

THE POLICING OF ROAD RAGE INCIDENTS IN THE GAUTENG PROVINCE

by

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I hereby declare that the notion and completion of this dissertation, "**THE POLICING OF ROAD RAGE INCIDENTS IN THE GAUTENG PROVINCE**", are my own and that all the resources that I have consulted and quoted in-text have been acknowledged in a comprehensive list of references.

Signature

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Date

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DEDICATION

This dissertation is dedicated to the late Professor Moses Montesh, my late supervisor who passed away when this dissertation was going through the examination process. Prof your sudden death left me mystified and confused, may your precious soul find eternal peace.

I would also like to use this dissertation to pay homage to my late grandmother, Kegaisitswe Jeany Pelele. She gave me the best upbringing and always knew how to cheer me up when I needed inspiration. As well as my late uncle, Ditiro Edmond Pelele, who passed away in 2013. He believed in me and taught me that with determination anything is possible. The two of you left me too soon when I was still looking forward to learn a lot from you as well as giving back. May your souls rest in peace and I love 'till eternity.

ABSTRACT

This study followed a qualitative research approach, and semi-structured interviews regarding the subject matter were conducted with the knowledgeable and experienced respondents in the Gauteng traffic-related departments. A literature review was also conducted to provide a comprehensive understanding of the research problem in both local and international context.

The research stresses the fact that motorists are continuing to lose their lives on Gauteng province, as a result of violent traffic disputes, therefore people suffer financial, physical, psychological as well as social effects as a consequence of such actions. The findings revealed that all the traffic stakeholders are working cooperatively towards implementing the crime prevention strategic plans, but for policing road rage in particular there is no specific strategy in action. In addition, this study reveals that it is impossible for the traffic police to curb road rage incidents because the latter occur as a result of unpredictable human behaviour.

KEY CONCEPTS

- Road Rage
- Aggressive driving
- Policing
- Assault
- Malicious damage to property
- Murder
- Anger
- Stress
- Road Safety
- Violence

ABBREVIATIONS

AA: Automobile Association

ABS: Anti-lock Braking Systems

CRTAS: Chinese Road Traffic Accident Statistics

DDDI: Distraction Driving Index

DMA: Durban Metropolitan Area

EMPD: Ekurhuleni Metro Police Department

FIA: Federation Internationale de l'Automobile

GBH: Grievous Bodily Harm

GDP: Gross Domestic Product

IED: Intermittent Explosive Disorder

JMPD: Johannesburg Metro Police Department

LECF: Law Enforcement Communications Forum

NTA: National Taxi Alliance

NTPRC: National Transportation Planning and Research Centre

PDCS: Provincial Department of Community Safety

PSA: Public Service Announcement

RSA: Road Safety Audit

RTMC: Road Traffic Management Corporation

SA: South African

SAPS: South African Police Service

SUV: Sport Utility Vehicle

TB: Tuberculosis

TMPD: Tshwane Metro Police

UK: United Kingdom

UN: United Nations

UNISA: University of South Africa

US: The United States

WHO: World Health Organisation

EDITOR'S REPORT

DECLARATION

To whom it may concern

3 March 2016

I, Naómi AC Schulze, an independent language practitioner operating in Centurion, hereby declare that I was requested to carry out the language editing in respect of a dissertation written by Boikhutso Florencia Mfusi (Student number: 5493-865-1)

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I take no responsibility for any alterations and/or errors that were introduced to the document after I returned it to the author

Thank you

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CHAPTER 1

GENERAL ORIENTATION

1.1 INTRODUCTION

Aggressive driving or road rage is a problem. World Reports on Road Traffic Injury Prevention (2004:3) state that internationally an estimated 1,2 million people are killed in road accidents every year, and as many as 50 million are injured. It is estimated that these figures will increase by about 65% over the next 20 years, unless there is a new commitment to prevention. This problem is experienced to a greater extent in larger metropolitan environments, such as the Gauteng province in South Africa, where people spend a large amount of their time in vehicles, “rather than in smaller communities with fewer vehicles”; this observable fact is global (Arrive Alive South Africa, 2009:1).

Lawrence [sa] states that more than half of all the drivers across the world have experienced an incident of road rage (<http://www.webmd.com/women/features/root-cause-of-road-rage>). Although the types of road rage differ, for instance some drivers might have experienced shooting, others bumping into each other’s vehicles, and others tailgating, these incidents contribute significantly to the increasing number of road accidents that claim the lives of many people. Regardless of the fact that people lose their lives unnaturally, many road users are nevertheless impatient and appear to be angry while on the road. They perform unlawful actions such as failure to give way or exceeding the speed limit. There are many reasons for this, one of which is the poor enforcement of traffic laws. The United States (US) News and World Report, as cited by Arrive Alive (2009) contends that reduced law enforcement and the increasing congestion in cities play a big role in the behaviour of an angry driver. Similarly, Dembovsky, Justice Project South Africa, Chairman of Arrive Alive South Africa (2009:1) agrees that traffic law enforcement has become insignificant, and that the focus of traffic officials is only on speeding. Walters, Pezoldt, Womack, Cooner and

Kuhn (2000:1) argue that the main contributor to road rage is driver frustration, caused by traffic congestion that usually results in the driver being aggressive and impatient.

This chapter therefore outlines the background to the study, the problem statement, the research aim and objectives of the study, research questions, definitions of main concepts, and layout of the dissertation chapters.

1.2 BACKGROUND TO THE STUDY

The term “road rage” was coined by a Los Angeles news broadcast discussing a series of freeway shootings that occurred in the 405, 110 and 10 freeway areas in Los Angeles from 1987 to 1988 (Dom Triviamaster, 2011:1). These shootings drew the attention of many citizens in the US, to such an extent that the American Automobile Association (AAA) gave comprehensive advice to its members on how to respond to aggressive driving behaviour. The statistics show that 1,3 million people are killed on the world’s roads every year, 90% of which occur in developing countries.

Approximately thirteen thousand (13 000) people were injured in the US during the past decade because of road rage incidents. The growing statistics of road rage worldwide motivated the Federation Internationale de l’Automobile (FIA) Foundation, and the World Health Organization (WHO), under a resolution approved by the United Nations (UN), to launch a campaign: “2011-2020 Decade of Action for Road Safety”, after coming to the conclusion that road accidents continue to be one of the key causes of death worldwide. Robinson (1999:65) is of the opinion that road rage is an experience that has become common in the 1990s. Davies, as cited in Arrive Alive South Africa (2009:1), states that road rage is a “social problem that appears to be increasing all over the world along with traffic congestion and levels of frustration on roads”. In South Africa, aggressive behaviour on the roads accounts for 80% of the accidents; on average it causes the deaths of 40 people every day (Arrive Alive, South Africa, 2009).

This could be because of the fact that South Africa has a history of high levels of socio-economic stresses and also “cultural norms of disrespect that condone aggression on the roads” (Nair, 2014). In addition, the historical background of South Africa in the context of apartheid, racial discrimination and violence still has an impact on many people’s lives, as it is expressed by motorists in the form of aggression/road rage.

A report compiled by the Automobile Association (AA) of South Africa (2013:1) states that “historically, South Africa is a country of aggressive drivers”. Identified behavioural patterns in road rage incidents indicate that some drivers follow other cars too closely and that they tend to feel in control when forcing other cars into the next lane. Some of these drivers even go to the extreme of following the targets of their rage, threatening them and physically attacking them.

1.3 PROBLEM STATEMENT

Based on a report by Arrive Alive South Africa (2009:1), road rage incidents have recently been on the rise. Montaldo (2014:1) adds that “aggressive driving and road rage is on the rise”, with at least 1 500 people injured or killed in pointless traffic arguments annually. For many South African citizens it is still difficult to believe that there has been a huge transition from the apartheid era to democracy, as the cases of aggression on the roads are escalating. The fact that South Africa has a history of violent actions cannot be ignored because “the victims of the apartheid regime suffered arbitrary arrests, beatings, assassinations and torture, they were subjected to the structural and systematic violence of poverty, malnutrition, inferior education, urban overcrowding and social strife in townships” (Jekyll & Hyde, 1998). The nature of the stated problem is also influenced by political violence, social conflicts and economic development.

The results of these historical factors have brought chaos in the level of road safety in South Africa, which is one of the countries with the highest number of such incidents in the world, with Gauteng leading with 56% of the incidents. The Research Paper Factory (2015:1) provides evidence that road rage is most likely to take place on a Friday

afternoon. Possible reasons set forth for this phenomenon are that drivers are possibly in a hurry to get home and many are tired from work during afternoon peak traffic hours. Dr Tony (2013:1) states that “other causes that could come into play with road rage would include: alcohol or drug intoxication, stress, depression or bipolar disorder and, of course, bad, selfish or inconsiderate behavior”.

Arrive Alive South Africa (2015:1) reports that road rage is a release of anger that may have built up during the day and is ultimately expressed when a driver gets into the car for the drive home. Dembovsky, Justice Project South Africa Chairman, as cited by Arrive Alive South Africa (2009:1), states that little has been done to reduce road deaths that are mostly caused by aggressive drivers; traffic authorities have rather been concentrating on speeding and driver substance abuse. Road rage does not only cause deaths but its cost can be added to the financial, emotional, physical as well as social problems; these refer to the damage to property (vehicle), the psychological effects that may be encountered (trauma), especially when children were involved, and that one may lose a sense of humour that could lead to lowered self-esteem (Dr Tony, 2013:1). The road rage case discussed below gives an indication that road rage is a dangerous criminal activity and that it does indeed exist:

S v Eadie (1) 2001 (1) SACR 172 (C)

The appellant was convicted on a charge of murder and obstructing the ends of justice by the Cape Provincial Division of the High Court. On the charge of murder, the appellant was sentenced to fifteen years’ imprisonment, of which five years were conditionally suspended; on the charge of obstructing the ends of justice, the appellant was sentenced to nine months’ imprisonment in regard to which it was ordered that “this sentence run concurrently with the sentence imposed in respect of his conviction on the murder charge”. As a result, the appellant appealed against his conviction on the charge of murder in the Supreme Court of Appeal of South Africa.

“During the very early hours of the morning of Saturday 12 June 1999 on OuKaapseweg near Fish Hoek, the appellant assaulted Kevin Andrew Duncan (“the deceased”) and

beat him to death in circumstances described in popular language as road rage. The appellant, presently 37 years old, is a keen sportsman and a competitive hockey player. On Friday 11 June 1999, accompanied by his wife, he attended a function of the Fish Hoek Hockey Club held at the Holiday Inn in Woodstock, Cape Town. During the course of the night he consumed at least seven bottles of beer. After the function the appellant and his wife joined another couple for a late meal at a restaurant in Rondebosch, where he consumed at least two more bottles of beer and two Irish Coffees. In the early hours of Saturday morning the appellant and his wife drove home in their Volkswagen Jetta motor vehicle ("the Jetta"), stopping at his mother's house to pick up their two young children. They drove along OuKaapseweg in a southerly direction towards Fish Hoek. As they travelled home with the children asleep on the backseat they became aware of the headlights of a motor vehicle coming up behind them. The deceased was the driver and sole occupant of this vehicle, a Toyota Corolla ("the Toyota"). He drove right up to the Jetta, overtook them, and in the process flashed his headlights, which were on bright. The deceased then slowed down considerably. The appellant remained behind him for a short distance. When the deceased reduced his speed to approximately 40 km/ph the appellant overtook him. The deceased increased his speed and once again drove up close to the Jetta's rear bumper, keeping his headlights on bright. The appellant accelerated but could not put distance between them.

The Toyota overtook the Jetta once more and the process described earlier was repeated - the deceased slowed down and the appellant overtook him but could not get away. The appellant became angry and concerned about his family's safety. He stopped the Jetta at a set of traffic lights relatively close to his home. The Toyota stopped behind him. The appellant got out of the Jetta, took a hockey stick from behind the driver's seat, and walked towards the Toyota. At this point the appellant's wife drove off in the Jetta. The deceased remained seated behind the steering wheel of the stationary Toyota. The appellant initially intended to smash the Toyota's headlights. He changed his mind and decided to smash the windscreen. When the appellant got close to the Toyota the deceased opened the driver's door, prompting him to divert his attention from the windscreen and to lunge at the deceased with the hockey stick, which

broke into two parts as it struck the vehicle. The appellant became extremely angry. He succeeded in opening the driver's door of the Toyota after it was kicked at him and closed again by the deceased. The appellant punched the deceased against the head whilst he was still in the Toyota and continued the assault by punching him repeatedly. He pulled the deceased out of the vehicle and into the road. The deceased fell. The appellant repeatedly and savagely stamped on the deceased's head with the heel of his shoe. The appellant broke the deceased's nose by stamping on it with his heel." The question from the court in this case was whether the appellant lacked criminal capacity at the time that he killed the deceased and it was determined on behalf of the appellant that at the relevant time he was able to distinguish between right and wrong. As a result the appeal was dismissed.

Due to the rising problem of road rage and the fatalities that it causes, the problem to be investigated in this study focuses on policing of road rage in Gauteng by the road traffic authorities and all the relevant stakeholders, to reduce the incidence of road rage and prevent deaths. Therefore, the research aims to explore how organisations such as Road Traffic Management Corporation (RTMC) (as it is responsible for keeping record of all the road traffic accidents and accident statistics) and the Provincial Department of Community Safety (PDCS) (since it is responsible for physically enforcing the traffic laws on the road and ensuring a safe and free flow of traffic) can prevent the current increasing trend of road deaths due to aggressive driving and shootings. Government-driven campaigns such as Arrive Alive have been responsible for enforcing the law, which concentrated on speeding, seatbelt use and drunk-driving. From the stated problem it is evident that there is a need to put more effort into the future campaigns that address aggressive driving/road rage (Arrive Alive, South Africa, 2009:1).

1.4 RESEARCH AIM AND OBJECTIVES OF THE STUDY

De Vos, Strydom, Fouchè & Delpont (2011:94) states that an aim is a statement of purpose, written in a wide expression to set out what the researcher hopes to achieve at the end of the study. Richard & Morse [sa] states that objectives are usually more

detailed statements of the research study; they are “not statements of content or topics, nor are they statements of the intended teaching strategies; rather, they are statements of what the researcher is expected to know and be able to do upon completion of research” (www.cshe.unimelb.edu.au/resources.../teaching.../writing_aims.pdf).

The aim of this study is to identify the nature and the increasing number of road rage incidents in Gauteng. The objectives of this study are to:

- Investigate the causes of road rage in Gauteng.
- Establish the nature and extent of road rage incidents in Gauteng.
- Explore and describe the current strategies used by the police to deal with road rage.
- Identify/investigate the challenges facing the policing of road rage in Gauteng.
- Suggest a framework to curb the incidents of road rage in Gauteng.

1.5 RESEARCH QUESTIONS

The research questions will be formulated from the aim and objectives of this study, as follows:

- What are the strategies used to police road rage incidents?
- What are the authorities doing to reduce road rage incidents?
- What are the challenges that authorities face within their working environment that hamper effective reduction of road rage incidents?

1.6 DEFINITION OF CONCEPTS

1.6.1 Aggressive driving

According to Traffic Focus (2009:32), aggressive driving is defined as an expression by drivers who face their anger, bitterness and stresses while they are behind the wheel. Drivers usually express such behaviour by speeding, tailgating and disobeying traffic signs.

1.6.2 Assault with intent to do grievous bodily harm (assault GBH)

Assault GBH is defined by the South African Police Service (SAPS) (2015:1) as “the unlawful and intentional direct or indirect application of force to the body of another person with the intention of causing grievous bodily harm to that person”.

1.6.3 Common assault

According to the SAPS (2015:1), common assault is the unlawful and intentional, direct and indirect application of force to the body of another person, or threat of application of immediate personal violence to another, in circumstances in which the threatened person is forced to believe that the person who is threatening him has the intention and power to carry out his threat.

1.6.4 Malicious damage to property

Malicious damage to property consists of unlawful damaging of property that belongs to another person (SAPS, 2015:1).

1.6.5 Murder

According to South African Police Service [SAPS] (2006:19), murder is the unlawful and intentional killing or causing death of another human being.

1.6.6 Policing

Policing is about much more than what the police do and includes any legitimate activity aimed at the provision of security, whether it is provided by the state police or by a private security institution (Burger, 2014).

1.6.7 Road rage

This concept is defined by Mitzell, cited in Garase (2006:12), as “an incident in which an angry or impatient motorist or passenger intentionally injures or kills another motorist, passenger, or pedestrian, or attempts to injure or kill another motorist, passenger or pedestrian, in response to a traffic dispute, altercation, or grievance.”

1.7 CHAPTER LAYOUT

Chapter 1: General Orientation

This chapter presents the introduction, the problem statement, the background of the study, the aim and objectives of the study, as well as research questions.

Chapter 2: Literature Review

This chapter focuses on the literature review pertaining to road rage around the world.

Chapter 3: Road rage in Gauteng

This chapter focuses on the literature review pertaining to the policing of road rage in Gauteng, with the emphasis on the extent, the causes, the effects, the implications for the attacker, and the laws that govern road rage.

Chapter 4: Research Methodology

This chapter focuses on the research methodology used in the study, including data collection, population sampling, ethical consideration and data analysis.

Chapter 5: Research Findings

This chapter reports on the research findings.

Chapter 6: Recommendations, Contributions, Limitations and Conclusions

The summary of recommendations as well as the conclusions are reported on in this chapter.

1.8 CONCLUSION

The world is developing at a very alarming rate and the number of cars on the road is getting higher. The higher the numbers of vehicles on the roads, the more stressed road users become. Today's world presents many provocations; the roads are shared by both young and old people, men and women, working and non-working, the most busy and the less busy etc. All of these people have their own daily challenges and stresses and they deal with them in different ways. Some abuse drugs and alcohol, and others become aggressive in such a manner that they take out their frustrations on other people in various ways. Because the road is the centre for all these people to come across each other, it automatically becomes the platform to showcase all the anger and stresses affecting them. Aggressive behaviour leading to road rage is identified as a growing factor mainly in the United Kingdom, the Philippines, India, China, South Africa, Saudi Arabia and Australia. Road rage is a very problematic issue that has been on the increase recently, and it is the current talk of all sources of media; further, the research institutions and governments across the world have been giving a high level of attention to the subject of road rage.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

Aggression on the roads has become an international problem because people lose their lives due to the hostile behaviour of other motorists. In the previous chapter, the researcher addressed the general orientation of the study, that is, the background and the problem statement. This chapter focuses on road rage at an international level, and the phenomenon is discussed by focusing on the six continents, i.e. Asia, Europe, North America, South America, Australia and Africa. The seventh continent is not considered because it is situated in the ice circle and is bordered by the Southern Ocean; the temperatures on this continent are very cold, which makes it difficult for tourists to live there for a long time (7 continents list.com, 2015:1). Another reason is the accessibility of information; it is challenging to obtain information in respect of such inaccessible areas.

Road rage does not affect only the poor countries of the world. It is also endemic in the fully developed nations, where drivers are angry and stressed, and exhibit their anti-social behaviour towards other road users (Ngboawaji, Nkereuwem and Ekpenyong, 2008:36). The only differences may be the nature, dynamics, frequency and the perception of road rage among the different nations (Ngboawaji et al, 2008:36). In view of the above, Garase (2006:5) further emphasises that road rage is a “salient public safety issue” that can be executed by any enraged person. One of the notable cases of road rage was in 2013, when Mandla Mandela, the eldest grandson of the late former democratic president, Nelson Mandela, and a member of the South African parliament, assaulted a high-school teacher (Mlamli Ngudle) in a road rage incident. Mandela was reported to have pointed a gun at the victim, and also stomped and kicked him, leaving him with visible injuries. Since the victim had almost hit the car of potential investors

with whom he was having lunch, Mandela claimed that he had acted in self-defence (Ngcukana, 2015).

Mandla appeared at the Mthatha magistrate court in the Eastern Cape in June 2015 and was found guilty of “assault with grievous bodily harm, and [he was] acquitted on a charge of pointing a firearm” (Agency Staff, 2015:1). In this chapter, the researcher addresses road rage at a global level. This chapter looks at the nature and extent of road rage in the following countries: Canada, China, Britain, India, United States of America, Sweden, South Africa, Nigeria, Ethiopia and Egypt.

2.2 ROAD RAGE IN ASIAN COUNTRIES

Asia is the largest continent, with an estimated population of 4,3 billion (Statistics Times, 2015:1). It is divided into the Middle Eastern and Asian countries that have different economic wealth and government systems (Peter, Kratcoski & Das 2002:621). Road traffic-related challenges on this continent and the manner in which the authorities deal with traffic policing are different between the two parts of the continent. Peter & Kratcoski & Das (2002:621) further state that Asian countries are in the process of developing; there are rapid urbanisation and modernisation, and the economy is growing at a fast rate. The rapid economic growth has an impact on the number of vehicles on the roads, since more people are buying cars, which has led to traffic congestion. As stated by Barat (2002:2), the congested roads have become a road safety problem in Asia because the roads of many countries were previously built to accommodate the smaller number of cars at that stage, which makes it a challenge to accommodate the increasing number of cars on the roads. The researcher of this study investigated the level of road rage in the following countries, China, India, and Japan:

2.2.1 India

Road rage in India is on the rise, as agreed by the interviewed police officers at New Delhi Television (NDTV, 2010), piloted by Mandal. Road rage in India is initiated by many factors, of which rapid economic growth is one. Drivers who are more fortunate

and are in a good financial state display their wealth by buying new cars, and they tend to be more aggressive.

Their aggression may be as a result of feeling superior over the less fortunate (those driving old and less expensive cars) due to their social status, therefore they take advantage by bullying the less fortunate in an aggressive manner. According to NDTV (2010), drivers become aggressive because “vehicles are a powerful symbol of often-newfound wealth and any scratch on the vehicle can feel like an assault on a person’s status”. As a result if someone scratches their new car they find it unacceptable and are ready to hit out. Abhilasha Kumari, a sociologist at NDTV (2010) states that a change in attitude in response to the new economic growth makes driving in India more dangerous, especially on Delhi’s roads. With regard to the above statement, Sagar, Mehta and Chugh (2013:2) explain that road rage on Indian (Delhi) roads is caused by extreme hooting, overtaking, playing loud music in one’s car, increased traffic congestion, hot weather, bad roads, type of vehicle and the anonymity of other motorists.

Dixit, Raghunath and Bhagwat (2011:1) agree with Sagar, Mehta, & Chugh (2013:2) that road rage on Indore’s (India) roads is caused by factors such as “traffic congestion, noise levels, and instinctive response to careless driving by another driver, weather conditions, time constraints and driving habits”. Sagar (2013:2) further emphasises that a driver’s choice of a way to react to these causes is influenced by individual factors such as psychiatric disorders, personality, demographic factors such as gender and age, and sociocultural beliefs. Police records indicate that in 2011 there were 33 reported cases of road rage, which increased to 36 in 2012 (Sagar, 2013:2). According to Dixit et al. (2011:1), road rage is a “cultural norm”, because children learn this aggressive behaviour from their parents at an early stage. The number of offences shows a significant annual increase, but the “offenders are let off lightly (Basu, 2013:1).

The National Transportation Planning and Research Centre (NTPRC) (in Sharma, 2014:1) make it clear that the number of road accidents in India is three times higher when compared to other urbanised countries in Asia. Sharma (2014:1) states that

according to a survey, approximately 14% of drivers in India have experienced physical assault in a road rage incident, and approximately 58% of road users complained about honking, the horn being an expression of an anti-social attitude.

Irresponsible driving has become a common norm on New Delhi roads. In addition, poor road planning, insufficient law enforcement, “a surge in trucks and cars, and a flood of untrained drivers have made India the world's road death capital” (Timmons & Kumar, 2010). Similarly, Saigal (2013:1) agrees that Indian roads are populated by vehicles driven by hired drivers. These drivers are said to have poor driving skills, as they tend to abuse the vehicle, thereby triggering important concealed mechanical wear and tear. Timmons and Kumar (2010) explain that “some people have begun campaigns to curb unsafe driving” because it is believed that the government of India is slow in acting in road safety-related matters. Thus, Bhullar (2012) concurs with the above statement by stating that an increase in road rage and drunk driving across India has driven the Indian government to amend the Motor Vehicle Act and implement tougher punishment for traffic violations.

As for the extent of road rage incidents in India, it is reported that every four minutes, one death is recorded on Indian roads (Dube, 2014). Therefore, to illustrate the level of road rage incidents, the most notable recent cases are outlined as follows:

- According to Delhi Press Trust of India (2015:1), “two men beat each other black and blue after their cars brushed in northwest Delhi's Bharat Nagar”. This incident took place at around eight (8) pm in Delhi, where eyewitnesses declared that one of the men involved in the incident (Mr Kapoor) got out of his vehicle and “thrashed” the other man (Dharmendra) and also chewed his finger. According to the police, Dharmendra's vehicle brushed past Mr Kapoor's vehicle and the mirror of the vehicle was damaged.
- Another incident was on 7 May 2015 in Delhi, where a 22-year old biker beat the 42-year old bus driver (Ashok Kumar) to death after he and other state-run bus

drivers protested and blocked the roads, preventing learners from going to school and other commuters from going to work (Delhi Agencies, 2015).

The list of road rage incidents on Delhi roads is endless. Due to its geographical location and being the capital city of India, many of the incidents are experienced in Delhi. Sharma (2014) lists the following as causes of road rage incidents in India:

- In most cases, the common cause of road rage is a simple misunderstanding between drivers.
- Traffic engineers consider road rage to be caused by the unpredictable speed driven by drivers.
- Sociologists suggest that “it is due to the breakdown in the society's sense of community and a disintegration of shared values” (Sharma, 2014).
- “Some specialists think that road rage is caused by a mental illness called Intermittent Explosive Disorder (IED)”. The disorder leads to uncontrolled, explosive outbursts of behaviour, such as throwing objects, breaking things and inflicting physical harm (Sharma, 2014).
- To others, aggressive behaviour is provoked by the daily activities that come with lots of stresses such as being late for work, a meeting or class, therefore the drivers become impatient and end up making many mistakes on the road.

All the listed causes are part of human nature, because it is natural to have a different opinion from others; it is also natural for human beings to panic or stress if things are not going their way. Therefore, the causes of road rage listed above may possibly be limited if people could control their tempers and manage their stress levels.

2.2.2 China

China is the largest developing country, consisting of over 1,3 billion people (Huang, Zhang, Murphy, Shib & Lin, 2011: 889). It was one of the poorest countries in the world during 1978, with “only one-fortieth of the United States (US) level and one-tenth of the Brazilian level real per capita GDP” (Huang, 2012:1). Subsequently, China’s real per

capita Gross Domestic Product (GDP) has developed at an average rate of above 8% per year. Thus, China's real per capita GDP was "almost one-fifth the US level and at the same level as Brazil" (Zhu, 2012:1). This growth in real per capita GDP is an indication that China's economy has improved significantly; the growth was influenced by "productivity growth rather than by capital investment" (Zhu, 2012:1). According to Zhang, Tsimhoni, Sivak and Flannagan (2010:25), China is the second largest automobile market, and its state of economy is growing rapidly, resulting in an increase in access to privately-owned vehicles and better road infrastructure.

The number of cars owned has increased from 9,4 million in 1994 to 20,5 million in 2002. In 2003 the number went up to over 24 million, which is predicted to increase by 5 million each year after 2004 (Zhang, Huang, Roetting, Wang & Wei, 2006:22). Huang et al. (2011:889) agree that the number of motor vehicles, buses and trucks has increased "dramatically from over 5 million in 2004, to over 8 million in 2007, and to 13.6 million in 2009", which made China the largest international market for motor vehicles. The number of fatalities reported each year is approximately 100 000, compared to other countries (Zhang, 2010). According to the Chinese Road Traffic Accident Statistics (CRTAS) (in Qu, Ge, Jiang, Du & Zhang, 2013:62), 4,224 million traffic accidents happened in China in 2011, and the specific death rate was 59 759, while injuries rated 225 408.

The estimated cost was approximately ¥1,05 billion. Dangerous and aggressive driving actions such as "failure to yield the right of way to others, speeding, driving in the wrong direction, reckless driving and illegal overtaking accounted for 94.36% of accidents" (Qu, et al., 2013). Qu et al. (2013) conducted a study where they used the Chinese Dula Distraction Driving Index (DDDI) to test the validity and reliability of measuring specific sociodemographic variables and traffic violations. They then found that driving while undergoing negative sensations, e.g. distress, taking risks and being inattentive, are the leading causes of road traffic accidents worldwide. The DDDI method revealed that driving while under the influence of alcohol also has an impact on the occurrence of road accidents in China because drunk drivers, in comparison to aggressive drivers, are

more likely to be involved in road accidents, and they rarely use a seat belt. In 2011, “drunk driving caused approximately 1 957 (3.14%) fatalities, 5 221 (2.20%) injuries and 4 912 (2.33%) severe traffic accidents (Qu et al., 2013:63). The method further revealed that individual differences, driving experience and age play a vital role in aggressive driving, and that young drivers are more prone to be involved than older drivers. Qu et al. (2013:62) state that “a field observation in Beijing found that Chinese drivers concentrated more on driving skills and capabilities than US drivers, who concentrated more on safe and practical driving guidelines”. Listed below are examples of the recent incidents of road rage experienced in China:

- On May 2015, a young man named Mr Zhang was seen in the south-western city of Chengdu, dragging a female driver named Ms Lu out of her vehicle under a road bridge in a road rage attack. Mr Zhang claimed that Ms Lu had swerved several times at a high speed in front of his vehicle, and was frightening his family, who were with him in the vehicle. This resulted in Mr Zhang kicking Ms Lu repeatedly after throwing her on the ground, and also attacking members of the public who were trying to stop him from driving away from the crime scene. He also cut a taxi driver with a screwdriver before the police arrived. Zhang’s actions caught the public’s attention and many of them communicated their views about the attack in different sources of the media. Many praised him and were happy that he attacked Ms Lu, “saying a driver like this deserves to be attacked”, while others viewed his actions as wrong and that no one should take the law into their own hands, no matter how big the provocation might have been (Hewitt, 2015:1).
- In early May, in the eastern city of Xuzhou, a woman’s BMW collided with a bus. The collision subsequently resulted in a dispute between the driver of the BMW and the bus driver; the BMW driver then requested her two male friends to assault the bus driver and later insulted the traffic officials upon their arrival (Jiang, 2015:1).

In all the above examples of incidents there is a female involved. This raises the question to the researcher whether women in China are more aggressive on the roads

than men, because in other countries, young men are most likely to be involved in aggressive driving behaviour. As mentioned above, drivers in China are more interested in their driving skills. As a result, measures to ensure that they link their skills to good behaviour and an ability to abide by the rules of the road are very important and recommended.

2.2.3 Japan

Between the years 1990 and 2012, the “vehicle fleet” increased by 34%, and the distance travelled by motorists showed a 16% increase. The financial recession that occurred in 2012 affected productivity in the mechanical vehicle task force and in turn lowered the number of vehicles on the road, contributing to a lower level of congestion on the road (International Transport Forum, 2014). In 2012, Japan had 82 994 registered vehicles and 665 138 accidents that involved injury. There were 5 237 road fatalities in 2012, which represent a 4,9% decrease compared to the 2011 statistics; older citizens above the age of 65 years accounted for 52,5% of those fatalities (International Transport Forum, 2014:295-296). It is further explained that the achievement of reducing the total number of road traffic fatalities in the past decade is related to a significant increase in the wearing of seatbelts, reduction in speed and safer behaviour of pedestrians (International Transport Forum, 2014:295-296).

It should be taken into consideration that the mode of transport used by many people in Japan is a bicycle and in 2010, 20% of the accidents involved a bicycle (International Transport Forum, 2014:296). Unlike other Asian countries and the countries on all six continents, Japan is different in respect of the common and contributory factors that result in road accidents. The young population is safer on the roads than in many other countries because many of them are not pedestrians (pedestrians are classified as the most vulnerable road users) (International Transport Forum, 2014:298)

Young people aged between 18 and 20 years have a low chance of being involved in car accidents in Japan (International Transport Forum, 2014:298). In 2012, children

aged 6-9 accounted for 38 fatalities, children aged 10-14 for 26, young people aged 15 to 17 years experienced 97 fatalities, and young adults between the ages of 18 and 20 were involved in 201 fatal incidents, while citizens aged between 65 years and above had 2 748 fatalities. Cases of impaired driving, speeding and talking on the phone while driving have shown a significant decrease since 2011. Another positive update in Japan is that the wearing of seatbelts by motorists and helmets by cyclists is compulsory. There was a 98% increase in the wearing of seatbelts by front-seat passengers, while the wearing of seatbelts by rear-seat passengers increased by 61%. It would be beneficial for other countries to consider the strategies used in Japan for success in respect of road safety issues.

2.3 ROAD RAGE IN EUROPEAN COUNTRIES

The majority of countries in Europe are undergoing rapid economic growth and development. According to Peter, Kratcoski and Das (2002:622), this rapid development brings not only positive but negative consequences as well, particularly regarding “traffic-related problems”. The number of registered vehicles on the roads and distances travelled have been escalating. The level of congestion and driver fatigue is growing on the national roads, and “that has generated challenges for the road traffic police to enforce traffic management measures in regions that never had a problem with congestion before the booming economy” (McHugh, 2011:10-11). On the continent, Sweden and Britain are scrutinised:

2.3.1 Sweden

Historically, Sweden mainly had, in comparison to other countries where the population is heterogeneous, a homogeneous population (Sinclair, 2013:171). This historical background provides the reason for the stability that kept Sweden unbiased during the first and second world wars and allowed it to continue developing peacefully (Sinclair, 2013:171). Sweden also has a “long history of respect for law and public authority”, explains Sinclair (2013:171). The WHO (2013) states that a death rate of only three

people per 100 000 population is reported annually in this country. Thus Sweden is one of the wealthiest countries, with full industrialisation and capital welfare in the world.

Even though Sweden is a fully developed country in a good economic and social state, it still experiences incidents of road rage; this is an indication that road rage is a global problem. A study conducted by Teräsvirta (2011:18) reveals that drivers in Sweden face a big challenge in controlling their emotions. Negative emotions have an impact on any driver's rational reasoning, because drivers tend to make mistakes that could have been avoided if the person had been sensible. However, Teräsvirta (2011:3) states that "physical attacks in traffic are relatively rare in Sweden".

This then could mean that in comparison to drivers in other countries such as India, South Africa and the US, for example, motorists in Sweden are not as violent. As a result, the researcher was not able to source any reported incidents of road rage in Sweden.

2.3.2 Britain

In 2011, Britain had an estimated population of 63,2 billion, of which 31 029 were men and 32 153 were women (Census, 2012). Britain is suggested as being the country with the most road rage incidents in the United Kingdom (UK) since the 1990s. In 2003, a research that was conducted found that 80, 4% of drivers reported to have experienced road rage (Road Rage, 2015). One of the "most high profile cases of all was that of former heavyweight champion boxer Mike Tyson, who was jailed in 1999 after assaulting two fellow motorists after a car accident" (Road Rage, 2015). Ingham (2014) and Finnerty (2014) reveal that the UK is the "road rage capital of the world". This increase in aggressive behaviour on Britain's roads is provoked by the congested road networks and the longer time of waiting at the pinch points around the country that usually experience high volumes of traffic. The long waiting provokes drivers to be frustrated and behave in an inappropriate manner, as they lead busy lives. Ingham

(2014) states that “Britain is a nation of ‘selfish’ drivers, picking up fixed penalties at the rate of one a minute”.

Ingham (2014) and Finnerty (2015) state that “distracted driving” plays a bigger role in frustrating other drivers to become road ragers, as many of them drive while eating and speaking on the phone. Britain experiences high volumes of road rage, with 76% having experienced aggressive gestures on the roads, 53% “having been the target of verbal aggression and 73% having found their path blocked on the road by an angry driver” (Ingham, 2014), followed by France, where 73% experienced aggressive gestures, 44% experienced verbal aggression, and 42% experienced their path being blocked.

2.4 ROAD RAGE IN NORTH AMERICA

The countries identified here are the US and Canada, which are both economically developed. On the North American continent, road rage is a manifestation of deeper emotional problems, as well as distracted driving (Neighmond, 2012). Drivers eat, read the newspaper, shave and apply makeup while they are behind the steering wheel; this kind of behaviour becomes a nuisance to other, law-abiding drivers and they end up showing rude gestures, hooting, insulting and “waving their fists in the air” (Neighmond, 2012).

2.4.1 United States of America

Miles and Johnson (2003:147) posit that driver aggressive behaviour in America is problematic because aggressive drivers do not perceive their behaviour as aggressive but rather as skilful. Nerenberg (in Miles & Johnson 2003:148) reports that in 2007 there were approximately 1,8 million cases of aggressive driving incidents in the US, of which many resulted in death and injury. Studies on road rage and aggressive driving from different continents identify age, speeding and the abuse of alcohol as the common factors in the behaviour of drivers. A study conducted by Paleti, Eluru and Bhat (2010:1839) shows that novices, meaning young drivers between the ages of 16 and

17, are most likely to act aggressively in the US. These young drivers are either driving while under the influence of alcohol and/or drugs, or they exceed the maximum speed limit, or they do not wear a seatbelt, or are not in possession of a valid driver's license.

Other factors, including unroadworthy vehicles and road environment (not in good condition), trigger aggressive behaviour in young drivers, states Paleti et al. (2010:1839) because novice drivers do not have the driving experience compared to older drivers and they are risk-takers as well. Paleti et al. (2010:1839-40) further point out that an estimated 56% of fatal road accidents that happened between 2003 and 2007 in the US were as a result of aggressive behaviour, with speeding being the second highest factor at 31%, failure to give way at 11,4%, reckless driving at 7,4%, disobedience of traffic signs at 6,6%, and improper turning at 4,1%.

Studies conducted by (Miles, et al. 2003:148, Paleti, et al. 2010:1841 & Suhr, 2013:208) reveal that there is a relationship between road rage, aggressive driving, driver anger and psychological factors. According to Suhr and Nesbit (2013:208) "...hostile aggressive driving behaviours were thought to be illustrated by 'road rage' behaviours, any driving acts that are intentional and fuelled by anger and aggression".

2.4.2 Canada

In Canada, road traffic accidents are the main cause of unnatural death of people between the ages of five and 34 (Daily News, 2012). The health care system is experiencing a burden in relation to emergency treatment, rehabilitation and chronic care (Daily News 2012). According to a survey conducted by the Daily News (2012), eight in 10 (88% men and 76% women) drivers in Canada admit to having experienced aggressive driving behaviour that is regarded as road rage. Similarly, Kwong (2014) states that "nearly eight in 10 Canadians admitted in a 2012 Leger Marketing poll to exhibiting driving behaviour that could be deemed as road rage, with the most common aggressive behaviour being speeding, profanity and lewd gestures".

The survey shows that Canadian men are more inclined to road rage when they are cut off, while women are more susceptible to road rage when they are running late. 61% of Canadians experience road rage because of speeding, 39% due to swearing at each other, and 49% are distracted drivers talking on the phone while driving (Daily News, 2012). Furthermore, people aged 18 to 34 are most guilty of cutting other drivers off. As stated by Daily News (2012), age and gender seem to be two of the major contributing factors in the occurrence of road rage incidents in Canada. According to Vanlaar, Simpson, Mayhew and Robertson (2008:375), young male drivers tend to be involved in aggressive driving and they often receive traffic violation fines. The section that follows below highlights the aggressive driving contributing factors among the majority of Canadian drivers, as identified by Kwong (2014):

- **Canadians have busier lives and sleep less.** Canadians are experiencing a lot of stress as they lead busy lives, and their sleeping time-frame has changed from eight hours to six hours. It is thus reported that drivers in Canada become more aggressive during summer, because warmer conditions make drivers feel uncomfortable, thus leading to them behaving in an aggressive manner.
- **Unexpected delays a 'classic trigger for anger'.** This includes road constructions that often cause congestion and unexpected delays, as well as drivers that usually “roll down the car windows in traffic, letting in smog and noise pollution”.
- **Few Public Service Announcement (PSA) warnings against road rage.** Drunk driving and texting while driving are the most targeted in terms of awareness advertising, but little is done to remind drivers in Canada that violent behaviour/negative tempers lead to road rage.
- **Normalised behaviour.** Road rage is seen as normal behaviour, as drivers do not realise that they are exhibiting road rage, since acting in an aggressive manner on the road has been normalised.

The issue of hot temperatures affecting one's behaviour was briefly discussed in the problem statement in Chapter 1, when the situation in South Africa was discussed. Thus it would be valuable if the researcher were able to, through this current study, produce results that either validate or refute existing findings regarding the relationship between the above-mentioned factors and aggression on the road.

- As seen in the preceding discussion, the most common factors of road rage in North America are distracted drivers, as in Britain, and people leading busy lives, that require spending a lot of time on the road. Spending too much time in traffic can lead to frustration, which is experienced to a high degree on this continent. In both the US and Canada, the abuse of alcohol and drugs and driving recklessly by young novice male drivers are highly evident.

2.5 ROAD RAGE IN SOUTH AMERICA

South America is the fourth largest continent, with enormous mineral wealth and plentiful fresh water (Encyclopaedia on Resources Environment and Economy, 2015). Its countries have sufficient resources and stable economies-that are developing rapidly (Encyclopaedia on resources environment and economy, 2015). Countries in South America that are scrutinised in this study are Brazil, which represents the largest economy of Latin America and the fastest growing major economy in the world, and Argentina, which represents the third-largest Latin American economy.

2.5.1 Brazil

In 2012, a total of 154 homicides were committed in Brazil each day, and approximately 50% of women were injured due to physical and verbal aggression, which is quite common against females (Medeiros, Leppink, Seger, Costa, Bernardo & Tavares, 2015). Every day, up to 70% of calls received by the Military Police in the city of São Paulo in Brazil report "severe road-rage incidents, which often result in physical injuries or even death", and after the outbursts, emotions of sadness, guilt and regret always follow (Medeiros et al., 2015). Drivers with Intermittent Explosive Disorder (IED) are

prone to acting aggressively when on the road. In regard to the above statement, IED is a serious mental condition that affects the normal thinking of a human being, therefore if the majority of Brazilian drivers act aggressively because of this condition, the health system should collaborate with schools and the transport system in educating the people in Brazil about managing stress levels and engaging in sports and intellectual activities to keep stresses that lead to anger at a lower level.

2.5.2 Argentina

In January 2015, Argentina was estimated to have a population of 42 352 024; this number of people has increased by 1,02% from the 2014 population (2011 Census, 2012). Argentina is at the top of the list of countries in Latin America with a high rate of road traffic accidents, which are the main cause of death for people below the age of 35, followed by Mexico, Brazil and Uruguay. The country is experiencing an increase in road fatalities because it “has a national traffic law but it is more honoured in the breach than the observance and there is no effective system of penalties for offenders” (Argentina Population Clock, 2015). It is easy for offenders to continue acting unlawfully when on the road, since they are aware that no law will deal with their irresponsible and unlawful actions (Valente, 2015). In respect of the above reference, drivers and pedestrians in Argentina are guilty of talking on the phone while on the roads; the number of such cases is estimated to be 151 000 (Luchemos por la Vida, 2009). A distracted mind is slow to react to immediate danger when on the road. It is more likely that a driver or pedestrian who is talking on the phone will be involved in a car crash than the one who is not. This contributes to worsening the level of road safety in Argentina, as more accidents happen as a result; others who are law-abiding get angry when witnessing such irresponsible acts. The anger provoked by a distracted road user may lead another to react in an aggressive manner that could turn into road rage.

According to Luchemos por la Vida (2015), the year 2015 is now the fourth year of the UN Decade of Action for Road Safety but the death rate has not been reduced by even 1% in Argentina, and there were 7 613 reported deaths in 2014. The motorcyclists are

the group accounting for the majority of fatalities because they do not wear helmets. According to Heller (2010), “road rage is a serious cultural problem within Argentina”. It is vital for the Argentinian transport authorities to address the issues concerning the importance of abiding traffic laws, as it would save lives. This also applies to the relevant transport authorities, who should do their job and police the road rage and other challenges on the road that contribute to vehicle accidents. It has been mentioned that there is an absence of penalties for offenders in Argentina; that could make things worse because every road user should be reminded now and then about obeying traffic rules.

2.6 ROAD RAGE IN AFRICA

The African countries identified by the researcher are Nigeria, Egypt, Ethiopia and South Africa. South Africa and Nigeria were selected because they have related historical, geographical and economic backgrounds. Kratcoski and Das (2002:620) state that African countries have many similarities in their histories of political development and policing, i.e. “all of them were under colonial rule in the past with their governments and justice system imposed upon them”.

Also, the economic status of the countries selected is rapidly increasing, as they are at a development stage. As a result, the roads are becoming congested as these countries develop. While Egypt and Ethiopia are selected due to their experiencing a high population growth, which could mean that the number of people buying cars is also increasing, the likelihood is that there might be high levels of road rage due to traffic congestion. South Africa was selected due to the fact that the researcher is a resident of this country, thus the study is of personal importance to the researcher.

2.6.1 Road rage in Nigeria

Ngboawaji, Nkereuwem and Ekpenyong (2008:36) report that while road rage tends to be seen (in other countries) only in the psychological and environmental contexts, in Nigeria the poverty, struggle for survival, and social, political and economic development play a vital part in this issue and in the lives of Nigerian citizens in general. Ngboawaji et al. (2008:38) further argue that the effects of colonial rule remained in Nigeria because the minds of the citizens remained colonised and distressed. Road rage is a social concept caused by the predominantly selfish principles imposed upon society by the process of colonialism, military dictatorship and corrupt leadership (Ngboawaji et al. 2008:38). Nzimiro (1999) states that the root causes of road rage in Nigeria are the praise of violent activities, aggressive beliefs, and the belief that greed is a blessing. Road rage in Nigeria can appropriately be credited to the fundamentally “violent nature of the society caused by the glorification of materialism and the unbridled pursuit of social surplus” (Ngboawaji et al. 2008:39). The poor construction of the roads, due to corrupt and irresponsible leadership, has also been identified by Ngboawaji et al. (2008:39) as a contributing factor, as well as road users becoming prone to violence due to the state of the road infrastructure.

Social status in Nigeria depends on the type of vehicle. Ranging from fast-moving and big, to small or expensive vehicles, all have an impact on how drivers view each other on the roads. Drivers of expensive cars intimidate drivers that drive the less expensive cars, while truck drivers rely on the size of the vehicle to intimidate other drivers. Road rage incidents in Nigeria occur not only on the busy roads but also on the less busy ones. Bike riders, also known as ‘Okada men’ in Port Harcourt, the home of the industrial complex of the city, are vulnerable to road rage because of intimidation by vehicle drivers. However, bikers do not hesitate to defend themselves. They do this in the form of beating up the intimidating drivers and damaging their vehicles (Ngboawaji et al., 2008). Osagie et al. (in Shenge, 2010) state that speeding, reckless driving, driver impatience, disobedience regarding traffic rules and road rage are among the common causes of road accidents, especially in developing countries such as Nigeria.

Shenge (2010) in his study found that road rage in the city of Ibadan in Nigeria is mostly caused by “traffic congestion, feeling endangered, being insulted, frustration, time pressure and fatigue”. Moreover, the study revealed that there is a significant correlation between road rage/road aggression/unfriendliness and road accidents. Popoola, Abiola and Adeniji (2013:522) suggest that road rage has a negative impact on traffic congestion because when drivers are fighting on the road, traffic moves slowly.

2.6.2 Road rage in Ethiopia

Ethiopia ranks number 13 on the list of countries by population. In 2014, Ethiopia had an estimated population of 96 506 031, which has increased by 2 436 071 to 98 942 102 people in 2015; this population is equivalent to 1,3% of the total world population (Worldometers, 2015). The estimated number of fatalities due to road traffic accidents is 14 000 annually (Global Road Safety Partnership, 2014). Nazret.com (2015) states that “at least 70 people die in every 10 000 vehicle accidents annually in Ethiopia”. The reason for the deaths is perceived to be the absence of proper, immediate medical service.

Even though hospitals and traffic police are available, the victims of a vehicle crash are normally attended to by passers-by with no experience of and skills in medical emergency service, and that results in victims’ loss of life, even if there was a chance of survival (Nazret.com, 2015). Poor road infrastructures, lack of traffic law enforcement, as well as drunk driving, are the main contributing factors to road accidents in Ethiopia. As a result, there is a high possibility that drivers could get into a physical fight that could result in road rage, when another driver is not happy with the manner in which a drunken person reacts.

There is also the fact that there is no visible policing, especially on highways, which could lead to drivers being reckless and taking the law into their own hands by killing or starting a fight with those who disobey the traffic rules. Ethiopia faces the same challenges of poor emergency medical services, as well as poor road infrastructure, just

like Egypt. These challenges are thus evidence of African countries' slow level of economic improvement. Much still has to be done by the transport authorities, together with the government, to improve the healthcare system and road network in Ethiopia.

2.6.3 Road rage in Egypt

According to Road Travel Report (2013), Egypt records 43,2% of road fatalities per 100 million kilometres. It is also stated that the roads in Cairo, capital city of Egypt, has the capacity to accommodate approximately 500 000 cars, but the number of vehicles it carries is much higher, approximately 4,2 million cars daily, because there is an annual 10% increase in car ownership. It is dangerous for foreign visitors to drive in Cairo, since there is a lack of law enforcement, insufficient road signs, absence of emergency medical services, drivers speeding, and "young drivers from some wealthy families disobey traffic laws, despite being fined for violations" (Road Travel Report, 2013).

The WHO (2014) states that roads in Egypt carry fast-moving traffic, including trucks, buses, vehicles, bicycles and motorcycles, as well as pedestrians, all using the same infrastructure at the same time. This results in the 12 000 deaths of people recorded annually and thousands more injured. It was reported that between 2008 and 2012, 100 000 road accidents occurred in Egypt, resulting in 33 000 fatalities, 150 000 injuries and 125 000 vehicles destroyed: "Along with cancer, stroke, and heart disease, traffic accidents are a leading cause of death in Egypt, which has one of the worst traffic fatality rates worldwide" (Golia, 2014:1). Golia (2014:1) further explains that according to the Ministry of Interior's Highway Research Department report, 76% of road traffic accidents since 2006 occurred as a result of human error, with other reasons being "the lack of safety features in most cars", such as air bags, backseat headrests for prevention of neck or back injuries and Anti-lock Braking Systems (ABS).

Sheta, the editor of Auto Arabia, a bilingual online and Arabic print outlet for consumer-related automotive industry news, cited in Golia (2014:1), states that "in Egypt there is no system to frequently test vehicles' roadworthiness, neither [do] laws that forbid the import of 'junk trucks from Europe, where they are forbidden to circulate' ". As a result,

most of the vehicles are probably hazardous because of tattered tires, and faulty brakes and shock absorbers. Reckless driving and poor driving skills are also some of the main contributing factors to the road carnage on Egyptian roads. Drivers eat, drink, change money for passengers (those using public transport) and talk on the phone while driving.

There is a high possibility that the above-mentioned factors could lead to road rage. Firstly, the congested roads and reckless driving could lead to other drivers' frustration, which could turn into an assault or fatal road-rage incident. Secondly, social status is identified as a factor common to India, South Africa and many other countries, where wealthy young drivers disobey traffic rules. This point could imply that immaturity and wealth do not value respect. Lastly, drivers in Egypt should understand the challenges facing their country as far as road safety is concerned, and therefore learn to use the roads safely to ensure everyone's safety. For example, the road accommodates a larger number of cars than the number it was structured to carry. In this regard, drivers must be aware of that fact and cooperate with each other for the sake of their own safety.

2.6.4 Road rage in South Africa

South Africa is known for its political struggle that took place during the nineteenth century, where the then government (which was driven by apartheid) violated the democratic rights of many non-white nationals. In 1994, South Africa became a democratic state where everyone had equal rights and became free from apartheid. The late Nelson Rolihlahla Mandela became the first black democratic president. The results of apartheid may be seen as the root cause of aggression in many South African communities. Williams (2013) states that "*Undoubtedly we have come a very long way in a short space of time; however one cannot erase hundreds of years of oppression overnight*"; *numerous South Africans are still upset and hurt from all the sadness they went through which rose from wars, conflict and oppression over many periods. Although these events happened many years ago they will never be forgotten, and they still affect and impact life today*". The new South Africa, as a democratic and developing

country, is faced with its own challenges, such as fast urbanisation, constant social and economic variation, poverty and chronic disease problems such as Tuberculosis (TB), and HIV and AIDS (Norman, Matzopoulos, Groenewald & Bradshaw, 2007:649). Urbanisation has a negative influence on the roads because the bigger the population, the higher the number of cars, and the higher the chances of aggressive behaviour.

According to Smith (2014), South Africa is one of the world's most dangerous countries to drive in, and is deemed by the WHO (2013) as having "the world's sixth most deadly roads with a death rate of 31,9 people per 100,000. Smith (2014) further states that 51% of drivers in Pretoria and Johannesburg, Cape Town and Durban claimed to have been victims of road rage, from August 2008 to April 2009 but only a few admitted to behaving aggressively. "South African drivers are quick to play victim to road rage, but less inclined to admit their own road rage" (Smith, 2014).

Johannesburg has the highest level of road-rage incidents in comparison to Cape Town and Durban. Even though Durban has the lowest level, its drivers are most likely to get physical and use weapons when they are on the road (University of the Free State, 2009). Drivers who are most likely to experience road rage in South Africa are fast and inattentive drivers, bakkie (van) drivers, sports-car drivers, and those who drive high-performance cars. Small-car drivers and Sport Utility Vehicle (SUV) drivers are, on the other hand, the least likely to experience any form of road rage (eNCA, 2014). As reported by Anastasiou (2010), more than 12 000 people lose their lives on South African roads each year and thousands more are left with serious injuries. Road accidents cost the economy more than R110 billion per annum (Anastasiou, 2010:1). Anastasiou (2010) further states that there is something wrong with the manner in which road safety issues are dealt with.

Anastasiou (2010) believes that "both motorists and the law enforcement authorities are to blame for the carnage on our roads, simply because there is no respect". The attitude of people in South Africa seems to be the main contributing factor to aggressive driving/road rage because people no longer have patience towards each other,

especially where elderly citizens are concerned. Young people abuse drugs and drive on the highway at speeds that are not appropriate, said Dembvosky, Justice Project South African (SA) chairman, during a television interview on 16 November 2014. Dembvosky and Van Zyl (2014) further makes an example of an incident that happened in the parking lot at a shopping centre where a young lady decided to five times ram the car of another lady who had parked next to her, only because she was obeying the speed limit, driving at 40 km/h.

Another example is of a 23-year-old man who was high on drugs, being arrested while driving at 40 km/h in the “so-called fast lane on the N1 freeway”. A biker (Douglas Pearce) was allegedly shot dead by a motorist (Meekahefele Mosooa) in an intense road-rage incident on Malibongwe Drive, in Northriding, Johannesburg in February 2014 (eNCA, 2014). There is a clear indication that age is one of the factors that play a role in the occurrence of road-rage incidents. Literature by the University of the Free State (2009) has proven that young male drivers are more likely to be involved in such incidents, either as the victim or the perpetrator.

Drivers between the ages of 15 to 19 are at a high risk of being involved in a vehicle accident, followed by drivers aged 20 to 24 (Bachoo, Bhagwanjee & Govender 2013:68). In South Africa, young male drivers are associated with greater driver anger, urgency, and lack of perseverance: “...they are significantly overrepresented among those injured or killed in road traffic accidents” (Bachoo et al., 2013:67). Smith (2014) states that reliable and accurate numbers of road accidents deaths are not accessible because the Department of Transport relies on the SAPS for statistics. This is because once an offence has been reported it falls under the jurisdiction of the police.

In this regard, Justice Project South African chairman, (Howard Dembovsky as cited in Smith, 2014) says that it is not known how many people are killed on South African roads because of the way accidents are counted. RTMC is responsible for compiling road accident statistics, which also rely on reports from SAPS that are in turn also based on estimates (Arrive Alive, 2015:1). RTMC former acting chief operating officer,

Gilberto Martins, in Smith (2014), states that recording of road deaths is not the priority of police officials and they are the only reliable source. The priority of the police is to combat crime, therefore recording deaths on the road might not be done to the best of their ability. The available statistics are just an estimate and the true number could be double the estimated number. The preceding section suggests that sound social stability plays a big role in the lives of people in Africa. This is attributed to the fact that reported incidents seem to occur between high-profile drivers and the “not so high”-profile drivers, or between a driver with a big/expensive car and a driver with a small, less expensive car, as well as motorcyclists. Similar to other continents, Africa is challenged by congestion on the roads, especially in busy/metropolitan areas; age and gender as well as driving while under the influence of drugs and/or alcohol have also been identified as contributing factors.

2.7 CONCLUSION

This chapter highlights the fact that road rage is a universal problem that dates back to the 1940's, even though various studies claim that it is a recent phenomenon. Therefore, the governments, health facilities and transport industry from all continents mentioned in the study will have to devise effective strategies that will change the mind-sets of people regarding the importance of good behavioural practices on the roads. From the above literature it is evident that distinctive common factors of road rage such as ‘gender’, ‘age’, ‘aggression’, and ‘congestion’ exist on all six continents. Abuse of alcohol and drugs by young male drivers also surfaced on all continents as a contributing factor to the road carnage. This literature has therefore enlightened the researcher with regard to the problems facing other countries. This insight will determine the nature and similarities of the problems described in the findings of this study and also provide answers to some of the research questions. The following chapter addresses road rage in Gauteng.

CHAPTER 3

ROAD RAGE IN GAUTENG PROVINCE

3.1 INTRODUCTION

The Gauteng province is famous for its wealth in South Africa. People from rural and urban areas of different parts of South Africa leave their homes and come to Gauteng to look for jobs, school/education, or a better life. Gauteng is the only province with three metropolitan municipalities in South Africa. The municipalities are: City of Johannesburg metropolitan municipality, which is the provincial capital city of Gauteng, as well as the largest city in South Africa, with 4 434 827 inhabitants in 2011; City of Tshwane metropolitan municipality, which is the administrative capital city of South Africa, that accounted for 2 921 488 people in 2011; lastly, Ekurhuleni metropolitan municipality, which accounted for 3 178 470 people in 2011 (Statistics South Africa, 2011). In 2015, at the end of June, there were 4 059 122 cars in Gauteng. According to an estimate in July 2015, the number has increased to 4 072 127 (eNaTis, 2015). This number of cars brings pressure and stress that might lead to road rage. According to a survey conducted by TomTom, as cited in Roadsafety.co.za (2011), 10% of commuters are forced to cancel meetings and over 40% of workers arrive late for work due to congested traffic in Johannesburg. Therefore, “employers lose R291 per employee each month due to time wasted in traffic” (Roadsafety.co.za, 2011). This chapter addresses the level of road rage in Gauteng.

3.2 TYPES OF ROAD RAGE

Road rage is divided into three distinct types, which are explained by Village Vicarage (2015) as follows:

1. **The Quiet:** This type of road rage comprises “Resisting by driving slower, complaining, speeding up or rushing, exercising passive aggressive behaviours”

2. **The Verbal:** This type of road rage refers to drivers cursing one another, shouting at and insulting one another, beeping the hooter excessively, and showing rude hand gestures
3. **The Epic:** This type of road rage refers to a driver cutting off another, chasing, fighting, blocking and using weapons.

Sukhai, Seedat, Jordaan and Noah [sa] further outline that aggressive road behaviour (road rage) is categorized into four levels, as explained below:

<http://www.mrc.ac.za/policybriefs/roadrage.pdf>

Level 1: Entails non-threatening expressions of irritation such as complaining and/or yelling by a driver in reaction to another driver's behaviour

Level 2: Entails "aggressive driving, i.e. mild, verbal or gestural expressions of anger, directed at the perceived offending motorist [which] includes the use of insensitive or obscene gestures and inappropriate and excessive use of the horn and lights".

Level 3: Entails 'mild' road rage, "i.e. threatening and intimidating behaviours such as trying to cut another car off the road or following/chasing another driver in anger".

Level 4: Entails 'extreme' road rage that involves direct argumentative behaviour such as quarrelling with or assaulting another driver.

These three types of road rage as well as the four levels will help the researcher to identify through literature and research findings under which type and level of road rage the most commonly reported road rage in Gauteng falls. Knowing the type and nature of a problem may be useful to the RTMC, Department of Community Safety, and all three metro police departments in planning their future road safety strategies that should focus on curbing road rage incidents.

3.3 CAUSES OF ROAD RAGE IN GAUTENG

According to the South African Road Safety Strategy [sa], disobedience of road traffic legislation plays a central role among all the causes of road accidents in South Africa. It is highlighted that 83% of road accidents occur as a result of human error, while 17% is as a result of vehicle factors, e.g. faulty vehicle parts.

As mentioned above, Gauteng province is the largest and the wealthiest in South Africa, which could also imply that a high level of stress is experienced due to the demands of daily life. According to the AA (2015), South Africa has a culture of violence, and “high stress modern lifestyles” that lead to a rise in road rage. The 1st for Women Insurance’s Executive Head, Robyn Farrell, as cited by the AA (2015), further suggests that “stress, depression and pent-up aggression” contribute to road rage incidents. These emotions rapidly escalate into reactions that could result in violent actions, therefore the stress level in Gauteng road users may originate from many social, economic and health factors.

In reference to the above statement, the total number of recorded crimes committed in Gauteng in 2014 was 647 409, which is an increase from 2013 that saw 598 767 reported crimes (Crime Stats, 2014). That fact conveys a negative message, mostly to the young people. According to News24 (2015), young people are the most anxious group; they are worried about serious global issues such as unemployment and crime. They are also anxious about the people who drive while under the influence of alcohol, as well as being hijacked (News24, 2015). Dr Jacques van Zyl, a psychologist, as cited by Smillie (2014), made the point that road rage is rapidly increasing: “there is a general sense of frustration, people are over-reacting, people are stressed and they say it is a combination of factors, financial stress and congestion on the roads”. Van Zyl further adds that anger on the roads overflows to the malls, bars and restaurants.

One of the causes of road rage incidents is, among others, a lack of visibility of traffic law enforcers on the roads, as “92.8 percent of enforcement by Joburg metro officers

was done behind a speed camera”, said Howard Dembovsky, the founder of the Justice Project SA, in Smille (2014). The visibility of traffic officers on the road has a positive effect, as they are able to physically deal with the traffic law offenders by pulling them over. Many more contributing factors to road rage incidents on Gauteng roads are as follows:

- Short temper (Automobile Association, 2015)
- Lack of or little sleep (Automobile Association, 2015):
- Abuse of alcohol (Dr Jacques van Zyl, a psychologist, 2014);
- Increased number of cars on the road, AA spokesman Marius Luyt in Smillie (2014)
- Lack of law enforcement on the roads, Howard Dembovsky, the founder of the Justice Project SA, in Smillie (2014)
- Lack of public transport in South Africa (AA of South Africa, 2015), and
- Poor road conditions in many areas (AA of South Africa, 2015).

3.4 THE EXTENT OF ROAD RAGE IN GAUTENG

In Gauteng and South Africa as a whole it is difficult to obtain the number of road rage incidents because once the offence is reported, it falls under the jurisdiction of the SAPS and not the road traffic authorities. These offences therefore overlap with other crimes such as assault, assault with grievous bodily harm, attempted murder, damage to property, murder, etc. In this regard, media reports are relied on for available data.

Sukhai (2003) conducted a study in the Durban Metropolitan Area (DMA), aiming to compile a demographic and driving-style profile of motorists to describe the nature and extent of aggressive road behaviour in the DMA, as well as to determine predictors for aggressive road behaviour. The findings of that study suggested that drivers who drink and drive or are in possession of a weapon when driving are more likely to engage in dangerous road rage behaviour, including getting out of the vehicle to argue or hurt another driver deliberately, colliding with or damaging another vehicle, or pointing a firearm, or shooting at another motorist. “Drinking and driving and carrying a weapon

whilst driving predict victimisation and anger for road rage behaviours” (Sukhai 2003:24). Therefore, “A comprehensive and coordinated approach that includes education, enforcement, environmental and engineering-type interventions is recommended” (Sukhai, 2003:32). As a result, the extent of road rage in Gauteng is illustrated in table format below and covers reported incidents that occurred during the period of 2013 and 2014.

SAPS Crime Research and Statistics for April 2013 to March 2014

Types of crime	Reported number 2013	Reported number 2014
Murder	2 997	3 333
Attempted murder	3 609	3 901
Assault with the intent to inflict grievous bodily harm	40 793	41 581
Common assault	45 115	44 748
Malicious injury to property	36 015	35 328
Driving under the influence of alcohol or drugs	21 778	26 100
Culpable homicide	2 399	2 503
Public violence	426	483
Crimen injuria	3 935	3 269

The above table indicates an increase of 336 in reported murder cases during the period of April 2013 to March 2014, an increase of 292 in attempted murder cases during the same period, an increase of 778 in assault with the intent to inflict grievous bodily harm, an increase of 4 322 in driving while under the influence of alcohol and/or drugs, an increase of 104 in culpable homicide and an increase of 57 in public violence.

A decrease has been experienced in common assault at 367, malicious injury to property at 687, and crimen injuria at 666. In this regard, the sourced information tabulated above is the only available statistics on road rage that have been recorded by the SAPS.

Road rage is not considered a crime in the same manner as domestic violence in South Africa. The two offenses (road rage and domestic violence) overlap with other crimes such as assault, murder, damage to property and other crimes, therefore one cannot report a case as road rage at the SAPS but rather the types of crime mentioned before in this paragraph. The difference with regard to domestic violence is that there is a record or register at the police station of reported crimes that occur as a result of domestic violence, therefore this enables the police to keep a record that reflects the statistics. With road rage it is different because such register does not exist. The crimes that occur as a result of road rage can be determined by the crime analyst only when studying the data, therefore the reported statistics concerning road rage and domestic violence are normally grouped together for record-keeping purposes, depending on the type of crime that resulted.

3.5 THE EFFECTS OF ROAD RAGE

Road rage incidents bring a negative effect to the level of road safety in Gauteng. According to the Centre for The Study of Violence and Reconciliation (2007:43), violent offences constitute one-third of recorded crime in South Africa. The recorded offences are, among others, assault, i.e. common assault, and assault with intent to inflict grievous bodily harm, therefore the negative effect brought about by violence, particularly road rage, includes “death, physical injury or pain, psychological harm and possibly loss of property by the victim” (as well as an increase in the number of crimes). The effects of road rage are outlined in three categories, namely economic effects, psychological effects and social effects:

3.5.1 Economic effects

Road rage incidents that result in assault may leave the victims in shock, with injury, and their property damaged. The costs of such crimes are great because a traumatised and injured victim needs counselling, time off work as well as medical attention. In the case of damaged or lost property it could be difficult for victims to replace such goods, especially the ones that are not insured (The Centre for the Study of Violence & Reconciliation, 2007:156-157). It is further explained that “Some victims may feel compelled to move house or leave the country as a result of traumatic incidents of violence” (The Centre for the Study of Violence & Reconciliation, 2007:156-7).

In view of the above, road rage encounters causing road accidents result in over-spending by the government, owing to the sums paid out by the Road Accident Fund (RAF). In some instances, the liabilities in question require justice system intervention, when road rage cases go to civil court and more tax money of the law abiding citizens is spent. As a result, the economy of the country suffers drastically. With that said, the researcher is of the opinion that abiding by the road rules as well as controlling our aggressive behaviour on South African roads and elsewhere could minimise road fatalities and grow our economy to a large extent.

3.5.2 Psychological effects

According to Van Zyl (2005:1), road rage is considered a psychological illness of human functioning as instigated by the association “between environmental factors such as heavy traffic, and mental thoughts and emotions”. Other psychologists and behaviourists name aggression, together with depression, as one of the most general psychological ailments, which are becoming more and more common, that are suffered by modern man, especially in a “society such as South Africa’s where most citizens have become desensitised to violence and aggressive behaviour (Ronald in Arrive Alive, 2015).

Road users who disobey traffic rules and do not respect other road users contribute to the increasing number of road rage incidents across the country.

3.5.3 Social effects

The social environment impacts negatively on road users, as it tends to influence individual road users to become aggressive in their actions. One notable example is when a person is possibly ill-treated at home and then takes his/her anger to the road, or it could be an instance when motorists fight, due to them not obeying the road rules. In response, the researcher is of the notion that an aggressive individual cannot live in harmony with others.

3.5.4 Physical effects

Road rage incidents could also lead to dangerous fighting between the motorists, resulting in injuries or death. Injuries could lead to exorbitant medical bills that some cannot afford. A death impacts negatively on the victims' families, as some of these victims are breadwinners with responsibilities, meaning that their absence would result in a loss of support for such families.

3.6 THE IMPLICATIONS FOR THE ATTACKER

South Africa does not have any law to govern road rage; however, one of the existing procedures for combating "aggressive driving behaviour and by implication road rage, is strict law enforcement of moving offences" (Ronald in Arrive Alive, 2015). The only existing Act that governs road rage is in the United Kingdom, the Public Order Act, 1986, an Act of the Parliament of the United Kingdom that states that the event of road rage "could result in a charge under the Public Order Act 1986 if the road user causes harassment, alarm or distress to others in their anger" (Road Rage, 2015). The non-existence of statutes providing fines for road rage in South Africa is due to a lack of adequate research on the subject, "as well as the generally vague definitions of what

constitutes road rage”. As a result, the need for developing best training models on reducing road rage internationally is of high importance (Garry Ronald in Arrive Alive [sa]) (<https://www.arrivealive.co.za/aggressive.aspx?title=saperspective>).

3.7 DISCUSSION OF ROAD RAGE CASES IN GAUTENG

3.7.1 Decided cases

Grigor v The State (607/11) [2012] ZASCA 95

In this case, the appellant was convicted by the Benoni regional magistrate’s court on a count of attempted murder and was sentenced to six years’ imprisonment. The appellant subsequently appealed to the North Gauteng High Court against both the conviction and sentence. The appeal arises from a road rage incident that occurred on 11 January 2008 along Kirshner Road, Benoni, between the appellant and the complainant. Before the incident, the complainant had just made a U-turn in a driveway and then entered the road when, according to him, he noticed the vehicle driven by the appellant ‘flying up’ behind him in the same direction (and overtaking him).

Whilst so driving, an exchange of gestures, consistent with both their perceptions that each had driven in an unacceptable manner, took place between them. Their respective versions of what really occurred differ. At some stage they both alighted from their respective motor vehicles. “The appellant testified that he stopped his motor vehicle first and made what he termed an ‘emergency exit’. He proceeded towards the complainant’s vehicle, which was parked behind his, and he stopped next to the rear fender of his own vehicle. The complainant also alighted from his own vehicle and advanced towards the appellant and pushed him. The only inference to be drawn from their behaviour at this stage is that they were both angry and ready to confront each other. Subsequent to this, a fight ensued between them, during which the appellant stabbed the complainant with a knife several times.

At the time, the appellant was armed not only with a knife but also had a fire-arm, which he did not use. The complainant was unarmed. There were no independent witnesses to the fight". The decision taken by the magistrate was that the application was dismissed because there was no evidence that the incident happened in a moment of anger, and that indeed there had been some form of argument that had led to the stabbing. The magistrate further acknowledged that the appellant had made a mistake but that his action was a serious violation that deserved a sentence because "there were options that could have been taken by the complainant to avoid the incident and concluded that he thus had to face the consequences of his actions".

Ngobeni v S [2015] JOL 33628 (SCA)

The appellant appealed against the conviction of attempted murder and a sentence of four years' imprisonment, in terms of s 276(1)(i) of the Criminal Procedure Act 51 of 1977 (the Act) on 11 June 2004, to the North Gauteng High Court (Pretoria).

"The factual background is that the complainant and the appellant were driving their respective vehicles from Pretoria City Centre towards Atteridgeville. A road rage of some sort developed between them. It appears from the evidence that they overtook each other on several occasions until they reached Atteridgeville and parked at an Engen petrol station. The complainant alighted from his vehicle and approached the appellant who was seated in his vehicle, to enquire why the appellant drove in a manner dangerous to other road users. The complainant testified that the appellant said words to the effect that 'my son ek sal jou skiet' to which he responded that 'jy vat 'n kans' – that is when the complainant turned and walked towards his vehicle when he was shot at from behind. Although the appellant confirms what happened on the road, he states that at the Engen petrol station, the complainant together with two of his passengers approached him, forcefully opened the driver's side door and started assaulting him. He started bleeding. He then pulled his firearm and fired a shot in self-defence. He did not realise that he had shot someone. Two other State witnesses were called and to a large extent corroborated the complainant's version.

Furthermore, a medical report (J88) was handed in by consent and the defence formally admitted the contents thereof. It clearly indicates the entry wound as being on the right back near the buttocks of the complainant and the exit wound being on the right front next to the groin. Although there are some contradictions between the complainant's version and his witnesses these are minor and immaterial. Mokaba who was called by the State confirms that the complainant was shot on his back –Mokaba says: 'ek gevind dat hy was raak geskiet net hier agter'. This objective piece of evidence taken together with that of the complainant is sufficient to prove that the complainant was shot at the back. There are contradictions in the appellant's version as well and what was put to the witnesses differs from his evidence.

The appeal was dismissed on 29 January 2007 because the statements of the appellant and the witness were contradicting each other, and the judge did not see the need for the appellant to have acted in self-defence.

Friend v S [2011] JOL 27620 (GSJ)

The appellant was convicted of assault with the intent to cause grievous bodily harm. He was sentenced to a fine of R6 000 or six months' imprisonment, of which half was suspended for a period of five years on condition that the appellant was not convicted of assault with the intent to cause grievous bodily harm or of assault committed within the period of suspension. He appealed against both the conviction and the sentence.

In the extensive cross-examination, the complainant was not a good witness. Much of his testimony was argumentative, contradictory and highly improbable. However, the magistrate convicted the appellant, notwithstanding that the state presented evidence of a single witness only. Under section 208 of the Criminal Procedure Act 51 of 1977, the evidence of a single witness can be sufficient to secure a conviction, provided that the evidence is clear and satisfactory. The Court was not satisfied that the evidence of the complainant in this case was clear and satisfactory.

The appellant relied on private defence to justify his action. The onus of disproving justifiable defence rests upon the prosecution. There is only an evidential burden upon the accused to advance some evidence of the existence of the requirements for private defence. As the state did not discharge the onus of showing that the appellant did not act in self-defence, the appeal succeeded.

3.7.2 Undecided/media-reported cases

Murder case

A man appeared in the Kempton Park magistrate's court for shooting dead another motorist, as reported in the media by the Ekurhuleni Metro Police Department spokesperson, Chief Superintendent Wilfred Kgasago. The man who died was apparently shot in the face by another motorist after accusing him of skipping a stop street in Bonaero Park, Johannesburg, on 6 May 2015. Kgasago further reported that "the driver of a VW Jetta apparently did not stop at a stop street in Daeraad Street. He was then pursued by a man driving an Isuzu bakkie. Both vehicles stopped, and the driver of the Isuzu got out and walked up to the Jetta driver, who was sitting in the car with two children. A confrontation ensued and the Jetta driver pulled out a gun and shot the Isuzu driver in the face". This case has not yet been decided.

Murder case

A man was shot and killed in a suspected road rage incident in Danville, west of Pretoria, on 9 October 2015. Police spokesperson Constable Tumisang Moloto said the man who was shot and was believed to be a plumber was apparently stopped by a man "driving a double-cab Toyota Hilux bakkie". The plumber got out of his car in which he was with another man who remained behind and went to confront the man driving the bakkie. There was a quarrel between them and a shot went off. The plumber shortly thereafter collapsed and died as he was trying to get back to his car (Ngoepe, News24: 2015).

Assault case

It was reported in The Citizen (2015) that a case of assault has been opened following an alleged road rage incident in Brooklyn, Pretoria, and it is currently being investigated by the police. What happened in the incident was that a 65-year-old man was apparently punched in the face numerous times by another driver after bumping into his car. As a result, Warrant Officer David Miller said that the case was still in the early stages of investigation (The Citizen, 2015).

3.8 CONCLUSION

Gauteng is a globally competitive province; its economy as well as the size of the population is increasing at a fast rate. The number of vehicles on the road is increasing and resulting in traffic congestion. As a result, many motorists get frustrated by such circumstances and end up taking their frustrations out on other motorists by insulting, assaulting or killing them. Reflecting on the nature of Gauteng as the economic heart of South Africa, a country that is notorious for violent activities, crime, social and political struggles and a high stress level, it is not surprising that incidents of road rage are on the increase. It is of vital importance that the government of South Africa, the traffic law enforcement agencies, and all the other relevant stakeholders come up with effective strategies that will assist in dealing with the causes of road rage, rather than the effects.

There is much to lose if the obvious causes are not addressed, because road rage affects not only the physical ability of the parties involved but also the economy. The psychological ability as well as the social status of both the victim and the aggressor are also affected. It is suggested that law enforcement services be delivered effectively and efficiently to the people, and that traffic law enforcers be visible at all times, especially on the main roads, to prevent actions that may occur as a result of human emotions such as pent-up anger and stress. Motorists have to consider the consequences of being aggressive while on the road.

The following chapter highlights the method of approach used to collect data for the research.

CHAPTER 4

RESEARCH METHODOLOGY

4.1 INTRODUCTION

In scientific research, the methodology is very important because it gives an indication to the reader as to the methods of approach used in the study, the population sample, the data collection methods, the manner in which the data has been analysed, and proof that ethical considerations have been adhered to by the researcher in the process of collecting data. This chapter focuses on the methodology used in this study. The first section discusses qualitative research as an approach and the justification for choosing this approach. The methodological framework, data collection instruments and data analysis are also explained in this chapter. Methods to ensure reliability in the study as well as ethical considerations are then explained.

4.2 DESCRIPTION AND JUSTIFICATION OF RESEARCH APPROACH

In this study, a qualitative approach was followed. Henning, Van Rensburg and Smit (2004:3) define the qualitative approach as the study that usually aspires to depth rather than quantity of understanding; the researcher wants to understand and clarify, using evidence from the data and the literature, as to what the phenomenon or phenomena that we are studying is/are about. A qualitative approach is a non-numerical description of one's investigation and interpretation of observations, with the purpose of identifying the meanings and patterns of relationships (Creswell in Dantzker and Hunter, 2012:56). Qualitative research thus involves descriptive theory, where a researcher analyses and interprets the research results. The qualitative approach differs from the quantitative approach because it deals with in-depth exploration of the participants' perceptions and experiences. The researcher endeavours to attain a deeper understanding of the participants' lived experience of a specific phenomenon. Merriam (2009) concurs that

qualitative researchers have an interest in understanding how the people view their world of interest and the kind of experiences they have in it. The quantitative approach, on the other hand, involves figures, numbers, and percentages, and uses probability sampling (De Vos et al., 2011:308).

4.2.1 Advantages of qualitative approach

The qualitative method allows the researchers to get to know the research participants better to get their personal insight on the topic of the research; this gives an opportunity to the participants to give accurate information that is of value. Dantzker and Hunter (2012:56) are of the opinion that qualitative research scrutinises the research topic through the impression or figurative description of aspects. Listed below are more advantages of qualitative research:

- “Qualitative research provides people with a means of attempting to understand a world that cannot be understood in terms of numbers and objectivity” (Montesh, 2007:32).
- The qualitative method underlines a complete understanding of the problem being studied (Walker in Mabudusha, 2010:10).
- The qualitative method can define in rich detail the phenomena as they are located and fixed in local contexts (Strengths and Weaknesses of Qualitative Research: [sa]

http://www.southalabama.edu/coe/bset/johnson/oh_master/Ch14/Tab14-02.pdf).

4.2.2 Disadvantages of qualitative approach

Findings from qualitative research are based on the personal perspective of the respondent. In this regard, such results cannot be generalised, as they may not apply to other individuals. Below are a number of disadvantages of the qualitative method:

- Qualitative research requires a huge amount of time from the researcher before it can be completed (Dantzker & Hunter, 2012:56)

- Qualitative research needs stronger objectives and “cannot be statistically analysed” (Dantzker & Hunter, 2012:56).
- It is not easy to make quantitative estimates and to test the hypothesis with a large number of participants (Strengths and Weaknesses of Qualitative Research:[sa] http://www.southalabama.edu/coe/bset/johnson/oh_master/Ch14/Tab14-02.pdf).
- Transcribing interviews that have been recorded is expensive and time-consuming (What are the disadvantages of qualitative research 2010:1).
- Due to the fact that the researcher is human, like the participants, it is likely that the researcher has personal prejudices to overcome or consider when carrying out deductive reasoning processes, thus the accuracy of the researcher’s interpretations is questionable (Montesh, 2007:33).

4.3 SAMPLE

According to Dantzker and Hunter (2012:110), a sample is a group of people selected from a target population to provide information that is required for the research topic; that particular sample is moreover of a probability or non-probability nature. “Sample size depends on what we want to know, the purpose of the enquiry, what is at stake, what will be useful, what will have credibility and what can be done with the available time and resources (De Vos et al., 2011:391). Sampling in research simply means breaking down a large number of populations to a much smaller number in order to make things easy for the researcher and thus save time and money. In this research, the researcher utilised purposive sampling because the focus was on retrieving relevant information from knowledgeable individuals on the phenomenon being investigated.

Purposive sampling offers the researcher an appropriate and acceptable means of collecting data because the results cannot be generalized to complete populations (Dantzker & Hunter, 2012:114). Creswell in De Vos (2011:392) is of the opinion that purposive sampling “is used in qualitative research and that participants and sites are selected that can purposefully inform an understanding of the research problem of the

study". Grinnell and Unrau (2008:153), and Monette, Sullivan and De Jong (2005:148) make it clear that purposive sampling is based entirely on the findings of the researcher. For the purpose of this study, the following six participants were selected as the research sample: Ekurhuleni Metro Police Department (EMPD) spokesperson as participant 3, Johannesburg Metro Police Department (JMPD) spokesperson as participant 1, Gauteng PDCS Chief Provincial Inspector as participant 4, Tshwane Metro Police (TMPD) spokesperson as participant 2, RTMC spokesperson as participant 5 and National Taxi Alliance (NTA) spokesperson as participant 6. The reason for choosing the above-mentioned personnel as the sample of the research is because they are subject-matter experts on the issues of road safety and on a daily basis deal with road traffic problems experienced on Gauteng roads. The EMPD, JMPD and TMPD are responsible for enforcing the traffic law directly to ensure a safe and free flow of traffic; the RTMC is responsible for recording information on all the accidents and incidents that occur on Gauteng roads; NTA represents motorists who provide public transport.

The spokesperson of PDCS was willing to be interviewed and respond to the research question but due to her busy work schedule she could not be available for the research interview. She therefore referred the researcher to one of her colleagues, who indicated that the topic of the research is not in her discipline, therefore the colleague also referred the researcher to another colleague, who finally provided a response to the research questions. His job description is Chief Provincial Inspector, as mentioned in the paragraph above.

4.4 DATA COLLECTION

In this research, the method used to collect data consisted of a literature review and semi-structured interviews.

4.4.1 Literature review

A literature review allows the researcher to familiarise himself /herself with the previous work done by other researchers in order to determine whether the topic of interest has improved in terms of new knowledge or not, and what the other researchers have done or not done. Richards and Morse (2013:256) are of the opinion that a literature study should aim to disclose rather than hide gaps in knowledge, and to show areas that are possibly built on assumptions that may be questioned. Literature is an outstanding basis for choosing or focusing on a topic and refining the research question, since it reduces the chances of choosing an irrelevant and outdated subject, by querying what has already been done in a specific problem area (De Vos et al., 2011:134).

While doing the literature study, the researcher reviewed books from the University of South Africa (UNISA) library relating to the topic at hand. Most books emphasised only the definition and contributory factors of the problem. More detailed information on the research problem was found in journal and newspaper articles, Television (TV) news and programmes, radio presentations and other documents such as annual reports and policies or legislation found on the Internet.

4.4.2 Interviews

An interview can be described as a dialogue between two or more people for the purpose of seeking clarity on a certain issue. Researchers normally conduct interviews with people who are experienced and knowledgeable on a particular subject, expecting to find a solution to the problem being studied. In this study, semi-structured interviews were also used to gather data. Semi-structured interviews are used when a researcher seeks a true understanding of the respondent's point of view on the topic of the research. The researcher has the opportunity to elaborate on the responses given by the respondents, for a broader understanding of the answers (Dantzker & Hunter, 2012:59).

The researcher used a tape recorder as an instrument or measure to collect data during semi-structured interviews, which took place in a noise-free environment such as an office or any place where there was not much disturbance. The researcher had to ensure that the interviews were conducted at a time suitable for the respondents, and that they were not under any form of stress or pressure from work. That would give the respondents a chance to answer questions. Therefore the recordings of interviews will be provided to act as concrete proof of the findings and to ascertain the validity of those findings. The advantages of semi-structured interviews are as follows:

- Semi-structured interviews provide a clear guideline for the researcher as well as reliable, comparable, qualitative data.
- Semi-structured interviews give the respondents a chance to tell their story with minimal interruption by the researcher. They are commonly used in studies where the researcher endeavours to learn about a particular problem and how procedures are understood by the respondent (Richards & Morse, 2013:126).
- De Vos et al. (2011:351) make it clear that researchers use semi-structured interviews to gain detailed and clear views of the participant's experiences and perceptions about a particular subject.
- The researcher encourages the respondents to speak freely about the subject matter, while at the same time keeping them to the point (Montesh, 2007:38).

Disadvantages of semi-structured interviews

- Semi-structured interviews require a lot of time to gather data and it is quite challenging to analyse the data.
- The responses gathered by using semi-structured interviews are not easy to quantify (Dantzker & Hunter, 2012:127).

4.5 DATA ANALYSIS

According to De Vos *et al.* (2011:403), data analysis is the practice in which the researcher has to verify his/her own methods, and analyse and report on the methodical procedure. Bless, Higson-Smith and Kagee (2006:163) add that the process of data

analysis permits the researcher to simplify findings from the sample used in the study, to a larger population in which the researcher is interested in.

Data was analysed in accordance with the thematic method. This method assisted the researcher in reducing data into themes and categories. The use of thematic analysis allows the researcher to reduce and manage large volumes of data without losing its true meaning (Lapadat, 2010:926). The recorded data was transcribed verbatim, which simplified the production of themes in the process of data reduction. Verbatim transcription is the art of converting spoken word into text such that a message is captured exactly the way it was spoken. This requires a keen ear and attention to detail. One has to pay close attention to sound, tone and word, and make intelligent use of punctuation to transfer the correct message.

Literature was used to support and find integration and correspondence between the responses of the participants and the recent available literature on the research problem.

4.6 METHODS TO ENSURE RELIABILITY AND VALIDITY

4.6.1 Reliability

The core matter here is whether the method of studying is consistent and reasonably constant over time and across researcher and methods. Miles et al. (2014:312) state that reliability describes the quality of measurement, and is concerned with the consistency or repeat of the research measures. Dantzker and Hunter (2012:53) make it clear that “reliability refers to how consistent the measuring device would be over time”. The researcher agrees with Miles, Trochim and Salkins that the research measures have to be reasonably consistent, in a manner that they will show the same results even if they are repeated several times by different persons. Therefore the researcher interviewed road traffic authorities and representatives from the taxi association. The same questions were posed to all the participants. They provided factual information in

response to the research questions, as they deal directly with what is happening on the Gauteng roads on a daily basis.

4.6.2 Validity

Validity of a study in research is reached once the research tool measures precisely what it is intended to measure. Henning et al. (2004:147) make it clear that in a qualitative study, validity is used to ask the question by using certain methods and investigates what is really meant to be investigated. For example, a scale cannot be used to measure height; measuring tape is the correct instrument to use. Dantzker and Hunter (2012:52) state that the term 'validity' describes "whether the measure used accurately represents the concepts it is meant to measure." Validity in this study was proven because the research interview schedule was submitted to the supervisor for approval. All the questions were relevant to the topic, and due to this fact it was possible and easy for the respondents to give valid and accurate answers. The participants were chosen due to their experience and knowledgeable expertise in the subject area.

4.7 ETHICAL PROCEDURES

The study of research ethics assists researchers in avoiding research misuse and also in understanding their responsibilities as ethical scholars (Bless et al. 2006:140). The work of Miles et al (2014:56) shows that every researcher must be directed by the traditional principle of humane conduct: "First, do no harm". The following ethical principles were-adhered to by the researcher:

- The researcher had the responsibility to inform the participants of the goal of the investigation, the duration of their involvement in the study, and how their participation would benefit the research.
- The research was conducted within the code of ethics of UNISA.
- All the interviews took place in a voluntary session. No one should be forced to participate in a study if they do not want to.

- Consent from the participants was requested beforehand, prior to commencement of the research.
- All the authors that have been used will be acknowledged.
- The findings should be published to the reading public in a written form. The researcher must be objective and accurate in her findings and should not manipulate facts in order to prove hypothesis.

Ethical approval will be sought from UNISA, as the university will be serving as a host for the research. University of South Africa (2007: 4) states that researchers should be “honest in respect of their own actions in research and in their responses to the actions of other researchers”. This is appropriate to analysing data, publishing results, and acknowledging all the individuals that were either directly or indirectly involved in the research. In addition, researchers “may not commit plagiarism, piracy, falsification or the fabrication of results at any stage of the research” (UNISA’s policy on research ethics, 2007:4). Therefore the results of research should be detailed correctly and truthfully. The following chapter addresses the findings of the research.

CHAPTER 5

FINDINGS OF THE RESEARCH

5.1 INTRODUCTION

This chapter outlines a guideline to the research findings. The researcher conducted semi-structured, face-to-face interviews with the objective of examining the challenges facing the effective policing of road rage incidents in Gauteng. A voice recorder was utilised (with permission from the participants) to record the interviews and the recordings were transcribed word-for-word. Data was analysed by the researcher, using the research questions as analysis points, which inform the findings as follows:

5.2 THE CAUSES OF ROAD RAGE

On the causes of road rage, the researcher found that road rage is caused by the following factors:

5.2.1 Driver attitude

Research participant 2, participant 3, and participant 6 responded that drivers are not considerate of one another while on the road. They show actions of intolerance, disrespect and bad attitude that could lead to incidents of road rage.

“...other reason have to do with the driving on its own, the behavior of the drivers on the road, some of the drivers they have this tendency of not being considerate they won't open up for you, they will cut in front of you, they will not indicate their intentions of changing lanes, they will drive in the emergency lanes” (Participant 2).

5.2.2 Driver anger

Four out of the six participants state that road rage is caused by drivers who get irritated as a result of the bad driving behaviour of another driver, therefore such behaviour acts as a trigger to release pent-up anger (participant 3, participant 4, participant 5 and participant 6). *“It brings back to the fact that you leave your house angrily and you get to a car, somebody gets into your way or the traffic lights are not working so that frustration it comes out and you unleash it to the next person” (Participant 4).*

5.2.3 Drivers contravening traffic rules

Three out of the six participants responded that disobeying road traffic rules either by speeding or driving recklessly also plays a role in the occurrence of road rage incidents. Research participant 1 responded that *“The causes of road rage is when motorists contravene traffic rules and regulations and then offend other motorist in the process that is the causes of road rage”.*

5.2.4 Traffic congestion

According to research participant 5, *“Gauteng province is the province with the highest number of vehicles on the roads and there is congestion during peak hours and in that situation particularly when there is power outage or load shading us [Gauteng] experience congestion, people lose patience with each other and they tend to have those incidents of road rage”.* Participant 4 similarly agrees that traffic congestion plays a major role in causing road rage incidents.

5.2.5 Cultural difference/racism

Out of the six respondents, only research respondent 3 replied that drivers have a tendency to understand when, for instance, they are being cut off by a driver of the same cultural group but it becomes a problem when being cut off by a driver from

another cultural background. They exchange gestures, swear at other drivers, and honk the horn. The response is quoted as follows:

“In my view it is a whole host of things, first of all we have drivers from different cultural background and we still have that notion that a certain group of people they not commit certain offences in my presence or disturb me in my driving that is one other thing that causes road rage. Because you find that ordinary person in his vehicle or taxi driver drives or cut in front of him he does not have a problem but the white guy then he has a problem, so there is a cultural racism”.

5.2.6 Socio-economic

According to participant 6, socio-economic issues play a vital role in the causes of road rage in Gauteng. Some of the socio-economic issues are the high rate of unemployment, and the corrupt government system that results in frustration and stress for many South African citizens.

5.3 THE ESTIMATED NUMBER OF ROAD RAGE INCIDENTS IN GAUTENG

It is difficult to obtain the statistics with regard to road rage. All six participants indicated that road rage is very difficult to police, and it does not fall under the jurisdiction of traffic law enforcement because it overlaps with criminal offences such as murder, assault GBH, as well as common assault, therefore it becomes a matter for the SAPS. The responses are as follows:

Participant 1: *Well you see road rage it is a term used to describe an incident but it is not an incidents in itself or an offence, the incident itself is not an offence it stems from a traffic violation resulting in a criminal violation because then when one person reacts violently offensively to another person it becomes a criminal act.”*

Participant 4: *“Normally that will be a police case because it involves assaults so it is normally reported in police station. Definitely I am not sure because as soon as there is an assault it is no longer a road traffic matter but it becomes a criminal activity because some people they take out their fire arms and the victims will lay charges of assault”*

5.4 THE STRATEGIES USED IN THE PROVINCE TO CURB ROAD RAGE INCIDENTS

Five out of the six participants highlighted that road rage is not an offence on its own, therefore it is very difficult to police. Because it results from human behaviour, it cannot be predicted whether it will happen or not. As a result, the only feasible strategy is to address traffic policing and crime prevention. Following are the responses:

Participant 2: *“Remember, road rage it is difficult to police, it just happens anywhere, any time and there is no way that our members they could be all over just to wait for road rage to happen, it is a very difficult offence to police but remember the method that we are using or what we are doing as the city of Tshwane we deploy our officials more specially in all the main roads leading in and out of Tshwane and as it happens nearer to those intersection our members they will be able to assist very quickly.”*

Participant 3: *“you know it is a very difficult thing, for now we haven’t come up with the strategy for the simple reason that it hasn’t reached statistically or numbers that warrant us to sit down and come up with the strategy. We have a strategy in terms of Traffic policing and crime prevention and most of the road rage things they stem from behaviour of guys or motorists who are driving out in the freeways or in the bi-roads. So obviously it will be the offences that are committed by them being inconsiderate, cutting other drivers out and all that kind of stuff that leads to that, so the strategy, what we have done and recently actually after the shooting what I did was that I gave them tips on how to avoid being engaged or being involved in road rage via the local newspapers that I have sent to the local prints”*

Participant 4: *“To be honest there are none, definitely I don’t remember us meeting and coin a strategy dealing with road rage. To the best of my knowledge in the province there is none, there is none”.*

Participant 6: *“well I don’t think the traffic officers play a role in curbing, instead they play a role in promoting road rage, in that there is not sufficient visibility of traffic officers on the road more specially during peak hours, so instead of them being visible they are hiding in trees trying to find people doing things wrong and instead if they were visible then probably it will be attitude of motorist will also change or improved”.*

The answers of respondent 4 and 6 about the visibility of traffic police are not in agreement with the answers of respondent 2 and 5. They highlight the opposite of what the other two respondents are saying.

5.5 THE COLLABORATION BETWEEN THE FOUR METROS IN TERMS OF POLICING ROAD RAGE

Five out of the six respondents indicated that the collaboration between their departments and all the relevant stakeholders is adequate in terms of policing other road traffic disputes but in the case of road rage it is different, because they have not yet had a meeting that addresses it. Participant 3 highlighted that there is good collaboration between them because they attend the same meetings, and they have a Law Enforcement Communications Forum (LECF), as well as a cross-border agreement. In support of the above statement, the responses are as follows:

Participant 1: *“...yes there is a very good coordination, cooperation and collaboration because of the regular engagement of this department to discuss road safety, because if people obey the rules of the road and do not offend other people and there will not be road rage.”*

Participant 2: *“It works, remember what we are doing us and other stake holders we share resources with other role players (SAPS, RTMC, GAUTENG DEPARTMENT OF TRAFFIC) as I have mention earlier on that most of the time when we deploy our officers maybe at one area we lease with them in terms of the deployment and if we deployed accordingly in the whole of Gauteng for instance will able to make sure that we deal with it but due to the good partnership that we having with other role players yes we might be able to assist”.*

Participant 4: *“The problem with road rage is that it is not something that happens rapidly so it will be very difficult to police because you don’t know the people’s state of mind when he/she is at home or work gets into a car, you don’t know their stress level and it becomes very difficult because there is no gadget that we can use to identify the level of stress, so the only thing that happens people goes to media so it end at there at that level unlike traffic offences as a traffic officer you will stand by the road to check drivers without safety belts and then able to solve, or skipping of a red traffic light or an intersection, those once are easy to police and with our interventions it able us to came up with strategies, but road rage it is very difficult; as similar to armed robbery you are not sure that people will rob. Like in December the police do foot patrol in malls as an intervention to curb crime, but this one [road rag] it is difficult”.*

Participant 5: *“JA the co-ordination is there, it works all the time, not only for road rage but to police the behaviour of motorists in general on the road so that everybody obeys the rules of the road and that’s the primary function of that co-ordination, yes I would say it does work between us, the JMPD, TMPD, the Gauteng community safety and EMPD... we work together, some of the operation we plan them together and work together”.*

The response of participant 6 differs from the other participants’ responses, as quoted below:

“No it is sadly not adequate because there were supposed to have perhaps been a taxi desk where the commuting public as an when they have problems they should actually

phone in or as an when there is an incident and then incidents they should be recorded”.

5.6 THE EXISTING CHALLENGES BETWEEN THE TRAFFIC POLICE AND DRIVERS INFLUENCING THE OCCURRENCE OF ROAD RAGE

The challenges that exist between traffic authorities and the motorists are listed as follows:

5.6.1 Challenges brought by the motorists

- Psychological frame of mind
- Do not comply with and disobey the road traffic laws
- Bad driving
- Not considerate
- Not willing to give way

5.6.2 Challenges brought by traffic officials

- Focus is more on speeding and other offences are neglected
- Greed
- Sloth

The responses pertaining to the above findings are quoted as follows:

Participant 1: *“You see road rage in itself it is a behavioural activity where people behave and express themselves or express the anger at another motorist, so there are challenges because it can be psychological frame of mind of the motorist one or more involved in the incidents and also psychological circumstances and factors, so there are number of factors they contribute to road rage incidents.”*

Participant 2: *“remember we are talking about road rage and I said earlier that the problem that causes road rage is bad driving. The challenges that we are having it is people driving or they do not comply with road traffic act on our roads, for instance I can explain, the road traffic it clearly stipulates that there is no one who supposed to drive*

on our barrier line, there is no one supposed to drive on a yellow line, when the signal says red in traffic light it means you have to stop and the motorist what they do our challenges that we face is that they disobey these laws and some of motorists they get irritated about the other motorists behavior and that could lead to road rage.

Participant 5: *“Yoh the big challenge that sometimes our law enforcement focuses more on is speeding, you see most of the times with speed traps, with that kind of enforcement that more focus on speeding we then tend to miss the other incidents that are happening in the road, before you get into speed trap or where the trap is kept, so that’s a challenge that we are trying to deal with and ensure that policing looks at every other activities and behaviour on the road not only speeding because I may drive within the acceptable speed but be drunk, I may drive within an acceptable speed and be reckless and the speed trap will not going to test that behavior”.*

Participant 6: *“hopefully the challenges are such that most of if not all the traffic officers are actually being pushed by greed and sloth, and I think that also is as a result of them perhaps being under paid, but we do not condone that if people are underpaid they should then go for unwarranted activities rather they should negotiate themselves a better deal with the employer”.*

5.7 THE TYPES OF ROAD RAGE INCIDENTS THAT HAVE BEEN COMMONLY REPORTED IN GAUTENG

All six participants responded that the offences listed below are the ones that are often reported as a result of road rage:

- Assault with intent to do grievous bodily harm
- Common assault
- Murder and violent threats
- Intent to damage property

In support of the above-mentioned thoughts, participant 5 responded that *“Yes its people pointing fire arms at each other, ehh! threats of violence against each other and*

shouting at each other you will find people screaming and insulting at each other those are the kind of things that we hear of”, while participant 2 responded that “Assault is the common offence which is reported during road rage incident as well as Crimen injuria”

5.8 ROAD TRAFFIC AUTHORITIES’ ABILITY TO RESPOND TO ROAD RAGE SITUATION / INCIDENTS

- Five out of the six participants responded that the traffic officials indeed have the capacity and are ready at any given moment to respond to traffic disputes; the response is joint action between all the relevant stakeholders, such as SAPS, depending on who is nearer to the incident.
- One out of six responded that “there are more vehicles on the roads in South Africa than the few traffic officers”. As a result, adequate capacity will always be a challenge (participant 5).

In support of the traffic police’s ability to respond, participant 1 emphasised that *“Yes officers do have a capability and capable training to respond; they are equipped and trained on to effectively arrest an individual fraud and offence”*

Participant 4 also emphasised that *“Yes, like for instance we have our two way radio if it reported that there is an incident we are then able to deploy people or even if it is not us but we have a radio communications station where members of public can call, for example we have 10111 and then we send a respond team to the scene either us metro or police; I cannot say us alone as community safety we are adequate equipped but normally it will be a joint activity for whoever is nearer to the incident*

Participant 6 also supports that *“Yes [the traffic police have the capacity and] they could do better than what they currently are doing, they definitely could do better.”*

Participant 5, in support of the challenges to response, said that *“Capacity will always be an issue we’d never have enough capacity, to have enough capacity it means that we have to have one traffic officer per vehicle which it is not possible but, ehh! we need to move towards a situation where we are having more*

traffic officers on the road being visible so that we can deal with that, there are many vehicles on the roads in South Africa as a whole its 11 million vehicles on the road and there are few officers”.

5.9 WHAT MUST BE DONE BY THE TRAFFIC AUTHORITIES AND MOTORISTS TO REDUCE ROAD RAGE INCIDENTS?

The answers of the research respondents as to what the traffic officials and motorists have to do in order to curb incidents of road rage are listed as follows:

5.9.1 Traffic officials

- Educate motorists through social crime-prevention programmes
- Educational campaigns
- Ensure that traffic lights are working
- Road environment to be improved
- Be visible on the roads
- Inform the public about incidents on the road
- Improve public transport
- They must support the taxi industry

5.9.2 Motorists

- They must stay calm
- Be considerate
- Respect the rules of the road
- Change their attitude
- Manage their stress levels
- Plan their trips

The responses to support the above findings are as follows:

Participant 1: *“To reduce road rage incident it is very important for motorist to stay calm on the road so that if they do see a traffic offence that it is the police and the traffic*

profession or traffic officers and metro police officers must intervene to act against traffic offence not individual himself"

Participant 2: It's a very difficult offence to police, so the only thing that I think of that we can do as traffic authorities, we should go to the motorists via different organisations, it could be to taxi ranks, it could be to churches, it could be to the schools whereby by via our social crime prevention unit to educate this people. That's the thing we tend to do or we are doing.

Participant 3: Emphasised that traffic officials should educate the motorist about the importance of good behaviour when on the road. He also stated that drivers should be considerate towards each other and abide by the rules of the road.

Participant 4: "I think the biggest challenge is attitude, we need to change our attitude as road users. So to me point number one is change of attitude because that is the biggest challenge. People they handle stress in a manner that even the simplest thing cause frustration to them for instance if someone gets into your way it does not mean you will die, but people have this frustration and anger inside as you know as South Africans we are a very violent nation, we solve our problems with violence, and I think the other thing it is the management of stress level, I also think that the other thing that we can do is to deal with those issues that might cause people to be frustrated, like to make sure that our traffic lights are working, as soon as it is not working some people gets into other people's way, so the engineering side and road environment must be improved so that it can carry high volume without any endurances"

Participant 5: "To plan their trips accordingly, authorities must able to inform of impairments on the road that may cause delays, and authorities must be visible on the roads to assist instances where help is needed so that to reduce frustration of the motorist".

Participant 6: *“I think the improvement of public transport could actually come in handy in that people would then use their personal cars less and use public transport more and that should also improve the lives of ordinary South African citizens but then also that needs the authority to actually sober up and realise that indeed the congestion that are on the road are not as a result of people wanting to be seen driving their vehicle is because of rather poor public transport system and the lack of support for the taxi industry which is the majority transport mover”.*

As a result of the above-mentioned findings, all the participants gave similar responses about both the traffic officials and the motorists. The responses highlighted the apparent inability of motorists to be calm, considerate and have respect for others. As for the traffic officials, there is a need for improvement regarding road safety education, for ensuring a safe road environment, and for the officials to be visible on the road. The engineers responsible for roadway infrastructure must ensure that high-quality, safe roads are built and existing roads improved and maintained.

5.10 HOW DO THE TRAFFIC AUTHORITIES RESPOND TO A ROAD RAGE SITUATION?

All six participants indicated that the response of traffic officials to incidents of road rage is very good, because once they hear of such an incident, they quickly attend to the scene for investigation and make arrests if there have to be any. Participants 1, 4 and 6 are quoted as follows:

“Very well because as sooner as the metro police is informed by the radio control of such an offence then they go to the scene”

“Normally when there is road rage there is also issues of violence so obviously when you get into the scene it is a question of arrest and it might end up with an arrest so it in most cases it will be enforcing the law.”

“Well, I think their response you know like I said later on it could be improved but once they are aware of such incidences they respond pretty fast”.

5.11 ACTS OF VIOLENCE ASSOCIATED WITH ROAD RAGE AND HOW THEY IMPACT ON THE LEVEL OF ROAD SAFETY

There have recently been notable violent acts such as shooting, malicious damage to property, and assault GBH, where a motorist hit the other motorist with a baseball bat and another with a knobkerrie, as a result of road rage disputes. The research participants highlighted such actions as well as the fact that more incidents are occurring but that they go unreported to the SAPS, although they are reported on in the media. The responses of the participants are as follows:

Participant 1: *“There has been incidents of extreme violence at road rage if there are two examples I can name, one on Hendrik Potgieter Road in 2013 which involved a driver of a bakkie and a driver of a motorcycle, what happened right to the incident we are not sure but they both stopped on the side of the road and the man of the motorcycle get off; Then the bakkie stopped on the side of the road and the man on the motorcycle also stopped on the side of the road, so the man on the motorcycle approached the bakkie driver and the one driver took out a fire arm and the other driver saw this and also took out the fire arm and the man on the motorcycle was shot on the stomach and died in the road rage incident. And another incident along William Nickel, a Porch driver stopped beside the driver of VW Polo and then he got out assaulted and kicked the car, the door of the Polo. So those are two incidents that I can talk of”.*

Participant 4: *“You know sometimes even us we pick up this information from media it’s the issues that we experience on our daily basis so I am trying to think; there’s another one than happened here in south of Joburg whereby other driver was physical assaulted... probably if you go to google you can find such information”.*

Participant 5: *“Well we have seen reports particularity on TV and we heard some on radio about the incidents of violence on the roads and those matters would have been dealt with by justice system by the police”.*

5.12 DEVIANT BEHAVIOUR DISPLAYED BY MOTORISTS ON THE ROAD

According to participant 3, motorists display deviant behaviour, particularly during the festive season; they speed and they drive while under the influence of alcohol. Responses to the deviant behaviour expressed on the roads are as follows:

Participant 1 responded that *“Yes motorists display different behavior on the roads, that it is important for all motorists to stay calm”*

Participant 4 agreed that *“...yes, most people do not want to give way, they show aggression”*.

Similar to the response of participant 3, participant 5 stated that *“Motorist does play an irregular role all the times if not so we will not need traffic officers, they do it all of the time, they speed, they drive recklessly, they overtake where they are not supposed to be overtaking”*.

5.13 FINAL COMMENTS REGARDING ROAD RAGE IN GAUTENG

The research participants expressed their final views on road rage as follows:

Participant 1: *“Look road rage is about how motorists react or respond to other drivers in a violent or offensive way when the other driver is committed a traffic offence or done something wrong on the road in such a way that they offend the other driver or drivers or people who use the road so it is important that all motorists and all road users obey the rules of the road so that less people can be offended”*

Participant 2: *In short we are just simply saying people they should behave on our roads, people they should just you know be tolerant, the road is not made for only one person, the roads is for all of us and we have to make sure that we share this particular roads and that's one. Two after sharing that particular road we have to make sure that we follow the rules or the laws or the traffic law of our roads when it says do not speed*

you are not supposed to speed when it says stop at the red signal you have to stop when it says you are not supposed to overtake on a barrier line you shouldn't that will avoid some of the road rage because of as I said some of the road rage It happened because of the misbehaving of the drivers.

Participant 3: said that road users must stop ignoring the rules of the road and other road users.

Participant 4: Actually road rage it is a crime and if people don't change their attitude we will not be able to decrease or reduce road rage, and people needs to start being cautious on the road, and mostly people needs to learn how to deal with their stress level".

Participant 5: "Well is that people should plan their trips, be patient, be tolerant of other road users and lets all respect each other on the road, taking your frustration on the road on another person might result in a major crash where somebody is dying, sometimes some of the things we have to report to the available toll lines because we have free toll lines where people can phone and report particular vehicle and a letter will be written to that particular offender to say you were seen doing such".

Participant 6: "Well road rage is not a nice thing but because people they have their own personal pressures from where they come from maybe people should calm down a little bit and own up a challenges they are facing because those challenges would never be shoved away simple because they have engaged in a violent act but that will actually you know bring more problems for this people and if there could be also more visibility of traffic or law enforcement authorities on the road there will be less reckless driving and the behavior of motorist will drastically improve".

5.14 GENERAL FINDING

Male drivers between the ages of 19 to 45 are more prone to being involved in incidents of road rage compared to female drivers.

5.15 CONCLUSION

It was discovered in the research findings that motorists in Gauteng are impatient, they drive recklessly, they speed and they do not obey the rules of the road. The reasons for such behaviour varied from the lack of visibility of traffic officials on the roads, bad human behaviour, to unawareness of road rage. As a result, the research respondents indicated that a strategy to address the topic of the research does not yet exist. Though joint cooperation between the Gauteng metro police exists, matters that are mostly addressed are traffic policing and crime prevention.

Since the metro police departments in Gauteng work collaboratively and they are aware of the existence of the problem as well as its causes, it is important that these departments take responsibility and cater for road rage in their future planning and implementation strategies.

CHAPTER 6

RECOMMENDATIONS, CONTRIBUTIONS, LIMITATIONS AND CONCLUSION

6.1 INTRODUCTION

After analysing the research findings from the six respondents representing the Ekurhuleni metro police, the Johannesburg metro police, the National Taxi Alliance, the Provincial Department of Community Safety, the RTMC and the Tshwane metro police on the policing of road rage incidents, it was clear that violent actions are still prevalent on Gauteng roads, and that nothing much has been done by the traffic police to curb such actions besides carrying out the arrests. In this regard, the study proposes recommendations based on the objectives and the findings of the research.

The objectives of the research are thus to:

- Investigate the causes of road rage in Gauteng.
- Establish the nature and extent of road rage incidents in Gauteng
- Explore and describe the current strategies used by the police to deal with road rage.
- Identify/investigate the challenges facing the policing of road rage in Gauteng.
- Suggest a framework to curb the incidents of road rage in Gauteng.

6.2 RECOMMENDATIONS

In view of the above-mentioned objectives and the findings in Chapter 5, the researcher proposes the following recommendations:

6.2.1 Research objective 1: The causes of road rage in Gauteng

- **Driver attitude**

The root causes of the bad behaviour of motorists must be effectively addressed and a strategy implemented. There is a need for traffic authorities to educate motorists through road safety awareness campaigns about the Safe System Approach to road safety that was adopted in 2011 by the United Nations (UN), aimed at “shifting the mind-set around road safety from a person-at-fault perspective to the more realistic acknowledgement that all road users will inevitably make mistakes on the road”. Such an approach should integrate measures to discourage excessive and unnecessary behaviour on the road. The research findings emphasise that motorists’ respect for traffic laws and for each other will contribute to reducing the incidents of road rage. In this regard, the traffic law enforcement agencies in South Africa should learn from countries in Europe, particularly Sweden, where it is compulsory for all novice motorists to attend lessons that caution them regarding the consequences of aggressive and discourteous driving.

- **Driver anger**

Deffenbacher, as cited in Standing (2007:04), states that anger is not a constant emotion for “high-anger drivers” but is rather stimulated by diverse triggers or actions on the road. The researcher proposes that motorists should be encouraged to partake in courses or motivational groups that provide teachings on anger management and stress relief. This may be done as part of the road safety education strategy or be one of the lessons at some stage of obtaining a learner’s license.

- **Contravening traffic rules**

The Constitution of South Africa gives people the right to express themselves freely; driving on the roads is no exception in this regard. This also applies to the basic principles of road usage, as well as the policies, regulations and directives governing the policing of road rage in Gauteng. There is therefore a need for motorists to show respect to the norms, values and principles of a democratic society, including the basic

human rights of individuals. This may be reinforced by the inclusion of road rage with the 2 450 infringements addressed by the Department of Road Traffic Infringement Agency (RTIA) as offences crucial to demerits or cancellation of a driver's license. This will hopefully assist in motorists' change of behaviour to respect road traffic laws and regulations.

- **Traffic congestion**

Road Safety Audit (RSA) should become involved in view of the increasing number of vehicles on Gauteng roads, as it would save time and reduce costs if changes to project details are facilitated during the planning and design stage, rather than changing or removing a road element once it has been installed. A road safety audit is defined as “a formal examination of a future or existing road or traffic project or any project where interaction between road users takes place in which an independent, qualified examination team reports on the accident potential and safety performance of the project” (Tshwane University of Technology, 2010:2). Also, motorists should plan their trips beforehand, as suggested in the research findings. The traffic police must be visible at all times in areas that often experience power outages, to facilitate traffic movement.

- **Socio-economic issues**

Gauteng province is currently facing problems that have an effect on socio-economic status; such problems are unemployment, urbanisation, migration pattern, infrastructure and human settlements (Research Unit, 2015). The Gauteng Department of Economic Development, as cited by the Gauteng Safety Strategy (2015), states that in 2010 “unemployment was at 79,3% in the 15 to 19 years age category, 53,1% for the 20 to 24 years age category, and 32,4% for the 25 to 34 age group”. It is recommended that motorists develop a feeling of understanding that South Africa is a post-colonial country that is working towards fixing that experience through transformation and decolonising the mind-sets. As a result, socio-economic issues cannot be fixed overnight. What could be done by the relevant stakeholders in public service delivery is to provide quality-

oriented services without any further delays, to inform the public of any delays and future plans, and then to adhere to such plans.

6.2.2 Research objective 2: The nature and extent of road rage incidents in Gauteng

- **Challenge in quantifying the incidents**

The extent of road rage incidents in the Gauteng policing area is unclear and it is difficult to measure what is unknown. It is a result of road rage not being recognised as a crime by the South African law enforcement system, as mentioned in Chapter 3, paragraph 3.4 of this study. Thus, the study suggests that the local traffic authorities register actions of road rage as the noted influence on crime that comes to their attention during operational duties. This also calls for the SAPS to collaborate with the local traffic authorities to address this shortcoming. Dembvosky, as cited by Smith (2014) in Chapter 3, supports this finding that it is not known how many people are killed on South African roads because of the way accidents are measured.

This study illustrates the difficulties in registering road rage as a solo crime, as the overlapping factors can be attributed to many other crimes. This study further calls for improved powers and resources for local traffic authorities in terms of conducting arrests and issuing stricter fines to those who are caught in the road rage carnage. It is clear that the local traffic authorities are under severe pressure to fulfil their mandate adequately as far as policing road rage incidents is concerned. This can be achieved by proper formulation of the legal aspects of road rage, highlighting the situational appropriateness on the roads, taking into consideration the road users' different backgrounds and motivations, and motorists learning the proper utilisation of cars and obeying of road traffic rules

Motorists should strive to be responsible on the roads and prevent the display of bad behaviour to other road users. This can be accomplished by attainment of the highest degree of objectivity, integrity and professionalism on our roads, and a commitment to

the promotion of mutual trust with other motorists, as well as conducting themselves in a manner that will not harm other motorists, while reporting any violations to the relevant authorities.

6.2.3 Research objective 3: The strategies used in Gauteng to curb road rage incidents

- **A distinct system for reporting incidents**

The strategy for the policing of road rage depends on the development of effective local traffic authorities and communal systems for the lodging of complaints against unruly motorists, and improvements in the functioning and effectiveness of investigations.

- **Education**

South African Road Safety Strategy [sa] emphasises that education and training are viewed as the crucial elements in the prevention of road accidents. As a result it is recommended that road safety education be prioritised and improved. In agreement with research finding 9 it is recommended that the traffic authorities work hand in hand with the taxi industry towards the improvement of public transport. There is also a need for good partnership between the community and the relevant traffic agencies. Effective methods to promote road safety on Gauteng roads should be devised, such as conducting regular workshops, particularly for the taxi drivers, on issues of violence on the road, as well as ensuring that road users are protected from road rage incidents. The research further indicates that there is a need for driving schools to be brought on board. There is a proposition that lessons on good driving behaviour be included at the learners licence stage, either merged with the K53, or to become a separate responsibility for driving schools. Motorists should play a proactive role in attempting to identify and diffuse any possible conflict before it escalates to assault, injuries or violence on a large scale.

- **Urge to good behaviour**

This can be done by playing a proactive role, i.e. by behaving in a proper manner while on the road. Motorists must always be aware of national and local laws dealing with

unruly motorists and they are encouraged to remain neutral and impartial while driving. To this end, they should not allow their personal beliefs and values to take precedence over upholding the law. Strict legislation for the policing of road rage remains. All the necessary provisions in support of policing road rage should be considered in order to allow the courts to apply the law more firmly and impose heavy sentences on those who find themselves at the wrong end of the law.

6.2.4 Research objective 4: The existing challenges between traffic police and drivers that influence the occurrence of road rage

Both the motorists and local traffic authorities are currently experiencing challenges in relation to road rage policing. Therefore, the study reveals that there is sufficient reason to have a high level of confidence in the laws and regulations that govern road rage. Motorists have to manage their psychological life (i.e. manage their stress level, avoid driving while under pressure as a result of stress or anger, be positive, and understand that the road is a shared environment, therefore tolerance is of vital importance).

The need for motorists to obey road traffic rules and avoid conflict is of vital importance. This can be achieved by identifying the requirements of laws, regulations, strategies and policies that govern the policing of road rage. The local traffic authorities must ensure that important information relating to road rage reaches the motorists and other members of the public, and that it is sound, correct, complete and timely, thus allowing for appropriate decision-making on the roads. This can be further enhanced by the introduction of education and information sessions and campaigns on the prevalence and policing of road rage in Gauteng. The strategy must inform motorists about this unacceptable type of behaviour and the dangers incurred by such behaviour so that they can change their attitudes.

6.2.5 Research objective 5: A framework to curb the incidence of road rage in Gauteng

In general, the relevant stakeholders in the policing of road rage have to improve in every aspect of addressing the causes and effects of such incidents, since no prevention strategies are in place for policing road rage and indeed would be impossible to formulate, seeing that such incidents cannot be predicted, as nobody can predict how any other human being will behave in any given situation. This means that there is no guarantee that the local traffic authority would be able to police road rage effectively while maintaining the safety of road users for sustained periods.

Motorists should be advised to identify and manage potential conflict situations when they arise, and implement appropriate dispute resolution strategies on the spot, which will allow constructive responses in each scenario. This can be done through avoidance of a provocative situation by driving away, which would show a great deal of maturity and self-control. This will eliminate misunderstandings or problems due to defective communication processes and personal differences, which may impede cooperation between drivers. The other important aspect is the maintenance of relationships to create a supportive climate while on the roads because without positive and supportive relationships, curbing road rage incidents would be impossible. Again, this also involves respect, tolerance, patience and effective communication as well as giving way to other road users despite the situation in hand.

6.2.6 Research finding 4: The collaboration between the three metro police departments in terms of policing road rage

Collaboration within the three metros in policing crime and other road safety infringements seems to be in place. However, the study calls for measures to be clearly articulated in terms of policing road rage as a standalone subject and addressing the responsibilities of leadership within the local traffic authorities in the three Gauteng metros, to promote motorists' values and integrity.

6.2.7 Research findings 8-10: Traffic authorities' ability to respond to road rage. What has to be done to reduce road rage incidents, and how do the traffic authorities respond to a road rage situation?

Responding to road rage incidents in the Gauteng policing area is not as easy a job as it seems. It should be understood that road rage is often caused by the way the motorists think and behave while driving, in terms of expressing their anger, irritation and pent-up stresses, thus motorists have to work on the improvement of their intrapersonal conflict, also called 'internal struggle'. This is endorsed by the fact that behaviour is largely a product of thinking. Therefore, everything the motorists do is as a result of a way of thinking. With that said, it is not easy to police the impulses of the motorists, as they have free will and can choose whichever behaviour or reaction they wish to when confronted by unruly behaviour on the roads. The manner in which the local traffic authorities try to police road rage is optimistic but overall compliance with the current laws and regulations is essential to avoid the recurrence of violent practices.

6.3 CONTRIBUTIONS

This study will make an empirical as well as conceptual contribution to the body of knowledge within the policing and criminal justice system disciplines.

6.3.1 Empirical contribution

Limited research has been conducted on the causes of road rage in the South African context. Most data is reported on in the media but never validated from a scientific perspective.

6.3.2 Conceptual contribution

The research develops a framework to propose to road traffic authorities the measures required to deal with road rage.

6.4 LIMITATIONS OF THE STUDY

The following challenges were encountered by the researcher when conducting the study:

6.4.1 The research findings could not be generalised

This is because a deductive approach was adopted, but results can be transferrable.

6.4.2 Classification of road rage cases

Road rage does not fall under the jurisdiction of traffic law enforcement because it results in criminal acts, and therefore it becomes a matter for the SAPS to deal with.

6.4.3 Limited statistics

It was difficult to find statistics regarding road rage within Gauteng. The reason for limited statistics is that many of the road rage cases go unreported because the parties involved are not sure of their rights to report the matter and are not sure who to report to, i.e. between the traffic police and SAPS. Again, there is no method that is used to record such incidents at the police stations. Crimes that occurred as a result of road rage can be determined only by the crime analyst when studying the data.

6.4.4 Delayed appointments

Due to the nature of the work the research participants do, they are always busy and out of their offices when on duty. Therefore some of the appointments had to be postponed more than once and another participant had to be replaced due to uncertain

reasons (the respondent agreed to do the interview but did not show up and also ignored messages and calls from the researcher).

6.5 CONCLUSION

The policing of road rage is a very complex issue to confront. The study proved that this practice stems from many factors that make the roads unsafe for driving. Road rage is a criminal offence and it takes only one unfavourable gesture to seal one's fate, leading to fatal injuries, even death. In this regard, road rage is one of the biggest threats to road safety in South Africa.

Furthermore, due to the high level of injuries and deaths of South African motorists resulting from road rage incidents, the public and local government should support or devise measures to address the causes and effects of road rage. Efforts to tackle the problem in question therefore have to engage all relevant stakeholders, with the objective of improving traffic policing effectiveness at all costs. This could be achieved by obtaining the cooperation of road users as well, whereby a strategy could be formulated in such a way as to support traffic authorities in meeting this objective. Moreover, efforts to address this problem must also be combined and integrated with measures to address the widespread problem of abuse of power on the roads.

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ANNEXURE A: INTERVIEW GUIDE

MTech: The Policing of Road Rage incidents in the Gauteng Province

Initials and Surname: B.F Mfusi

Student number: 549 3865 1

Participants: Representative/ spokesperson from (Provincial Department of Community Safety, SANTACO, RTMC, Metropolitan, TMPD, EMPD and JMPD)

1. In your view, what could be the causes of road rage in Gauteng province?

2. What is the estimated number of reported incidents of road rage

3. What are the strategies used in the province to Curb Road Rage incidents?

4. Is the collaboration between key stakeholders; namely: RTMC, PDCS, TMPD, JMPD, EMPD and motorists, adequate, in terms of policing road rage.

5. Any challenges that you are aware of that exist between the Traffic authorities and the motorists, and how these, if any, influence occurrence of road rage?



6. What are the types of road rage incidents that have been reported/commonly reported in Gauteng? (Assault, murder, malicious damage to property, Grievous Bodily harm)

7. Do the Traffic officials have adequate capacity to respond to the challenges brought about road rage in the Gauteng province?

8. What needs to be done by the traffic authorities and motorists to reduce road rage incidents?

9. How do the traffic authorities respond to road rage situation / incidents?

10. In your view, were there any acts of violence associated with road rage and how these, if any impacted on the level of road safety within Gauteng province?

11. Do the motorists display deviant (irregular) behaviour on the roads? Please elaborate on your answer

12. Any other comments you would like to make, regarding road rage in the Gauteng province?



ANNEXURE B: ETHICAL CLEARANCE CERTIFICATE

Ref: CLAW2014/ST60

Applicant: B F Mfusi

COLLEGE OF LAW RESEARCH ETHICS REVIEW COMMITTEE

2014/09/22

Dear Ms B F Mfusi

ETHICAL CLEARANCE application: THE POLICING OF ROAD RAGE INCIDENTS IN THE GAUTENG PROVINCE

Thank you for the application for research ethics clearance by the College of Law Research Ethics Review Committee for the above mentioned research project. The ethical clearance application for the above mentioned research project has been approved.

The proposed research may now commence with the proviso that:

- 1) *The researcher/s will ensure that the research project adheres to the values and principles expressed in the UN/SA Policy on Research Ethics, which can be found at the following website: http://www.unisa.ac.za/cmsys/staff/contents/departments/res_policies/docs/Policy_Research%20Ethics_rev%20app%20Council/_22.06.2012.pdf*
- 2) *Any adverse circumstance arising in the undertaking of the research project that is relevant to the ethicality of the study, as well as changes in the methodology, should be communicated in writing to the Chair of the College of Law's Research Ethics Review Committee. An amended application could be requested if there are substantial changes from the existing proposal, especially if those changes affect any of the study-related risks for the research participants.*
- 3) *The researcher will ensure that the research project adheres to any applicable national legislation, professional codes of conduct, institutional guidelines and scientific standards relevant to the specific field of study.*

Yours Faithfully,



Prof Marelize Schoeman
Chairperson Research Ethics Review Committee
College of Law



Prof R Songca
Executive Dean
College of Law

Open Rubric



**ANNEXURE C: LETTER TO REQUEST PERMISSION TO CONDUCT
RESEARCH**

B. F Mfusi
337 Veale Street
Brooklyn House
Office 00-012

Attention to the spokesperson(s)

Ekurhuleni Metro Police
Gauteng Department of Community Safety
Johannesburg Metro Police
National Taxi Alliance
Road Traffic Management Corporation
Tshwane Metro Police

Gauteng Province

RE: PERMISSION TO CONDUCT RESEARCH: B F Mfusi

Dear Sir

- 1 Permission is hereby requested to conduct research with the above mentioned departments within Gauteng Province .
- 2 I am a Master's student at the University of South Africa (UNISA), where I am also employed and conducting research titled: "The Policing of Road Rage incidents in Gauteng province"
- 3 The research is in fulfillment of the Mtech: Policing Degree

Boikhutso Mfusi
mfusibf@unisa.ac.za

Contact: 012 433 9441/ 079 900 3563





ANNEXURE D: PERMISSION GRANTED TO CONDUCT THE RESEARCH

(Signed copies in possession of the researcher)

I (respondent's name) _____ hereby give my permission for _____ to interview me and quote my responses in an academic research paper. I understand that this research paper will be submitted to a professor at the University of South Africa (UNISA). I understand that I waive any claim to copyright to this material should the student ever publish it in an academic journal or in electronic format online. I understand that the author (will / will not) maintain my anonymity as a part of this interview. I hereby give my permission in the form of my signature bellow

Signature _____ Date _____