AN EVALUATION OF PHYSICAL SURVEILLANCE IN THE INVESTIGATION OF ROBBERIES

by

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DECLARATION OF AUTHENTICITY

I hereby declare that this dissertation titled "An evaluation of physical surveillance in the investigation of robberies" is my own work and that no part of this research has been published before or submitted for any other degree, diploma or other qualification at any other institution of high learning. All sources that have been consulted have been acknowledged in a comprehensive list of references. This dissertation has been submitted in partial fulfilment of the requirements for the degree of Masters of Arts in the subject Criminal Justice, University of South-Africa (UNISA).

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Date: 13 November 2019

DEDICATION

This study is dedicated to all men and women in uniform who put their lives at risk day and night in order to protect those of others and ensure a safer environment for their communities. "Bravo" to you all, it is not an easy career!

ACKNOWLEDGEMENTS

ABSTRACT

It was the objective of this research to determine how physical surveillance can be utilised in combating robberies, to find out whether city police utilise physical surveillance as an investigation tool in combating robberies, as well as to assess the value of such surveillance in criminal investigations. To achieve such aims and objectives, the researcher has collected data from interviews with participants, published books, internet sources, journals, newspapers, previous researches and crime statistics. The researcher interviewed the crime suppression officers from WCPS who are dealing with investigations and physical surveillance operations, by using a semi-structured-interviews. The researcher has also employed a qualitative approach and collected a sample by using a simple random sampling method. The study has indeed determined that crime suppression members and investigators are ignoring the use of physical surveillance when robberies have been committed. The research has also revealed that the officers also lack the necessary training and expertise on how to employ surveillance during their investigation and recommendation are made at the end of the research, for such training to be offered to them regularly.

KEY TERMS

Criminal investigation, Robbery, Physical surveillance, Observation and Combating

CERTIFICATE BY EDITOR

16 January 2020

I, Marlette van der Merwe, hereby certify that both the text and list of references of the master's dissertation titled "An evaluation of physical surveillance in the investigation of robberies" by Lahya Ndapandula Shinguto, have been edited by me, according to the referencing method (2019 edition) used by the UNISA School of Criminal Justice.

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CHAPTER 1

GENERAL ORIENTATION

1.1 INTRODUCTION

Every time one picks up a phone as a police officer working at a call centre, and every time one hears someone screaming, "I was robbed, I was robbed" and pleads "please help me!", one gets upset and frustrated just to hear that yet another innocent community member has been robbed and has been traumatised, perhaps injured, and in the process has also lost his trust in the police by not combating such crimes. If a police officer who is only receiving calls from those victims gets so frustrated that way, how about the helpless community members that fall victim to such robberies at all times? How are they feeling? It makes a person want to find a lasting solution to such robberies. It is not going to be easy, but the police can surely do something to reduce or prevent such crimes. It is their national duty to combat, prevent and investigate such crimes. This research is, therefore, the effort of one of the police officers to try and find ways to deal with robberies-especially the one involving taxi drivers, which have increased a great deal in the Windhoek area. This research is an attempt to find out whether physical surveillance can be used successfully as a way of investigating and combating the crime of robbery.

1.2 PROBLEM STATEMENT

A problem statement is a statement that enlightens the reader in a brief, concise way, about the research. This statement should elaborate on what the problem is, and how it should be analysed (Brynard & Hanekom, 2013:16). Similarly, Block, Dabdoub and Fregly (1995:3) are of the opinion that a problem statement should include the characteristics of the problem to be studied, including why and how it occurred, as well as what the solution could be to the problem.

Police organisations are there to protect the lives and properties of their community members, as specified in the Namibian Constitution, article 118 of the second amendment

act no 7 of 2010. The researcher, being a police officer attached to the call centre of Windhoek City Police Service (WCPS), where all complaints and calls for help are coming through, has noticed that the WCPS receives not less than four robbery complaints per day. Of those four robberies, at least two would have been committed by a taxi driver usually working together with other criminals. If this is translated, four robberies per day, multiplied by 365 days per year, will be roughly 1460 reported cases of robbery.

This means that 1460 people or more would have lost their belongings, some injured, traumatised or, in a worst-case scenario, killed. One should also take note that, for some reason, some victims do not report such robberies to the police. The researcher also noticed that although robbers can mug anyone if the chance presents itself, they are mostly targeting students from three institutions of higher education in Windhoek. These are the University of Namibia (UNAM), Namibia University of Science and Technology (NUST) and the International University of Management (IUM). A modus operandi (MO) (methods) that these criminals are using is that a passenger would find a driver in the taxi with one or two occupants usually males, and as a passenger, one would think they are also customers. The taxis usually pick up one or two students from any of the stated institutions, and on the way, before they reach the student`s destination, they will threaten the victim with a knife, gun or any other weapon, and rob them of their belongings. Such criminals usually take electronic gadgets/devices such as laptops, mobile phones, etc. from these students, and then throw the victim out of their taxi.

A serious challenge that the police face is that at least 60% of the taxis involved in these robberies are pirate taxis or unregistered, which display fake taxi identification numbers or/and fake number plates (Windhoek City Police, 2018). This makes it difficult for the police to identify such taxis through their taxi identification system, even if the victim has taken down the taxi identification number or registration number. As a result, such culprits remain at large and continue to rob people, and stolen items are not being recovered.

Seeing the number of robberies going up for the past 12 months, and culprits freely robbing community members, the researcher thought the police could use physical

surveillance at those institutions, by following and recording suspicious taxis, and comparing the information with the taxi identification system. That way the police would be able to identify and arrest such criminals.

This research will explore whether physical surveillance can be utilised successfully in the investigation of robberies in Windhoek, and bring the culprits to book. It will also determine the challenges that law enforcement agencies are facing in preventing/combating such robberies, and suggest new solutions to curb these challenges to protect the residents of Windhoek.

1.3 AIM OF RESEARCH

Aims are regarded as the broad statements of desired outcomes, or the general intentions of the research, which give the picture of the research proposal, emphasise what should be accomplished, and which address the long-term project outcomes (Solent Online Learning, 2018; Leedy & Ormrod, 2010:48). The above authors are supported by Mouton (2008:50), who states that research aims are what the researcher wants to achieve at the end of the research and can also address long term project outcome. This means that at the beginning of the research, the researcher has set out what they want to achieve with the research they embarked upon. It is what the researcher wishes to happen at the end of the research. The researcher has formulated the following aim:

- To determine how physical surveillance can be used as a method in the investigation of robberies

1.4 OBJECTIVES OF THE RESEARCH

While the aim of the research is what one wants to achieve, the objectives describe how one is going to achieve them. Objectives should be specific, measurable, achievable, relevant, and timely (Solent Online Learning, 2018). In this study, the researcher plans to do the following:

- Examine how physical surveillance can be used in combating robberies.

- Determine whether city police utilise physical surveillance as an investigation tool in combating robberies.
- Assess the value of physical surveillance in criminal investigations.

1.5 PURPOSE OF RESEARCH

According to Wellman and Kruger (1999:19), research is done to describe things, to explain why things are the way they are, or to predict what will happen. Furthermore, Dantzker and Hunter (2012:12) believe that the purpose of the research is to obtain knowledge, to find a solution to a practical problem, to update existing procedures, as well as to come up with answers to the questions. On the other hand, Denscombe (2010:10-12b) is of the opinion that research can be done for more than one purpose. These include exploration, explanation, description and empowerment, among others. Similarly, Maxfield and Babbie (1995:70), supported by Latimer (2014:1), believe that research is done with the purpose of exploration, discovery, digging, or studying to understand the subject. Denscombe (2002:25), however, is convinced that the purpose of research shows the direction and focus of such research and provides standards for the evaluation of the outcome of the research. Doing research costs money, time and effort, and therefore there must be a reason for doing the research: that is what we call the purpose of research (Denscombe, 2002:25). The researcher, therefore, followed the guidelines of Denscombe (2002:26-27) and researched for evaluation, exploration, empowerment, developing good practices, and making recommendations.

- Evaluation: The researcher evaluates the use of physical surveillance by the city police when investigating the crime of robbery. The researcher is looking into the fact of whether city police employ physical surveillance when investigating robberies, how often and whether they use it regularly, find out the challenges they face during such investigations, and suggest ways to overcome such challenges.
- Exploration: The researcher explores local and international literature relating to the use of physical surveillance during robbery investigations, to determine whether the methods used internationally can be applied locally by Windhoek City Police to combat robbery. To achieve this, the researcher read broadly as a way to explore the field to find out whether any effective practices exist somewhere in

the world, and see whether they can be used by police investigators when investigating robberies.

- Develop good practices and make recommendations: The researcher intends to apply the new knowledge obtained from the examples of international law enforcement communities, and to then develop good practices in Windhoek, and in the whole of Namibia as a country. The researcher wants to promote and recommend new methods or procedures of combating robberies, through physical surveillance, and suggest ways to overcome challenges faced by the investigators during such investigations.

- Empowerment: This study intends to empower detectives with new knowledge and skills in terms of utilisation of physical surveillance during robbery investigations. It is the wish of the researcher to train the detectives in these topics, write a journal article, and avail the information for the detectives' training course. UNISA can also benefit from the journal article that the researcher intends to publish.

1.6 RESEARCH QUESTIONS

When a researcher is setting up research questions, they must try to set it out in such a way that it should first be done loosely, and then later on form more precise questions, depending on what they intend to do in their research dissertation (Blaxter, Hughes & Tight, 2010:34). Similarly, Maxwell (2005:67) does not deviate much from the opinions of Blaxter et al. (2010:34), when stating that research questions are specifically set up to give focus to the study, as well as to give some guidance as to which research design and approach would be more suited to that specific research study. On the other hand, Leedy and Ormrod (2013:29) suggest that a model research question is one that indicates exactly what is being researched or investigated, and that good research should commence with formulating a good question, preferably a question that has never been asked before by anyone else. The above authors and Blaxter et al. (2010:34) further state that a research question must suggest the field of study, as well as the method for carrying out the research and the kind of analysis required. In this case, the researcher has set up questions that will specify what is being investigated in this research.

The main research question is as follows:

- How can physical surveillance be used as a method in the investigation of robberies?

1.7 KEY THEORETICAL CONCEPTS

Key theoretical concepts are those concepts that create the essence of what the report is all about (Denscombe, 2002:292). Similarly, key concepts in ELT (Oxford University Press, 2019) support the view of Denscombe (2002:292) that key concepts are features of a paper that aims to help readers understand the topic better. While Maree (2007:21) supported by MasterPapers.com (2019) further explains that the key concepts are defined to avoid people bringing different meanings or misunderstanding to the concepts used in specific pieces of research.

The researcher, therefore, defined key concepts to ensure that such concepts are understood in the context that they are meant to. Many concepts have more than one meaning, which is why the researcher would like to make it clear in what context the keywords are used in this research. All information has been collected from published books, journals and the Internet.

The following concepts were regarded as key concepts, by the researcher, in this study, and they are defined as follows:

- **Physical surveillance:** Physical surveillance is defined by Lee (2004:97) and supported by Siljander and Fredrickson (2016:3) as "the human act of secretly and continuously observing a person of interest, a place, vehicle or an object, to get information about the identities and activities of such person".
- **Criminal investigation:** It is a systematic search for the truth, which is mainly aimed at positive clarification of the crime situation on the basis of objective and subjective traces (Hess & Orthmann, 2010:6).
- **Robbery:** This refers to certain violence used to unjustly take from a person what is his (Aquinas, 2013:1475).
- **Observation:** A process whereby one closely monitors something (*English Oxford ...*, [Sa]).

- **Combating:** Taking an action to fight, reduce or prevent something unpleasant or bad from happening (*Cambridge English Dictionary*, [Sa]).

1.8 RESEARCH DESIGN AND APPROACH

A research design is a general plan regarding how one intends to organise and carry out one's research, including how one will answer the research question, and achieve the research aims and objectives (Walsh, 2001:38; Pickton, 2013:7). This includes whether one plans to employ one data collection method, whether one will collect data just at one go or at different intervals, and whether one will investigate past events or not. Similarly, Wellman and Kruger (1999:46), supported by Maree (2012:70), define a research design as a plan by means of which a researcher acquires participants, and how they are going to obtain information, and it specifies the number of groups they are going to use, and how the group is going to be selected from the population, in order to reach conclusions about the research problem. The research design, as the structure of the research, is used to show how all major parts of the project, such as samples or groups, measures, programmes and methods, work together to try to address the central research question (Web Centre ..., 2018).

The researcher has opted to go for an empirical design, which is defined as a production of knowledge based on experience or observation, through collecting primary data (Mouton, 2001:144). Similarly, Maxfield and Babbie (2012:5) are of the opinion that empirical design is a study done to generate data from experience and observation.

The researcher regards this design type to be more suitable for this research since it entails the researcher going to the participants and collecting information, focusing on their personal experience in the topic at hand. This is necessary because the researcher has realised that there is practically no literature available on the same topic; therefore, talking to the people involved in undercover operations (which includes physical surveillance), as well as in the investigation of robberies daily (that is, city police crime suppression members), is the best option to obtain information to enable the researcher to address the research question.

After the research design, the researcher chose a research approach that best suits her study. Creswell (2014:33) defines a qualitative approach as research done to explore and understand the meaning of individuals or groups, attributed to a social or human problem. The qualitative approach can also be defined as an approach that involves the study of items in their natural environment (Walsh, 2001:12; Teherani, Martimianakis, Stenfors-Hayes, Wadhwa, & Varpio, 2015:1). They further explain that, in a qualitative approach, one can get practical answers from the participants, based on an individual`s personal view and experience. Due to the above reasons, the researcher will use a qualitative approach, because she wants to understand when and how the city police members can carry out physical surveillance operations in an effort to combat robberies perpetrated by taxi drivers and their accomplices. That means the researcher would like to determine how physical surveillance can be used in order to identify suspects and to solve crimes.

The researcher will obtain practical answers to address the research problem since the participants are expected to give answers based on their personal experience. In other words, in this particular research, the researcher will hear from people who are usually carrying out surveillance operations, culprit identification and arresting of the suspects when it comes to robberies and other crimes of concern. The researcher will then use those views towards solving the research problem at hand (Shaver, 1991:56; Creswell, 2014:48).

The qualitative approach will also support the empirical design that the researcher has employed, since in both the above approach and design the researcher has received answers to the research questions from people who have personal experience in the field being studied.

1.9 TARGET POPULATION AND SAMPLING

The population is a total group to be studied in research (Proctor, 2005:109). Similarly, Dantzker and Hunter (2012:198) state that the population is the whole group or class of possible participants, from which information can be gathered. Welman, Kruger and Mitchell (2005:54), supported by Creswell (2014:33), are also of the belief that a population is the study object which consists of individuals, and whose views are to be represented.

In this study, the population is Windhoek City Police, which consists of around 400 trained police officers; however, it was impractical to consult with this wide population of all members of Windhoek City Police, so the researcher made use of a target population. A target population is defined by Whitley and Kite (2013:484) as the population to which one wishes to apply or generalise the results of a research study. As the researcher works for Windhoek City Police, and for cost-effectiveness and time constraints, the researcher decided that the target population would be all crime suppression officials. This is the section (Crime Suppression) responsible for the investigation of crimes, including robberies. They are also responsible for carrying out different types of operations, such as undercover operations as well as physical surveillance operations.

At the moment, there are about 60 Crime Suppression officials in Windhoek City Police. The Windhoek City Police divide the city of Windhoek into four area commands. Each area command has an office that serves the nearby community, and whence the field members are dispatched. These offices are referred to as dispatch centres and comprise Western Suburb, Katutura/Khomasdal, Central Business District, and City South. The crime suppression members report from two offices, Western Suburb and City South, but they cover the entire city. There are 30 crime suppression officers at each of the two dispatch offices; therefore, the researcher has to take a sample from each of the two dispatch offices. "A sample is a subset of a population that is used to represent the group as a whole" (Cherry, 2018; Blair & Blair, 2015:8)

The researcher used a simple random sampling method by first obtaining a list of all crime suppression officials. Their names were numbered from 1 to 30, and each number was cut out and placed in a hat. The hat was stirred thoroughly and numbers were drawn from the hat to select a sample of five (5) suppression members (Thompson, 2012:11). The method was repeated for the other 30 officers of the second dispatch centre, to obtain the same sample. This means that a sample of ten (10) crime suppression members were selected from the target population. Western Suburb office is named Sample "A", consisting of five participants, while City South is named Sample "B" with five participants. The researcher has used simple random sampling, as directed by Leedy and Ormrod

(2005:201), supported by Welman, Kruger and Mitchell (2013:55), whereby each person in the target population had an equal probability of being chosen for the sample.

The sample is therefore regarded as representative of the target population because each person in the target population had an equal chance of being selected.

1.10 DATA COLLECTION

Data can be defined as any piece of information that one obtains from any situation or source (Leedy & Ormrod, 2010:88). In this study, the researcher has used both primary and secondary data, in order to use each set of data to check the findings against each other (Mathews & Ross 2010:51).

Vartanian (2011:3) is convinced that secondary data is data that is studied to answer a research question other than the questions for which the data was primarily gathered, and can include any data. Primary data is data that is gathered by the researcher who will study it. Most primary data sets are not as broad or large as secondary data sets when representing a population or a large segment of a population (Vartanian, 2011:3 & 9).

The researcher has collected and used primary data, such as data from interviews with crime suppression officers from city police, and public records such as crime statistic records (Quartaroli & Lapan, 2009:152). Secondary data, such as data derived from published books relating to the research topic, has also been used. According to Quartaroli and Lapan (2009:156), secondary sources are used because they are known as the sources that provide the researcher with the existing knowledge about an earlier period. Additionally, secondary data is the data that has already been gathered and published by someone else (Institute for Work & Health, 2015).

In qualitative research, data collection techniques consist of observation, surveys, interviews, documents, and focus groups (Dantzker & Hunter, 2012:200; Bouma & Ling, 2010:172-175; Maree, 2012:82-84). With the written permission that the researcher received from the Windhoek City Police Chief (attached as Annexure "A"), the researcher has used semi-structured interviews (as primary data collection technique) and literature (as secondary data) in data collection, because they are suitable for the group that deals with robberies.

1.10.1 Interviews

Interviews are regarded as a two-way interaction, whereby the researcher interviews participants in order to collect data and learn more about the participants' behaviours, ideas, views, opinions beliefs, understanding and perceptions (Maree, 2012:87). A qualitative interview aims to see the research problem from the participant's viewpoint. When conducting the interviews, the researcher has followed the guidelines as pointed out by Leedy and Ormrod (2013:154-157) as follows:

- **Identify some questions in advance.** The researcher has set up some questions, before the interview sessions, by means of an interview schedule. She then met with the participants, and interviewed them face-to-face, asking them questions in the interview schedules. Only one schedule was used for both samples ("A" and "B") during the interviews. The researcher also opted for open-ended, unstructured questions, because they are questions that are asked or set up in a way that the participant will be afforded a chance to express themselves more fully. The participants were allowed to speak from experience and knowledge, and about issues concerning physical surveillance and the new developments in their work environment; in that way, she gleaned as much information and clarity as possible as to how physical surveillance can be utilised during robberies.

- **Record responses verbatim:** In this research, the answers were recorded by writing them down. The researcher decided to write down the participants' answers to make sure she got the participants to answer the questions well, and that there would be no misunderstandings in relation to these answers, and read the answers afterwards to the participants, to make any corrections and/or amendments where necessary. The researcher noticed that writing the answers down was time-consuming, but she tried to make the participants feel comfortable and relaxed, in order to finish the interviews as fast as possible.

- **Find a suitable location**: The researcher has conducted the interviews herself as per the guidelines by Leedy and Ormrod (2005:147) at the place that each participant preferred or felt comfortable, provided that it was quiet. Furthermore,

Braun and Clarke (2013:91) supported the above statement that a researcher should choose an interview location which makes the participants and the researcher feel safe and comfortable.

- **Consider that cultural background of participants can affect their responses:** During the interview, the researcher took into consideration that people from different cultural backgrounds may respond differently to interview questions and that their answers might be influenced by their cultural backgrounds. That means she has been sensitive to the fact that culture may play a significant role in how the participants interpret and respond to the questions.

- **Get written permission:** The researcher first got authorisation in writing from the Chief of Windhoek City Police to interview the members of the crime suppression unit. Thereafter, she also got written permission from each crime suppression official interviewed, where they gave their consent to be interviewed. The permission letter is attached as Annexure "A", while the consent form is attached as Annexure "B".

- **Establish and maintain rapport:** The interviewer has made sure to keep the conversation going and make the participants feel at ease. She has been respectful to them and did not once reveal her perceptions to the participants.

- **Don`t put words in people`s mouth:** The researcher has allowed the participants to freely say what they want to say without making any suggestions or comments to their responses. She has also listened to them attentively, without interrupting their answers.

- **Keep your reaction to yourself:** During the interview, the researcher has been careful not to show her reaction to any of the answers given by the participants. She did not show any disagreement/agreement (e.g. by nodding or shaking her head), surprise, or disapproval, with the responses as given by the participants.

- **Remember that you are not necessarily getting facts:** According to Leedy and Ormrod (2005:147), participants are not always telling the truth during the interviews; therefore, the researcher has treated all the participants` responses as perceptions. Similarly, Alshenqeeti (2014:43) cautions that the researcher should

take note that the interviewees mostly only give what they are prepared to reveal about an event, and it is not always a fact.

- **Focus on the actual rather than on the abstract or hypothesis:** When the researcher set up the questions that she asked at the interviews, she set them up in such a way that they would address the research questions and aims. The researcher has also used a pilot study, mainly to determine whether the interview questions set up are clear to the interviewee, as well as to identify unclear and difficult questions in the schedule. A pilot study can also be referred to as informal piloting, a feasibility study, or a preliminary investigation (Blaxter, Hughes & Tight, 2006:43; Brynard & Hanekom, 2014:52). A pilot study can be defined as "an early initial, try-out" which enables the researcher to judge the feasibility of the study at hand (Blaxter et al, 2006:43). Similarly, Welman and Kruger (1999:148) regard a pilot study as a small version of a larger study that is about to be carried out. According to Van Teijlingen and Hundley (2002:2), a pilot study can be done for the following purposes: assessing whether the research topic is realistic and workable/researchable, whether the purpose and problem statement of that research are clearly formulated, and are understandable by the supervisor or by any other reader collecting preliminary data, whether the questions set up are answerable, whether the data collection method used is suitable, and identifying potential practical problems. This will then give the researcher a chance to modify, adjust or completely restart ideas, topics or methods used in the research if the need arises (Brynard, Hanekom, & Brynard 2014:52; Blaxter et al, 2010:43).

In this research, the pilot study schedules were distributed to four crime suppression members who were not involved in the interview, and they were all asked to note down the difficult or unclear questions to help the researcher make corrections and adjustments. The questions were found to be too many, and taking too long to answer, so the researcher has since made the necessary amendments, and reduced the numbers of questions.

1.10.2 Literature

In order to define and collect data on the key concepts that will be used throughout the research, literature needs to be consulted. In every piece of research, it is important to do a literature review in order to find out what has already been said about the topic in question, what has not yet been done, and what further research might need to be done (Welman & Kruger, 1999:34; Creswell, 2014:60). A literature review helps the researcher to find out the results of other similar or related researches to that which the researcher is studying. It is regarded as the starting point of research, which can guide a researcher to formulate a clear research problem and aims (Welman & Kruger, 1999:34; Creswell, 2014:60).

1.11 DATA ANALYSIS

Data analysis is the process of assessing data through investigative and analytical reasoning, to study the components of the given data. This happens after the data has been gathered from various sources. The data is then reviewed and analysed to generate findings or conclusions (Vartanian, 2011:22).

The researcher has asked the participants some questions first to assess their years of experience and training to ensure that they qualify to answer the questions on the Interview schedule. The following are the questions and their answers:

- Current position: Among the participants, there was one superintendent, two sergeants, and seven constables
- The section you are attached to, all are attached to the crime suppression section.
- All crime suppression members have gone through the basic investigation/detective course with the National Police, and three of them did an advanced investigation course.
- On the question of how many years they had of involvement in physical surveillance, the researcher found that three (3) participants have been involved for between six (6) and ten (10) years, while seven (7) participants have been involved for more than 11 years.

- All the members have experience in dealing with robberies: three (3) of them for between six (6) and ten (10) years, while seven (7) have been dealing with robberies for more than 11 years.
- On the question of training in physical surveillance, all the members claimed it was part of the Basic Investigations course. They did not go for any special physical surveillance course, however.

According to Creswell (2013:179), in agreement with Leedy and Ormrod (2005:151), during the data analysing process, the data analysis spiral has been used successfully in the past in qualitative research. The researcher, in this case, has used the data analysis spiral as a guideline, by taking only the steps that she deems relevant to her research. She has also analysed the data by first going through the collected data several times, and then followed the next steps through the process of data analysis:

- The researcher has first created an index, whereby she made a list of all the topics and types of data that may be found in each interview or document and assigned a symbol (also called a flag) to each topic (Mathews & Ross, 2010:317). An index will keep items in an organised manner, and make it easier to find any topic or information in future.
- The researcher has read through all the data that she has collected from interviews with crime suppression officials, Internet sources, related journals and crime statistics, and got an overall sense of their views. She also made notes on possible suggested categories that the data may comprise.
- The researcher then organised data that has been collected via various methods, namely interviews, literature and statistical analyses, and divided them into different categories according to the research questions. A pocket file has been opened and labelled for each research question.
- Lastly, the researcher integrated and summarised the data for her readers. That means she reduced the amount of data by sorting out the relevant ones. She then grouped all answers from interviews per question, according to the similarity of the answers for that question as given by the participants, and then wrote a research report.

1.12 METHODS TO ENSURE TRUSTWORTHINESS

Trustworthiness in qualitative research is ensured by following the strategies to meet the principles, namely: credibility, transferability, dependability and confirmability (Gray, 2014:185). As recommended by Creswell (2013:250), Savin-Baden and Major (2013:478) and Shenton (2004:70), the researcher used different strategies to meet these principles.

1.12.1 Credibility

Credibility is the extent to which a measuring instrument measures what it aims to measure. Strategies to ensure credibility include time spent in the field and persistent observation, triangulation, random sampling, peer review/debriefing, negative case analysis, clarifying researcher bias, and thick description for observations (Creswell, 2013:251).

The researcher has asked questions that are relevant to the research topic, aiming at addressing the topic, the aim of the study and the research questions. The questions were designed to evaluate the use of physical surveillance in the investigation of robberies. Questions were set up to address the measures that one can employ to avoid falling victims of these robberies; therefore, the researcher believes that this research is trustworthy.

1.12.2 Transferability

Transferability refers to an extent to which research findings apply to another context (Shenton, 2004:69; Pitney & Parker, 2009:63; Fortune, Reid & Miller, 2013:17). Strategies to be transferable involves an in-depth description of subjects, contextual factors affecting the study, and that it allows readers to transfer the information provided by the researcher to other situations and circumstances. Through this principle, readers must be able to determine the degree to which research findings are transferred and considered relevant to other circumstances.

1.12.3 Dependability

Dependability is the extent to which a study can be repeated by other researchers and the findings would be consistent. If other researchers wish to replicate one's study in the same context, they should have enough information from one's research report to do so and obtain similar findings as one's study did (Dantzker & Hunter, 2012:188; Bouma & Ling, 2010:83). A detailed description of the research design, data collection and data analysis methods was provided, and similar sampling procedures were followed.

In this research, the sample was drawn through simple random sampling; therefore, if another researcher wishes to repeat the same study using an empirical design, qualitative approach and the same sampling procedures, they will be able to obtain similar findings.

1.12.4 Conformability

Conformability is the degree of neutrality in the study findings. According to Pandey and Patnaik (2014:4), conformability is the extent to which the findings of a study are shaped by respondents, and not by the researcher's interests or motivation. Conformability involves objectivity in the research findings. The researcher has not influenced the findings, as she has been neutral and not biased. The researcher has treated all participants equally.

1.13 ETHICAL CONSIDERATIONS

'Ethical considerations' means that when doing research, a researcher must consider the following issues: protecting participants from harm, informed consent, right to privacy and honesty – as prescribed by the Unisa Policy on Research Ethics (Unisa, 2013), and supported by Goddard and Melville (2005:49) and Leedy and Ormrod (2013:106). Ethics has to do with the right and wrong conduct when someone is carrying out a study (Mouton, 2001:238). Such conduct has to follow the generally accepted norms and values.

1.13.1 Protection from harm

According to Goddard and Melville (2005:49), it is the responsibility of every researcher to ensure that participants are protected from any psychological harm (e.g. unusual stress, embarrassment or loss of self-confidence) and physical harm (e.g. risking their lives or injuring or losing any of their body parts) as a result of taking part in the study. Weeden and Grusky (2012:45) also believe that participants have the right to protection from harm resulting from taking part in the research. The researcher, in this case, has therefore made sure that their names are kept confidential and will not appear anywhere in the report. They will simply be referred to as Participant 1, Participant 2, and so on. The researcher will also not tell other people what the participants have said during the interviews.

1.13.2 Informed consent

This means that participants have the right to be informed of the true aim of the research, and should then be given an option either to take part in the research or not. Their participation should be voluntary, and they should not be coerced or tricked in any way to take part (Leedy & Ormrod, 2013:109). The researcher has first obtained permission from the Chief of City Police to do research on the topic and to interview the participants. Participants have first given their consent in writing to participate in this research before they are interviewed. No tricks or dishonest ways were used to lure the participants into taking part. The researcher has informed participants in advance that the research is done for the purpose of bringing a positive contribution to the knowledge and human understanding of, specifically, crime suppression officials, and the field of law as a whole.

1.13.3 Right to privacy

Right to privacy involves concealing the identity of the participants by hiding any information that might identify them from anyone who may review the documents. This includes research assistants, potential publications, and so on (Lapan & Quataroli, 2009:12). In this research, the confidentiality of participants has been maintained by not including their names in the research, but referring to them by a number allocated to each (Participant 1, etc.).

1.13.4 Honesty

When a researcher reports their findings, they must be honest and report data truly, without any fabrication or misrepresenting findings to suit their particular research aim. They should also acknowledge all sources of their information (Leedy & Ormrod, 2013:109). The researcher was honest and truthful towards the participants when she was in contact with them. She has also acted with integrity by carefully gathering the data, and reporting it truthfully and honestly. In order to avoid plagiarism, the researcher has acknowledged all the material and sources used that belong to someone else.

The researcher has followed the guidelines for research involving human participants, as stipulated by the Unisa Policy on Research Ethics (Unisa,2013), which involves basic

principles for research, the relationship between researchers and participants, as well as informed consent, privacy, anonymity and confidentiality.

1.14 RESEARCH STRUCTURE

The research is divided into three chapters as follows:

Chapter 1: General Orientation

This chapter will cover the methodology used in the research.

Chapter 2: The use of physical surveillance in the investigation of robberies

Under this heading, the researcher will provide answers to the research question about the use of physical surveillance in the investigation of robberies. The answers will be derived from semi-structured interviews and literature.

Chapter 3 – Findings and Recommendations

The last chapter will carry the findings, make recommendations based on the information the researcher obtained from the literature and from interviews carried out with participants, and form the conclusion.

CHAPTER 2

SURVEILLANCE AS A METHOD IN THE INVESTIGATION OF ROBBERIES

2.1 INTRODUCTION

Robbery is one of the most violent and traumatising crimes that can be committed against human beings, in addition to murder and rape (Orthmann & Hess, 2013:388). It, therefore, needs special attention from the police and other law enforcement agencies, so that it can be eliminated, to avoid trauma, injury, death and loss of properties by the public. Some years back, taxi drivers in Windhoek were the primary targets/victims of robbery, because they always have cash from customers' fare (Corvasce & Paglino, 2015:152). Criminals climb into the cab and take the driver to a secluded place and then rob him by taking his money and anything of value that they can get their hands on, but it seems as if now the wheel has turned. It is now taxi drivers who are busy robbing their customers. This chapter will explore how physical surveillance can be utilised to curb the crime of robbery. 'Robbery' will be defined, as well as the challenges that investigators are facing when using surveillance in robbery investigations.

2.2 CRIMINAL INVESTIGATION

For someone to understand the meaning of criminal investigation, the researcher has first explained the meaning of the word "investigate". The word "investigate" is originally from the Latin word "vestigare", which means to trace or to track (Orthmann & Hess, 2013:8). Therefore, investigation means to follow a step-by-step, persistent inquiry or observation, to lawfully trace or track, look into, examine and inquire, with care and precision, the taking of evidence or a legal enquiry. Investigation usually takes place when a crime is suspected or known to have been committed (Orthmann & Hess, 2013:8).

An investigation is referred to as the systematic seeking of the truth. It is also known as the systematic collection of evidence needed to support or contest a claim, be it criminal or civil in nature (Nemeth, 2010:13). The investigation involves the reconstruction of events, conditions or the truth, through the process of observation. In simple terms, an

investigation is the conversion of alleged acts into real and useful evidence. Evidence includes trace evidence, such as fingerprints that can be used as a technique in suspect identification. Identification of suspects forms part of the objectives of a criminal investigation. Criminal cases are hardly resolved by chance, but by the hard work of investigators.

A criminal investigation is a process that involves the identification of people and objects from the time that a crime is committed until a perpetrator is found guilty (or acquitted) in court (Osterburg & Ward, 2014:5; Marais, 1992:1). According to the Police Act 19 of 1990, section 13, as amended by Act 3 of 1999, a criminal investigation is one of the police's major function/duties. Bennett and Hess (2007:6) indicate that criminal investigation is the process that comprises discovering, gathering, preparing, identifying and presenting evidence, to determine what has happened, and the person responsible. Orthmann and Hess (2013:8) support the above view when they stated that criminal investigation is a process of discovering, preparing, identifying and presenting evidence to discover what has happened, and who the person is, who did that. Similarly, Osterburg and Ward (2014:5) also state that criminal investigation involves the gathering of information and evidence for identifying, arresting and convicting offenders. Bennett and Hess (2004:5) further state that there are factors that influence the success of any investigation: whether all witnesses are interviewed, all suspects are successfully interviewed, and whether all leads are followed and investigated.

When asked the question, "According to your experience, what is criminal Investigation?", the participants answered as follows:

Sample "A"

- Three participants believe that criminal investigation entails discovering, gathering, preparing, identifying and presenting evidence, as well as a suspect, in court.

- A criminal investigation is the search of the truth, in order to discover what has happened, as well as when, how and who the responsible person is (one participant).

- It is the search for the truth about crime in order to try and solve such a crime (one participant).

Sample "B"

- Two participants are of the opinion that criminal investigation entails discovering, gathering, preparing, identifying and presenting evidence, as well as a suspect, in court.

- It is the process of searching, interviewing/interrogation and evidence collection, and presenting it in court in order to attempt to solve a crime (two participants).

- It is the search for the truth about crime, in order to try and solve such a crime (one participant).

In consideration of the above participants' views from both samples "A" and "B", and in comparison with the literature, the researcher believes that the concept of criminal investigation is well understood by most of the crime suppression members.

2.3 THE OBJECTIVES OF CRIMINAL INVESTIGATION

According to Becker (2005:50), the main objective of criminal investigation is to seek the truth or to reconstruct the past, and he explains further that reconstruction of the past can only be done successfully by employing well-calculated scientific methods and Investigators. Newburn, Williamson and Wright (2007:95), Osterburg & Ward (2014:7) and Becker & Dutelle (2013:18) have therefore set out the objectives of criminal investigation as follows:

- **Finding, recording, collection and processing of evidence**: This includes the collection of physical clues and any other information that can help to solve a crime.
- **Identification of the crime:** This includes finding out if a crime has really been committed, and if so, what type of crime has been committed. This includes defining the elements of a crime.
- **Locating and identifying a suspect:** This means finding out who the suspect is and where they can be found.

- **Individualisation of the crime**: This involves linking a suspect or an object to a common source.

- **Arresting a suspect:** When the identity of the culprit is known, then they can be arrested.

- **Recovery of stolen property**: This is to make sure that any stolen property recovered is presented as evidence in court, and can be procedurally returned to the rightful owner.

- **Assisting in the prosecution process:** This involves the investigator presenting the collected evidence and ensuring the presence of the suspect in court.

The objectives of a criminal investigation, as specified by the above authors, also include identification of suspects. That is an indication that identification of suspects, through various techniques including physical surveillance, forms an important part of an investigation, and that it can surely assist in finding out the truth about any crime committed such as robbery.

The participants have identified the following objectives of criminal investigation:

Sample "A"

- To find out the truth through determining whether a crime has really been committed, identifying and apprehending the culprit, recovering property that was stolen, collecting evidence and presenting it in court, assisting in the prosecution of the person charged with such a crime (two participants)

- To ensure that a crime has really been committed. The suspect is identified, arrested and brought before the court of law, collecting evidence through legal means and presenting it to the court, recovering stolen items, providing assistance in the prosecution (two participants)

- To identify crime, locate, identify and arrest the offender, linking a suspect to the scene, recovering property, assisting with prosecution (one participant)

Sample "B"

- To determine that a criminal act was indeed committed, linking the offender to the scene, apprehending the offender involved and exonerating the innocent, interviewing people involved, gathering of evidence (one participant)
- To identify crime, locate, identify and arrest the offender, linking a suspect to the scene, recovering property, assisting with prosecution (two participants)
- To determine whether a crime has indeed been perpetrated or not, identifying and capturing the culprit, recovering property that was stolen, gathering evidence and presenting it in court, assisting in the prosecution of the person charged with such a crime (two participants)

When looking at the participants' responses to the objectives of a criminal investigation, it is evident that participants from both samples indeed have a good understanding of such objectives. They are in agreement with one another, as well as with the literature, but one (1) participant from Sample "A" has failed to mention one crucial objective: to assist with the prosecution. The researcher has therefore concluded that the objectives of criminal investigations are to identify crime, locate, identify and arrest suspects, link a suspect to the scene, recover property, and assist with prosecution.

2.4 THE PURPOSES OF CRIMINAL INVESTIGATION

The history of criminal investigation shows that it has three main purposes that are also called 'roles'. The first role is identified as the prevention of crime (Course Hero, 2019). Crime prevention is one of the major duties or functions of the police, as prescribed by section 13 of the Police Act 19 of 1990, as amended by Act 3 of 1999. Other police functions are identified as the preservation of the internal security of Namibia, the maintenance of law and order, the investigation of any offence or alleged offence, and the protection of life and property. It is then clear that the police are responsible for making sure that crimes are prevented from happening and to keep the community safe. It was further explained that criminal investigation can prevent crime by means of coming up with measures that will make sure to discourage criminals from committing some types of crime (Course Hero, 2019).

The second role is the promotion of justice, with the third role being to bring order in a disorderly society (Course Hero, 2019); however, Orthmann and Hess (2013:124) have

a slightly different opinion when they state that criminal investigation is deemed as the search for the truth, with its main purpose to locate, identify and preserve data and evidence.

The views of Orthmann and Hess (2013:124) on the purpose of a criminal investigation, which they identify, have many similarities with the objectives of a criminal investigation, as identified by other authors such as Newburn, Williamson and Wright (2007:95), Osterburg and Ward (2014:7) and Becker and Dutelle (2013:18).

The following is the combination of the participants' responses to the question, "What are the purposes of a criminal investigation?":

Sample "A"

- Prevention of crimes (two participants)

- To investigate and solve crimes (one participant)

- The overall purpose is to get a conviction (one participant)

- To search for the truth as to what has happened and how (one participant)

Sample "B"

- To investigate and solve crimes (two participants)

- Prevention of crimes (one participant)

- To search for the truth as to what has happened and how it happened (one participant)

- Same as the objectives of criminal investigation (one participant)

2.5 IDENTIFICATION

Identification of suspects, not only in robbery cases but also in any other crime such as housebreaking, rape, murder, etc., form a crucial part of any criminal investigation. It would be very difficult, if not impossible, to have a successful investigation, or to solve a case, without identifying the perpetrator first (Osterburg & Ward, 2014:34).

Fisher and Fisher (2003:5), supported by Osterburg and Ward (2014:34), are of the opinion that identification means the placing of an object in a specific class or group with similar characteristics. Identification indicates that the items (physical evidence) share a common source. Lee and Gaensslen (2001:45) support the views of Fisher and Fisher (2003:5) and Osterburg and Ward (2014:34) on the meaning of identification, but further explain that identification is when one compares the class characteristics of the collected evidence (evidence from the scene) with known standards or controlled materials. If such a comparison shows that the class characteristics of the questioned and a known sample are the same, then that means the two samples could have come from the same source or origin. If there is a significant difference in the class characteristics of the compared samples, however, then that could mean that the questioned sample did not come from that particular source (Lee & Gaensslen, 2001:45).

Rudin and Inman (2001:5) have made it easier to understand the meaning of identification, by stating that identifying an item means that there are many other items with similar characteristics in the world; e.g. if a shoe print is found at the scene of a crime, that shoe print could have been left there by one of the many millions of tennis shoes manufactured (for instance) in that country or anywhere else in the world. However, identifying such shoes as tennis shoes helps to eliminate any other type of shoe, making it a bit easier, and the investigation can now be focused on tennis shoes only. Marais (1992:18) stated that identification has not much value on its own, and cannot solve a crime unless it is complemented or followed by individualisation.

The following are the answers by the participants to the question, "What is identification?"

Sample "A"

- It is to associate the physical evidence to a group or class (two participants)

- To identify a suspect (one participant)

- A process of linking an offender to a scene of a crime (one participant)

- It is the pinpointing of a person suspected to have committed a crime (one participant)

Sample "B"

- It is to associate the physical evidence to a group or class (three participants)

- To identify a suspect (one participant)

- Is the process of determining the true origin of an object (one participant)

Four (4) participants from Sample "B" are in agreement with three (3) from Sample "A" as they agreed that the identification is a process to associate the evidence to a certain class, group or origin. When comparing with the literature they are well aware of what identification is. However, one (1) participant from Sample "B" and two (2) from Sample "A" only indicated that identification is to identify or pinpoint suspect without elaborating further. It seems like they are not really sure what identification is. When comparing the literature with the participants' response it is clear that only a few of the participants, who do not know the meaning of identification.

2.6 THE CATEGORIES OF IDENTIFICATION

Van Heerden (1986:195), supported by Newburn et al (2007:303), have pinpointed the following categories of identification that are crucial in a criminal investigation:

- **Situation identification:** It individualises the unlawful nature of the situation.
- **Victim identificatio**n: It involves the identification of deceased victims.
- **Imprint identification:** It is aimed at attaining individualisation through comparison of a disputed imprint with the control imprint.
- **Culprit identification:** This concerns the positive identification of the offender.
- **Witness identification:** This results from the statements made by the complainant and/witnesses.
- **Origin identification:** This involves the analysis of organic and non-organic clues, in order to prove whether the disputed item and the control item have the same origin.
- **Action Identification:** This attempts the identification of a person`s unlawful contact.

- **Cumulative Identification:** This involves considering the opinion of various specialists concerning a crime situation.

Orthmann and Hess (2013:215) have a different opinion from the above authors when they listed the categories of identification. The following are the categories that they have identified and refer to as the types of Identification:

- Biometric Identification
- Witness
- Mobile
- Field/show
- Composite drawings and sketches
- Modus operandi
- Psychological or criminal profiling
- Tracking (forensic tracking Identification)
- Police and other agencies' files

The only identification category that is similar to the above, by Van Heerden (1986:195) and Newburn et al (2007:303), is witness identification; the rest of the categories are different.

The participants, when asked to mention the categories of identification, have identified the following:

Sample "A"

- Action, origin, culprit, imprint, cumulative, situational, victim and witness (three participants)

- Imprint, culprit, victim and origin (one participant)

- Facial, DNA, fingerprint and footprint (one participant)

Sample "B"

- Action, origin, culprit, imprint, cumulative, situational, victim and witness (two participants)

- Imprint, culprit, victim, and origin (two participants)

- Facial, DNA, fingerprint and footprint (one participant)

If one compares the categories identified by Van Heerden (1986:195) and Newburn et al. (2007:303), half of the participants from both samples are familiar with such categories of identification, while one (1) participant from Sample "A" and two (2) from Sample "B" only mentioned four categories, and one (1) participant from Sample B is lost and has not mentioned a single correct category.

2.7 THE MEANING OF INDIVIDUALISATION

Fisher and Fisher (2003:6) and Horsewell (2004:5) state that individualisation shows that an item of evidence originates from a unique source. The above authors are supported by Greene (2001:563) who states that individualisation is the process demonstrating that a piece of physical evidence in question, and a known sample, have a common origin. The above authors further analyse that the process of individualisation depends on a comparison of two or more items. According to Fisher and Fisher (2003:5), there are only a few physical clues found at the scene that can be individualised.

Fingerprints, among others such as biological stains and fired bullets, are some of the pieces of evidence that can be individualised. For example, latent fingerprints collected from a crime scene can be associated or linked with only one unique source. For example, a latent print found at the scene of a robbery could be compared to a known inked fingerprint and can show that the questioned print and the known print came from a unique source to the exclusion of all others (Fisher & Fisher, 2003:6). Critics are now arguing, however, that such conclusions as to the source are not possible, because there is not enough data to back up such a claim, since there have not been enough studies to determine the statistical likelihood of various marks to quantify the observation (Fisher & Fisher, 2003:6).

Rudin and Inman (2001:122) support Fisher and Fisher (2003:6), in that individualisation is regarded by many as the main goal of the investigation, but when an investigation does not reach that stage of individualising the evidence, it is sometimes regarded as a failure, or as unsuccessful (Marais, 1992:19). Individualisation usually follows after the process of identification.

The following are the responses of the participants when they were asked to define 'individualisation':

Sample "A"

- The process of linking a piece of physical evidence to a unique source (two participants)

- I have no idea (one participant)

- Individualisation points out a person that has committed a crime (one participant)

- It is the process that shows the uniqueness of an object of evidence (one participant)

Sample "B"

- A process whereby an object or an offender is individualised (one participant)

- The process of linking a piece of physical evidence to a unique source (two participants)

- A process of analysing samples to get to their origin (one participant)

- It is the process that shows the uniqueness of an object of evidence (one participant)

The researcher is convinced that, in general, the responses of the participants in both samples on the meaning of individualisation, support what the literature pointed out, although one participant from Sample "A" pointed out that they have no idea what individualisation means.

2.8 THE DIFFERENCE BETWEEN IDENTIFICATION AND INDIVIDUALISATION

There is a thin line between individualisation and identification, and most of the physical evidence can only be associated to a group or class but cannot be said to have come from only one specific source (Fisher & Fisher, 2003:5). Only some of the physical evidence can be associated with only one specific source and not any other, and that is called individualisation. The above view is supported by Marais (1992:19) and Horsewell (2004:5), and they further clearly indicated that there is a difference between identification and individualisation, although the two concepts are often confused with each other.

In consideration of the above authors' views, the researcher has drawn up a table of differences between identification and individualisation as stated by Marais (1992:19) and Horsewell (2004:5):

2.8.1: Table of the differences between identification and individualisation

Identification	Individualisation
Can be done by utilising visual and chemical examinations	Can be done through analysis
A process that links physical evidence to a class or group	A process that links physical evidence to a unique/common source
It determines some identity	It determines individuality
Aimed at identifying that an object/person belongs to a specific group.	Aimed at individualising that an act was performed by one particular person

Source: Marais (1992:19) and Horsewell (2004:5).

The following are the responses of the participants to the question, "What is the difference between Identification and individualisation?"

Sample "A"

- I am not sure (one participant)

- Identification identifies object or persons while Individualisation individualise a person`s act (one participant)

- Individualisation can determine whether the disputed object comes from a unique source, while identification can determine whether the item is associated with, or belongs to, a certain group (two participants)

- Both processes are the same (one participant)

Sample "B"

- Individualisation link suspect to a scene of the crime while identification link evidence to a certain group (one participant)

- Identification shows that a person or object belongs to the same group while Individualisation indicates that it comes from a specific common source and not from any other (two participants)

- Identification can identify while Individualisation can individualise (one participant)

- Both processes are to identify the suspects (one participant)

Participants from Sample "A" are in agreement with participants from Sample "B", and those participants demonstrate a good understanding of the difference between individualisation and identification, in line with the literature. Although they did not mention all the differences as indicated in the literature, they do understand the difference. One (1) participant from Sample "A", however, is of the same opinion as one (1) participant from Sample "B", who claimed that there is no difference between the two processes, while one (1) participant from Sample "A" is not sure of such differences.

In consideration of the above views of both the participants and authors, the researcher is convinced that although identification and individualisation are two different concepts with different meanings, they are two processes that complement each other, and which both assist in the success of any investigation.

2.9 PHYSICAL SURVEILLANCE

Surveillance comes from the French word meaning "to watch over". Surveillance is formed up by *sur* meaning "over" while the word *veille* means "to watch", according to Wiktionary (2019). Surveillance is defined by Osterburg and Ward (2014:197) as an unobtrusive observation of an individual, including suspects, potential suspects, a relative, friend or acquaintance of such suspect, or observation of a place or object, to obtain information needed in a criminal investigation.

Furthermore, Siljander and Fredrickson (2016:3) describe physical surveillance as a direct visual observation of an individual, place, activity or object, secretly. They elaborate that physical surveillance is usually carried out by investigators, and they are called surveillants. The place or person being observed is referred to as the subject, while the other people who are assisting in the surveillance, such as to follow the subject if he moves, are referred to as a convoy. Government institutions use physical surveillance to gather intelligence, prevent crime, gather evidence, and protect a person or any other entity, object, and so on. Similarly, Siljander and Fredrickson (2016:3) are convinced that physical surveillance is being done mainly to obtain information, as well as to check the reliability of the informers, prevent crime, locate someone, and develop a lead, among others.

According to Osterburg and Ward (2014:294), the surveillant may use naked eyes or may use equipment such as binoculars, video cameras, GPS equipment, among others, to observe the person or the place of interest. They further indicate that surveillance can be conducted from an automobile, bicycle, helicopter, on foot (by walking, running), or even underwater, if need be. Nowadays, major police organisations are striving to use state-of-the-art equipment such as drones or helicopters to surveil people and places. Osterburg and Ward (2014:294), however, still believe that physical surveillance will still emerge less expensive in comparison with the use of helicopters and other expensive equipment. They further elaborate that drone technology is one of the modern technologies which is quite inexpensive, and can record details beyond video footage and other methods.

When the question was put to the participants on what the meaning of physical surveillance is, they responded as follows:

Sample "A"

- Three (3) participants responded that physical surveillance is the observation of a person, place or object by the police during investigations or to prevent crimes.

- One (1) said it is the act of following someone, or someone`s relative, friend or acquaintance, in order to obtain some information on the activities of such a person or crime.

- One (1) participant said it is a discreet police operation set up to observe criminals or suspects' criminal activities.

Sample "B"

- One (1) of the participants defined it as secret observations by the police in order to get some information.

- Two (2) participants are convinced that surveillance is a hidden or undercover observation of a person, place or vehicle by law enforcement officials during a crime or an alleged crime investigation.

- Two (2) participants responded that physical surveillance is the observation of a person, place or object by the police during investigations or to prevent crimes.

The researcher has compared the views of the participants interviewed in both samples "A" and "B", and then with those of the above authors in the literature, on what physical surveillance is, and is quite convinced that the participants have a very good understanding of what physical surveillance entails. The researcher can therefore safely conclude that physical surveillance is the discreet observation of a person, place or object, as a way of obtaining information or preventing crime, by the police or any other law enforcement entity.

2.10 THE TYPES OF SURVEILLANCE AVAILABLE TO THE POLICE

Siljander and Fredrickson (2016:4) have identified the types of physical surveillance as static or mobile, foot, photography, and technical surveillance (which is surveillance being carried out by means of scientific devices such as a beeper, tracking device, wiretap, etc., which enhances hearing or seeing the subject's activities). Orthmann and Hess (2013:227), however, have identified only three types of surveillance, although they refer to them as some kind of search, rather than the types of surveillance: fixed, moving, and electronic surveillance. Similarly, Osterburg and Ward (2014:197) also divided surveillance into three types: fixed, mobile and technical surveillance. These three types of surveillance will be elaborated on in more detail below.

2.10.1   Fixed surveillance

Fixed surveillance can also be referred to as stakeout or plant surveillance, which entails placing a surveillant at a specific place or point to monitor the subject (Osterburg & Ward, 2014:197). Similarly, Osterburg & Ward (2014:596) said that fixed surveillance can take place when the police stay at a fixed place and observe, take pictures or note down records while remaining stationary in that one space. For example, in Windhoek, there are taxi drivers who rob students coming from high-educational institutions after they climb into their taxis. These students are robbed while on the way before they reach their destinations. In that case, the police vehicle can, for instance, park at the taxi rank in front of the University of Namibia (UNAM) or the Namibia University of Science and Technology (NUST), and take pictures, videos, and make a note of any suspicious-looking taxi driving around and picking up students from that area. In that case, such information can be used later to identify taxis that are involved in robberies of such students.

2.10.2 Moving surveillance

Moving surveillance is also known as mobile surveillance. Osterburg and Ward (2014:198) refer to it as surveillance whereby a surveillant moves around following the subject to get specific information about such a subject. A typical example of a mobile surveillance can be when the police follow suspicious taxis, either from their residence or

from these institutions, to see whether they will rob anyone, and they will apprehend the culprit/s. Moving surveillance, according to Orthmann and Hess (2013:227), can take the form of either close surveillance (also known as 'tight') or loose surveillance (also called 'rough surveillance'). They further explain that moving surveillance can be done on foot (walking), using a vehicle such as a car, bicycle, helicopter, motorbike, etc.

In surveillance operations, it is most likely that both types of surveillance, moving and fixed, can be utilised together for the success of such surveillance operation. For example, City Police can place someone at a nearby hotel overlooking NUST taxi rank to check and record taxis that are dropping and picking up students there, as well as the ones that are driving around aimlessly or suspiciously, in the area. It will be wise for them to also park a vehicle not far from the area, to follow any detected suspicious taxi that has picked up someone from that area to see whether or not they will rob the passenger/customer. The officers can also be on the lookout for any taxi in the area, with more than one male person, frequently driving around the campus area. They can also write down the taxi licence number and taxi identification numbers which they can then run over the taxi identification system at City Police to confirm if a certain taxi is legitimate, or if it is a fake licence. They can also take videos, or take notes of their observations. The above is a typical example of combining moving and fixed surveillance, as well as foot and car surveillance.

2.10.3   Technical/electronic surveillance

According to Osterburg and Ward (2014:200), this is the type of surveillance which entails utilising technology as well as visual enhancement devices, to observe or follow the subject. Similarly, Orthmann and Hess (2013:229) are also of the opinion that electronic surveillance is when a surveillant engages the equipment to surveil the subject or place. Surveillance equipment that can be used are binoculars, telescopes, night vision equipment, video systems, body wires, costumes or disguises, GPS equipment, through-the-wall surveillance (TWS) equipment, etc. Orthmann and Hess (2013:229) further explain that it is normally required for a warrant to be obtained before one carries out a surveillance operation; however, the courts have made provision for law enforcement agencies to carry out surveillance without warrants, if revealing such surveillance is deemed dangerous to the life of the officers or the owner of the place whence surveillance is being carried out.

The participant's answers to the question, "What are the types of surveillance?" were grouped as follows:

Sample "A"

- Three (3) participants are in agreement with Osterburg and Ward (2014:197) when they identify three types of surveillance, namely fixed, moving and technical/electronic.
- Two (2) participants have identified moving, fixed, technical, CCTV and aerial, as the types of surveillance.

Sample "B"

- Four (4) participants have identified three types of surveillance, namely fixed, moving and technical/electronic.
- One (1) participant has identified fixed, moving and electronic surveillance, but he also elaborated that moving can include vehicle, foot and bicycle.

In view of the above authors' opinions, it is clear that the participants have a deep understanding of the types of surveillance that are available to them as law enforcement officials and as investigators.

2.11 THE USE OF PHYSICAL SURVEILLANCE AS A METHOD IN THE INVESTIGATION OF ROBBERIES

According to Osterburg and Ward (2014:210), surveillance can be carried out via loose or close surveillance. They further explain that loose surveillance is mostly utilised when a suspect is to be located by following their friends or relatives, to lead the investigators to them. One need to be very cautious during such observations, and one ought to abandon such an operation the moment one notices that one is about to be discovered. It is always best to abandon the operation, rather than to be discovered that one is busy observing someone or something, and in the process spoil the whole surveillance operation. Similarly, Heibutzki (2018) is of the opinion that surveillance that is carried out whenever there is unlawful transgression or an allegation(including robbery), whether physical or electronic comes with a high risk. Therefore, physical surveillance should be planned to be carried out in such a way that the surveillant or undercover officer`s identity is not unmasked because it might result in either injury, death or that he might not be used in other surveillance operations again, especially in that area. Also, the subject might change and become more careful when carrying out his unlawful deeds in future. For example, one can plan that the surveillant can be a lady officer placed as a fruit seller at a stand at an open market close to the house or place of the suspect that committed the robbery. A lady officer can be dressed in plain clothes that fit with the environment and the people where she will be placed to do observation. She, however, needs to know how to act the part and may not raise any suspicion that she is not a true fruit seller.

In close surveillance, on the other hand, the subject has to be followed no matter what, even at the risk of being discovered or exposed (Osterburg & Ward, 2014:210). This method is normally used to prevent a crime from being committed.

Osterburg and Ward (2014:294), suggest that most of the time the police need to carry out surveillance using the top-notch modern equipment such as binoculars, video

cameras, GPS, and even drones – which might not be readily available to the police. Osterburg and Ward (2014:294) suggest that the use of drones, or even helicopters, can be a cheaper option than the cost of deploying surveillants on the ground and in different locations.

The police should also engage in the following four phases during the physical surveillance as a method in the investigation of crimes which include robbery as identified in Security culture (2013:45) They are as follow:

- Stake-out: Here the surveillants are pre-positioned at all exit/entrance route and monitor the suspect/subject`s place. There should also be an observation point which should be located for instance at an uphill complex or building overlooking the whole area.

- Pick-up: This is when the surveillant team is placed in a way that it will pick-up the target when entering or leaving the place.

- Follow: This is when the surveillance team observe and follow the target after it was picked up from the previous stage

- Surveillance Box: This is the last phase whereby if it is noticed that the target is in a certain area then the surveillants are placed at all possible exits to make sure that if the target moves, he can be followed or get arrested if necessary.

Osterburg and Ward (2014:210) have identified four objectives to why physical surveillance is being carried out during investigations as a method to combat crimes, but they also emphasise that there are two important functions or uses of physical surveillance, namely Investigation and prevention of crime.

The following are the four identified objectives as to why the surveillances are being carried out by the police:

2.11.1 Locating a suspect

This means surveillance is carried out to discover who the suspects are in a certain crime or alleged crime (Osterburg & Ward, 2014:210); for example, when students are being robbed after being picked up from the NUST by taxis, physical surveillance can be planned to take place in that area, and officers can be placed there for some days to

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observe the taxis there. After some days, they will be able to discover some of those culprits

2.11.2 Obtaining information

Surveillance is known to assist the police in attaining detailed information about the nature and scope of the suspect's activities in relation to a crime.

2.11.3 Prevention of crime

Many police organisations would prefer that crimes such as robberies are prevented from happening, to avoid people losing their property, being injured during such robberies, being traumatised for life, and losing hope in the ability of the police and other law enforcement agencies to protect and keep them safe. If physical surveillance can therefore be utilised successfully to prevent crimes, then it should be used to the maximum to help in the alleviation of crimes in various communities. That way, loss of lives and properties, or injuries that could happen during robberies and other violent crimes, can be eliminated. For example, the crime suppression members can be deployed in the vicinity of a supermarket to watch it for suspicious individuals, especially if they have received a tip-off that there are criminals planning to rob such a supermarket. The crime suppression members can then interject as soon as they spot the robbers near the supermarket, and as a result of such surveillance, loss of property or injury that could have happened during a robbery, or when they try to exit the supermarket, is avoided.

2.11.4 Arrest offender

When officials are busy observing a subject, and such subject commits a crime while being watched, the officers have to immediately arrest the suspect. If one uses the example of surveillance at a supermarket again, this time the police can let the robbers enter the market, and catch them red-handed while they are busy with the robbery.

Orthmann and Hess (2013:225), supported by Baker and Gunter (2005), have listed the following as the many reasons why surveillance can be beneficial to any police investigations. They are to do the following:

- Gain information needed for building up a criminal complaint
- Confirm the informer's loyalty

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- Verify a statement issued by the witness after the commission of a crime
- Collect the information needed in order to obtain a warrant of arrest
- Obtain the information needed for the interrogation of a suspect
- Find out who the associates of the suspect are
- Locate a person wanted for a crime
- Watch or follow the terrorism organisation members
- Observe crimes while they are being committed
- Carry out a lawful arrest
- Prevent crimes
- Catch criminals red-handed while busy committing a crime and arrest them
- Protect the witness of a crime
- Recover stolen property

Due to the above authors' view that physical surveillance can be utilised for so many reasons, the researcher is convinced that if such surveillance can also be used more often by law enforcement members, it will greatly assist in robberies that are on the increase in the Windhoek area, as a way of reducing such crimes. In the long run, such surveillance can result in a reduction of not only robberies, but also other crimes, and will restore public trust in the police and other law enforcement agencies. It will also largely prevent public members from becoming traumatised, and from losing their valuable property, or their lives being put in jeopardy as a result of robberies.

The participants were asked the question, "How can physical surveillance be used in the investigation of the crime of robbery?" They have answered as follows:

Sample "A"
- Four (4) of them are of the opinion that physical surveillance can be utilised successfully in robberies, to help in the prevention of crime, obtain information about criminal activity, identify and arrest the suspect, as well as recover the property.
- One (1) of the participants is of the opinion that physical surveillance can assist in obtaining all the relevant information about a crime, suspect, or witness.

Sample "B"

- Three (3) participants stated that physical surveillance can be used as a tool to prevent robbery, to identify and apprehend suspects in robbery cases, as well as to help in the prevention of such crime.
- Two (2) are convinced that physical surveillance can be used to observe, identify and arrest robbery suspects.

When the researcher reviewed the literature and the participants' input on what they think could be the use of physical surveillance when it comes to the crime of robbery, the researcher has deduced that seven (7) participants (four (4) from Sample "A" and three (3) from Sample "B") are well aware that surveillance can be of great use in the prevention, arrest, and obtaining all relevant information about the crime that will be needed during the investigation of robberies. The other three (3) participants (one (1) from Sample "A" and two (2) from Sample "B") are also aware of the use of surveillance, but they only identified some uses and left out some, such as the prevention of crime.

2.12 THE FREQUENCY OF CARRYING OUT OF PHYSICAL SURVEILLANCE OPERATIONS TO FIGHT ROBBERIES

According to Orthmann and Hess (2013:225), physical surveillance, undercover assignments and raids are mostly being used by the police as a last resort when normal methods/techniques of investigation fail to gain any positive results. They further elaborate that such operations are deemed costly, very dangerous to be carried out and time-consuming, and often raise questions of invasion of privacy; therefore, they are rarely being utilised. Osterburg and Ward (2014:198) also state that surveillance is hardly being utilised as an independent investigative method, but it can be used to supplement and confirm facts obtained through other investigative techniques. That is already a clear indication that the surveillance operation, although it can assist in the investigation of crime, especially in Identifying suspects, it is not being utilised as often as other investigation techniques; therefore, it is not being explored to its full capacity.

On the question of how often city police utilise physical surveillance, the participants have this to say:

Sample "A"

- One (1) participant said that physical surveillance is mostly being used in the investigation of housebreakings, and only on a few occasions it is utilised during robbery investigations, but it can work.
- Three (3) are of the opinion that they carry out regular surveillance on various types of crimes such as street robbery, housebreaking, armed robbery, and theft under false pretence, and only a few operations have been carried out targeting, specifically, robbery, especially involving taxi drivers.
- One (1) said we do not use it much due to lack of manpower, the costs involved, as well as lack of equipment.

Sample "B"

- Two (2) are of the opinion that they carry out regular surveillance on various types of crimes, such as street robbery, housebreaking, armed robbery, and theft under false pretence, and that only a few times do they carry out robbery operations involving taxi drivers.
- One (1) participant said that physical surveillance is mostly being used in the investigation of housebreakings, and only on a few occasions is utilised during robbery investigations, but it can help in the investigation.
- Two (2) answered that city police do carry out surveillance, but they are sometimes not successful because of lack of resources, such as equipment, funds, personnel or fast vehicles.

Three (3) participants from Sample "A" and two (2) from Sample "B" have said that regular surveillance is being carried out on various crimes of concern, including robberies, but only a few surveillance operations have been targeting robberies specifically involving taxi drivers. One (1) participant from Sample "A" and one (1) from Sample "B" are

convinced that surveillance is not being used much on robberies as on housebreaking, but it can be used successfully for robberies. Three (3) remaining participants (two (2) from Sample "B" and one (1) from Sample "A", are of the opinion that surveillance, although being utilised, is sometimes not successful, due to lack of resources such as funds, manpower and equipment.

In comparison with what the participants and the literature above raised about the frequency of the use of surveillance by the police, they are both in agreement that although surveillance has the potential to assist in the investigation of robberies, its prevention and reduction, the police do not use physical surveillance as often as it should be used, for reasons such as lack of manpower, funds and equipment.

2.13 DEFINITION OF ROBBERY

Snyman (2014:208) is of the opinion that robbery is unlawful and intentional theft by using violence or threat to take someone else's property or to cause the possessor to surrender the property, with the intention to deprive that person permanently. This author is supported by Osterburg and Ward (2014:453) who define robbery as "the unlawful taking or attempt to take a property that is in the immediate possession of another person by force, or by the threat of force." Orthmann and Hess (2013:389) are convinced that robbery is an illegal taking of someone's property, by taking it directly from that person, or in that person's presence, through using force or intimidation.

Snyman (2014:208) further identifies the following elements that should be present and proven before one can say that robbery has been committed: unlawfulness, intention, use of force or threat to use force, theft of property, and causal link between the violence and the taking of property. Orthmann and Hess (2013:395) only identify three elements of robbery, however: the unlawful taking of personal property from a person, or in the presence of a person, and against the person's will by force or threat of force. Although the above authors are talking about the same elements, it seems as if Orthmann and Hess (2013:395) have combined some elements to only make them three. The only difference, however, is the causal link between violence and the taking of the property, which Orthmann and Hess (2013:395) did not mention at all.

According to Osterburg and Ward (2014:452), robbery can be divided into the following types: street robberies, residential (home invasions), commercial robberies (robberies at schools, banks and armoured car robberies), and business robberies. Carjacking's and ATM robberies fall under street robbery (Osterburg & Ward, 2014:452)

Orthmann and Hess (2013:390) have similarly classified robbery into residential, commercial (robberies at hotels, motels, garages, elevators, etc.), street, vehicle/driver, and carjacking. Street and vehicle/driver robberies are usually not planned, and just happen when a chance presents itself. For example, if a taxi driver picked up a customer carrying a laptop and perhaps some grocery bags, he may just there and then rob such customer in a spur-of-the-moment thought. Such type of robberies happen with speed and surprise the victim as they mostly take place so fast, and robbers may use weapons, physically attack the victim, or simply a threaten to rob a victim (Orthmann & Hess, 2013:390). Due to the fact that they usually happen so fast, victims are mostly unable to identify the suspects.

This research is concentrating on vehicle/driver robberies, with the emphasis on the taxi drivers who are robbing clients who board their taxis, especially students in Windhoek. In the past, taxi drivers and other drivers were a frequent target of robberies in what was termed vehicle/driver robbery, according to Orthmann and Hess (2013:390). Robberies are now happening the other way around, however, whereby taxi drivers are regularly robbing their passengers, most of the time with the assistance of other criminals who drive with them in their taxis. They are mostly targeting high institution students. According to Windhoek City Police statistics 2017/2018 (Windhoek City Police, 2018), +/- 50 cases of taxi-driver-passengers are being reported per month, while +/- 40 cases of street robberies are being reported every month. The researcher is of the opinion that since this robbery is not happening in the street, it usually takes place in the vehicles; perhaps it can be called vehicle/passenger robbery, or perhaps taxi driver/passenger robbery, because the one that is termed vehicle/driver robbery is where the driver is the one who gets robbed.

Osterburg and Ward (2014: 454) have placed robbery into categories in relation to what the robbers used or how the robbery happened, namely: armed robbery whereby the

robbers use dangerous weapons such as pangas, knives, firearms, etc. (also called a heist, stick up, hold up, or hijacking. The robbery where the suspect uses or involves physical force to rob the victim can be referred to as "mugging' or "muscle job".

When the participants were asked to define robbery, they voiced their opinions as follows:

Sample "A"

- Five (5) participants defined robbery as an unlawful taking of another person`s property by using force or threat to use force with the intention of depriving such a person of his property permanently.

Sample "B"

- Three (3) participants defined robbery as an unlawful taking of another person`s property by using force, or threat to use force, with the intention of depriving such a person of his property permanently.
- Two (2) participants are of the opinion that robbery is "theft by using force or intimidation".

Five (5) participants from Sample "A" and three (3) from Sample "B" are in agreement on the definition of robbery, while two (2) participants gave a short but correct definition of robbery as theft by using force or intimidation. After comparing the above authors and the participants' view on what robbery is, the researcher thinks that it is very clear that the participants completely understand the concept.

2.14 THE CHALLENGES FACED BY THE POLICE WHEN INVESTIGATING ROBBERIES

Using surveillance can, according to Osterburg and Ward (2014:197), assist police investigation; however, it is regarded as a costly exercise, especially when utilising physical surveillance, where a great deal of expensive equipment and personnel are needed. That means if there are no funds, such surveillance cannot be carried out, which can hamper the investigation process because surveillance might be the only way through which specific information can be attained (Orthmann & Hess, 2013:401).

Osterburg and Ward (2014:611) are aware that the use of surveillance and undercover operations requires specialised or expertise training or a high degree of technical experience, in order to successfully conduct a successful surveillance operation. Many police organisations are faced with a lack of trained investigators, and some of them hardly go through refresher courses to improve their skills.

Orthmann and Hess (2013:401) are also of the opinion that the lack of a good relationship between the police and the community also results in witnesses or victims not furnishing information, due to lack of trust or fear of the police. Physical surveillance needs skilled personnel who can persevere, and who are patient and capable of conducting it successfully without being detected.

Another challenge, as identified by Osterburg and Ward (2014:294) is that courts sometimes decide on not using evidence obtained through surveillance, because of legality issues. This is also one of the challenges facing the police.

Orthmann and Hess (2013:390) state that it can occur that, since sometimes suspects do not really come in contact with victims, and only grab what they need there, there might not be any evidence left at the scene, such as fingerprints, hair, nails or fibres, during the robbery. This will pose a great challenge to the police to identify and arrest the perpetrator.

It is also a challenge to the investigators to investigate robberies, due to the fact that they are usually reported sometime after the culprit has left the scene. They also happen at a fast speed and leave the victims so traumatised that they might not even be able to identify the suspects or recall precise details well (Orthmann & Hess, 2013:398). As a result of the lack of information on the suspects or robbery, it will also be difficult to recover stolen items (Orthmann & Hess, 2013:398). This is a huge setback on the investigation of robberies.

Under- or over-reporting of the number or value of items stolen can also hinder robbery investigations since investigators will now be working with lies and not facts, which might not yield the desired results (Orthmann & Hess, 2013:39).

- Four (4) participants from Sample "A" and two (2) from Sample "B" have identified a lack of funds as one of the major challenges that hamper investigation, as well as training and required equipment that can be used during surveillance, such as vehicles, GPS equipment, helicopters, drones, video cameras, hand radios or cell phones. These all cost a great deal of money, which is often not available to law enforcement organisations. They also identified displaying fake taxi identification numbers or number plates by some taxis, which makes it difficult for the officers to identify such taxi owners – one of the challenges. Apart from the above, they also identified challenges such as lack of training/expertise, as well as traumatised victims or witnesses being unable to supply the required information, being some of the robbery investigations challenges.
- Two (2) participants (one from each sample) are of the opinion that members are faced with challenges such as a lack of resources, (such as fast vehicles to follow the subject), a shortage of personnel, as well as lack of proper training among members.
- Two (2) participants from Sample "B" identified a lack of manpower in the organisation, a lack of modern equipment and a lack of expertise as some of the challenges faced by officers during robbery investigations.

2.15 SUMMARY

In this chapter, the meaning, purpose and objectives of criminal investigation were discussed. Physical surveillance was defined as a secret observation of someone or something for some time to gather information or evidence by the police, a private investigator, or another law enforcement agency. The crime of robbery and its categories were discussed in depth. The chapter also revealed that physical surveillance can be used successfully to combat robberies and other crimes amid many challenges faced by the police during an investigation. The next chapter will discuss the crucial findings of this research, as well as the recommendations.

CHAPTER 3

FINDINGS, RECOMMENDATIONS AND CONCLUSION

3.1 INTRODUCTION

The aim of this study was to establish whether physical surveillance can be successfully utilised in the investigation of robbery cases. This research was prompted by the increase of robbery cases in Windhoek and the belief by the researcher that city police are underutilising physical surveillance when carrying out their investigations during such robberies. A literature review was carried out, crime statistics perused, and city police crime suppression members were interviewed in order to answer the research question, as set up earlier to reach the aim of this research. This chapter, therefore, has outlined the findings and recommendations based on the information derived from the interviews with crime suppression members, as well as from an in-depth literature study.

3.2 FINDINGS

This research has revealed the following:

- This research has determined that physical surveillance is the discreet observation of a person, place or object by the police or other law enforcement organisation to obtain information about a crime or to prevent crimes.

- Robbery can cause physical as well as emotional harm/trauma to the victims and may cause the victims and the community at large to lose hope in the police's capability to protect them and their property from criminals.

- The research has revealed that there are four phases of surveillance that the police including city police can employ in order to successfully carry out the physical surveillance during the robbery investigation. They are stake-out, Pick-up, Follow and Surveillance box

- It was also found out that surveillance can be a dangerous operation, therefore members involved should be cautious and well-skilled to be able to remain undercover for long without blowing their cover and jeopardise the whole operation

or endangering their lives. That means they need regular training on how to carry out such surveillance

- It has been revealed that successful physical surveillance requires specialised training or a high degree of technical experience, but city police and other law enforcement agencies in Windhoek lack such expertise, and officers are hardly being trained or go through refresher courses on surveillance.

- physical surveillance can be successfully carried out through the use of modern equipment, like cameras GPS, drones, binoculars, fast vehicles etc. which can help the police to get the information needed during robbery investigations., However many police organisations including Windhoek City police do not have such equipment, mostly due to lack of funds.

- Physical surveillance is often being hampered, not only by lack of modern equipment but also by a lack of manpower and lack of funds, which then results in the police not optimally engaging in such surveillance.

- Crime suppression officers at City Police do not utilise physical surveillance to obtain information during robbery investigations as often as they should, while other police organisations (in accordance with information obtained from the literature) are also reluctant to employ physical surveillance, citing reasons such as being costly, requiring a great deal of manpower to carry out, and so on.

- Several international authors of publications perused during this research, as well as participants in this research, have revealed that physical surveillance is a reliable and important tool that can be utilised successfully in the investigation and combating of robberies, through prevention of such robberies (and other crimes), by following/close observation of suspects in order to obtain relevant information about such criminal activities, identifying and arresting suspects, as well as in recovering stolen property.

- It also became clear during this research that many police organisations, including Windhoek City Police, only use surveillance when all other methods of investigation fail, and when the required information can only be obtained via physical surveillance. That means that it is only being used as a last resort when all else fails.

3.3 RECOMMENDATIONS

The researcher has made the following recommendations based on the findings of this study:

Police organisations should be encouraged to use all the tools at their disposal, including the use of physical surveillance, in order to prevent and combat robberies at all costs. This will eventually result in the reduction of robberies, avoidance of unnecessary loss of property, prevention of trauma that victims suffer during robberies, and will restore the sense of safety and trust of the communities in the police, to protect them.

- Police organisations should focus their time, resources and effort on making funds available to acquire modern equipment such as binoculars, radios, GPS, video cameras, etc., that are needed to carry out surveillance operations and as such contribute to the success of robbery investigation
- The researcher also suggests that Windhoek City Police and other police departments make funds available, to ensure that traumatised victims of robberies are given free trauma counselling.
- Both Windhoek City Police and Namibian police should incorporate the topic of the use of physical surveillance in their curriculum for basic police training, to ensure that the members gain knowledge on how, when and why physical surveillance needs to be employed in the investigation of not only robberies but also other crimes of concern.
- Extra-special training should be offered to all investigators and crime suppression members on the value and usefulness of physical surveillance, on a regular basis, with refresher courses in-between training. Training can also be offered in the following formats: on-the-job-training, workshops and forums.
- Since carrying out physical surveillance is regarded as costly, police organisations should budget and allocate funds for such a purpose. Physical surveillance has proved to be very valuable in providing information that can be used in the combating of robberies as well as other crimes; therefore, it cannot just be ignored because it is deemed costly, while communities are being robbed on a daily basis.

Further research is recommended to be carried out on international methods and practices in relation to physical surveillance in robberies and other crimes and to learn how Windhoek City Police, Namibian Police, and other law enforcement and security organisations can incorporate such practices in their daily operations. This will help to improve and promote the use of physical surveillance, and eventually help in the reduction or combating of robberies.

3.4 CONCLUSION

Robbery incidents include grabbing, hijacking and armed robbery. Research has shown that police organisations are not utilising physical surveillance to prevent and combat robberies, or during investigations, in order to deal with such crimes. Although there is evidence that investigation tools such as surveillance may be the only source of crucial information relating to a certain robbery, such methods are still not being used. The researcher believes that this study will empower City Police crime suppression members with the required skills and knowledge that that will enable them to use physical surveillance to their advantage, in order to prevent and combat robberies.

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ANNEXURE A

INTERVIEW SCHEDULE
PARTICIPANT NUMBER

TOPIC: An evaluation of physical surveillance as a method in the investigation of robberies.

AIM: To determine how physical surveillance can be used as a method in the investigation of robberies.

RESEARCH QUESTIONS:

How can physical surveillance be used as a method in the investigation of robberies?

Dear participant,
You are kindly requested to answer the following questions in this interview schedule, for the researcher. The questions, responses and results will be revealed.

The researcher will make sure that privacy is maintained throughout the research, while participants will be treated equally, regardless of their ethnicity, social status or educational level. The researcher will be the only one to have access to the interview data, and the information gathered during the interview will be kept confidential. The participants will be kept anonymous.
The information provided by you will be used only in a research project for a Master of Arts degree registered with the Programme Group: Criminal Justice at the University of South Africa. After analysing and processing the data, the researcher will publish it in the research report.

Your responses will be written down by the interviewer. You are free to ask any question that is unclear to you, and you are welcome to give your own opinion.

Written permission has been granted by the Head of Windhoek City Police, to conduct the interviews.

PARTICIPANT

I hereby give permission to be interviewed and that information supplied by me can be used in this research.

YES / NO

SECTION A: BACKGROUND INFORMATION

1. What is your current position?

………………………………………………………………

2. To which section are you attached?

………………………………………………………..

3. Are you a qualified crime suppression member?

………………………………………………………….

4. For how many years have you been involved in physical surveillance?

1-5 Years	
6-10 Years	
11 years and above	

5. Have you experience in dealing with robbery cases?

Yes	
No	

If so, for how long?

1-5 Years	
6-10 Years	
11 years and above	

6. Have you undergone any training in physical surveillance? If yes, please specify.

………………………………………………………………………………………………

………………..

SECTION B: How can physical surveillance be used as a method in the investigation of robberies?

1. What, according to your knowledge, is a criminal investigation?
2. What, according to your knowledge, are the objectives of a criminal investigation?
3. What, according to your knowledge, are the purposes of a criminal investigation?
4. What is the meaning of 'identification'?
5. List the different identification categories.
6. Explain the meaning of 'individualisation'.
7. What is the difference between identification and individualisation?
8. In your opinion, what is physical surveillance?
9. Describe the types of surveillance available to the police.
10. How can physical surveillance be used as a method in the investigation of robberies?
11. How often do you carry out physical surveillance operations to fight robberies?
12. How do you define robbery?
13. What are the challenges faced by the police when investigating robberies?

ANNEXURE B

City Police Service

✉ 50242 Bachbrecht,
C/o Sishen & Essen Street
WINDHOEK, NAMIBIA

Tel: (+264) 61 290 2700 • Fax: (+264) 61 290 2711 • Abraham.Kanime@windhoekcc.org.na

TEL: +264 61 290 3101

ENQ: Sen. Supt. Nendongo
DATE: 27 March 2019

Ms. Lahya N. Shinguto
P. O. Box 62876
WANAHEDA
Windhoek

Dear Ms. Shinguto,

RE: **PERMISSION TO INTERVIEW CITY POLICE OFFICERS AND TO PERUSE CRIME STATISTIC**

Your letter dated 06 September 2018 was received and is hereby acknowledged with thanks.

Please be informed that Ms. Lahya Ndapandula Shinguto, who is also a member of the City Police Service has been granted official permission to interview City Police members as well as to peruse crime statistics for her Masters studies for her topic, "*An evaluation of the use of Physical surveillance as a technique in the investigation of robberies*". The following conditions must be adhered to during the research:

- Information obtained should be handled with utmost confidentiality and should only be used for study/research purposes.
- The research should not disrupt official police activities/duties.
- The student is to provide a free copy of the dissertation to the City Police Service upon completion, upon request.

Please feel free to contact Senior Superintendent Nathanael Nendongo on office number +264 61-290 2703 or mobile number +264 81 250 1374 should you need any more clarity.

Yours sincerely,

2 8 -03- 2019

Senior Superintendent N. N. Nendongo
ACTING CHIEF: CITY POLICE SERVICE

All official correspondence must be addressed to the Head of City Police Services

ANNEXURE C

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