

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

by

CHANAZ ANZOLETTE MITCHELL

submitted in fulfilment of the requirements
for the degree of

MAGISTER OF ARTS IN SOCIAL SCIENCE

in the subject

SOCIAL WORK

at the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: MS. K.T. MOAGI

NOVEMBER 2003

SUMMARY

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

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

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

KEY TERMS

Survivors of abuse, secondary victimization, re-victimization, abuse, domestic violence, Domestic Violence Act, Nisaa Institute for women's development, Lenasia Police, perpetrators, gender, power and control.

“I declare that **“THE NATURE OF SERVICES PROVIDED TO SURVIVORS OF ABUSE AT THE LENASIA POLICE STATION”** is my own work and that all sources that I have used or quoted have been indicated and acknowledged by means of complete references.”

Signature

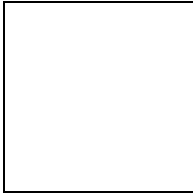
November 2003
Date

Student Number: 3362 969 -2

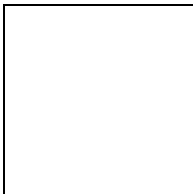
ACKNOWLEDGEMENTS



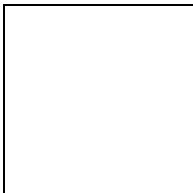
First and foremost, I would like to thank GOD almighty, without whom I would not have been able to complete this study.



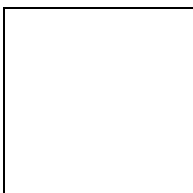
I wish to thank all those who participated in the study. I thank you for your willingness and selflessness, without you this study would not have been possible and successful.



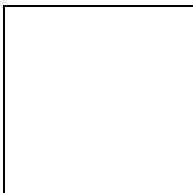
A special thank you to Ms Moagi, Prof. Van Delft and Dr. Schenk for their assistance and support.



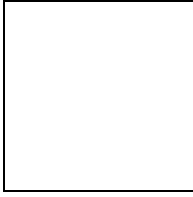
Thank you too to Christiane Kolbe, my proof- reader and editor for her assistance.



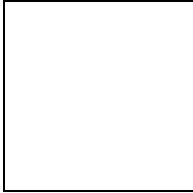
I would like to thank my father Joel Mitchell, mother Elaine Mitchell for their undying support and words of encouragement.



I would also like to thank my sister Lyndall Mitchell for assisting with the typing and her continual support.



A special thank you to the Lenasia police and especially Senior Superintendent Moodley.



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

TABLE OF CONTENTS

	PAGE
CHAPTER ONE: GENERAL INTRODUCTION	
Introduction	1
1.1. Background to the problem	1
1.2. Problem statement	5
1.3. Aims and Objectives	9
1.3.1. Aim	9
1.3.2. Objectives	10

1.3.3. Underlying assumption	11
1.4. Research Design	11
1.5. Sample	13
1.5.1. Sample of survivors	13
1.5.2. Additional sources of data	15
1.6. Data collection	17
1.6.1. Primary data	17
1.6.2. Secondary data collection	17
1.6.3. Process of data collection	18
1.7. Data analysis	19
1.8. Ethical considerations	21
1.9. Definition of terms	22
1.10. Summary	23

CHAPTER TWO: OVERVIEW OF DOMESTIC VIOLENCE AND RELATED THEORIES

Introduction	24
2.1. Domestic violence: An overview	24
2.1.1. Definition of domestic violence	25
2.1.2. Definition of violence according to females and males respectively	30
2.1.3. Prevalence of domestic violence	32
2.1.4. Statistics on domestic violence	34
2.1.4.1. Domestic violence in South Africa	34
2.1.4.2. International domestic violence statistics	38
2.1.4.3. Domestic violence facts presented to S.A. members of Parliament	41
2.2. Cycle of abuse	43
2.3. Factors contributing to violence against women	49
2.3.1. Gender roles and stereotyping	49
2.3.2. Societal upheavals	49
2.3.3. Unresponsive legal systems	49
2.3.4. Religion, tradition, and culture	50

2.3.5.	Alcohol and drugs	50
2.3.6.	Violence in family of origin	50
2.4.	Power and control wheel	51
2.5.	Causes of abuse	54
2.6.	Why women stay	56
2.6.1.	Theories about men	60
2.6.2.	Theories about women	61
2.6.3.	How Theories Link To The Nature Of Services Provided By Police To Survivors Of Abuse	62
2.7.	Theories about domestic violence	63
2.7.1.	Conflict theory	63
2.7.2.	Feminist theory	64
2.7.3.	Victimization theory	64
2.7.4.	Injunctions	65
2.7.5.	Additional domestic violence theories	65
2.8.	Pertinent concepts in the study	67
2.8.1.	Oppression and victimization of women	68
2.8.2.	Gender	69
2.8.3.	Gender stereotypes	69
2.8.4.	Attitudes	70
2.8.5.	Mindsets	71
2.9.	Women and Victimization	71
2.10.	Secondary victimization of the survivor by other role players	72
2.11.	Secondary victimization by the police in other countries	73
2.12.	Secondary victimization by the police in South Africa	75
2.13.	The image of the police at Lenasia police station	77
2.14.	Consequences of secondary victimization	79
2.15.	Responses	80
2.16.	Summary	100
CHAPTER THREE: RESEARCH DESIGN		
	Introduction	102

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

CHAPTER FOUR: PRESENTATION OF DATA

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

4.6.	Summary	148
	CHAPTER FIVE	DISCUSSION
	Introduction	149
5.1.	Major themes that emerged from the study	149
5.2.	Discussion of findings of service providers	155
5.3.	Discussion of findings with the police	156
5.4.	Responses of knowledgeable others	157
5.5.	Conclusion of the study	157
5.6.	Summary	158
	CHAPTER SIX	CONCLUSIONS AND RECOMMENDATIONS
	Introduction	159
6.1.	Conclusion	159
6.2.	Recommendations for the police	163
6.2.1.	Staffing	163
6.2.2.	Networks	164
6.2.3.	Community forums	164
6.2.4.	Debriefing and stress mechanisms	165
6.2.5.	Training	165
6.2.6.	Monitoring	165
6.3.	Recommendations for service providers	166
6.3.1.	Task teams	166
6.3.2.	Advertising	166
6.3.3.	Working agreements	166
6.4.	Role of social work	167
6.5.	Lessons learnt by researcher	168
6.6.	Future research	168
6.7.	Epilogue	169
	Bibliography	

Appendices

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

Appendix 2: Interview Schedule

Appendix 3: Questionnaire for service providers

Appendix 4: Domestic Violence Act

Appendix 5: Power and control wheel

Appendix 6: Bill of Rights

Appendix 7: Organisations

Appendix 8: Zapiro Cartoon

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

Appendix 10: Tables

Appendix 11: Model

Appendix 12: Summary of expectations of police

LIST OF FIGURES

FIGURE	DESCRIPTION	PAGE
1	Types of abuse	26
2	The cycle of abuse	43
3	Power and control wheel	51
4	Income categories of woman and man headed	81
5	Women and men MPs in the National Assembly	99

LIST OF TABLES

TABLE	DESCRIPTION	PAGE
--------------	--------------------	-------------

1	International conventions that responded to violence against women and their recommendations	86
2	Government participation in the international arena	93
3	Organisations to address violence against women	95