of Violence</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

42. Where in the shopping centre did the incident take place?  

............................................................................................................................
............................................................................................................................

43. What did the perpetrator(s) steal?  

............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................

44. How long did it take the perpetrator(s) to commit the crime/incident at the shopping centre?  

<table>
<thead>
<tr>
<th>Time Taken</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 minutes or less</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>6 – 10 minutes</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>11 – 15 minutes</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>16 – 20 minutes</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>&gt;20 minutes</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

45. In what manner did the perpetrator(s) escape from the shopping centre?  

<table>
<thead>
<tr>
<th>Escape Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>On foot</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>By vehicle</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Other(s) (Specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

46. Were the shopping centre security guards prompt in their response to this incident?  

<table>
<thead>
<tr>
<th>Promptness</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

47. Was any trauma counselling offered or given to you after the criminal incident experienced?  

<table>
<thead>
<tr>
<th>Counselling</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

SECTION D (Recommendations on preventing criminal incidents at shopping centres)

48. Do you think that the safety and security measures at shopping centres can be improved upon? Explain?  

............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................
............................................................................................................................

Thank you for your participation!!!
APPENDIX 4: EXAMPLE OF GUIDELINES TO ADOPT DURING AND AFTER AN ARMED ROBBERY AT A SHOPPING CENTRE (Geason & Wilson, 1992: 76-78)

During an armed robbery, adopt the following tactics:

- do precisely as you are told and no more;
- avoid eye contact with the robber;
- speak only when spoken to;
- tell the robber exactly what you are doing;
- make no sudden movements;
- do not activate alarms unless it is safe to do so;
- try to remain calm and control your emotions; and
- remember as many details as possible about the bandit and the incident.

Maximise chances of prosecution:

- Raise the alarm as soon as it is safe to do so, perhaps by activating an alarm during the robbery.
- Phone the police, providing the following information (Make sure you call the police before you call anyone else):
  - name and address of premises, area and location including nearest cross street;
  - number of offenders and description;
  - description of weapon used; and
  - description of vehicle used and direction of travel.

Preserving the crime scene: After an armed robbery, do the following:

- Close the premises to the public and keep out unauthorised people. Isolate the area for later forensic examination, in particular fingerprints. Keep staff away from areas the offender was in, places he/she may have touched and any articles left behind.
- Get staff to independently note down a description of the offender and the words used in the crime. First impressions are vital.
- Do not make statements to the media without clearing it with the police.
- Do not comment on how much money was involved except to the police.
- Give police all details, even those which seem insignificant to you.
Identifying the offender: Any small detail may help the police apprehend the offender.

Watch out for:

- **Physical appearance:**
  - height
  - age
  - built
  - colouring
  - hair
  - tattoos, scars, prominent or unusual features
  - clothing

- **Behaviour:**
  - speech, accents, language used
  - nicknames
  - actions/interactions with other offenders

- **Other aspects:**
  - weapons used
  - method of escape
  - vehicles used for escape
  - direction of travel when escaping

The police may be able to reconstruct the offender’s face from the description provided. However, the result will only be as good as the description provided. Police specialists may ask you to describe the following parts of the face in order to produce a computerised facial identification or photo fit:

- hair (length and style), forehead and ears;
- eyes and eyebrows (shape);
- nose (length and shape);
- mouth (width and shape); and
- chin (length and shape).