

**AN ANALYSIS OF INFORMATION IN SOUTH AFRICAN ELECTRONIC NEWSPAPER
ARTICLES ON CASH-IN-TRANSIT ROBBERIES AS A SOURCE OF INTELLIGENCE**

By

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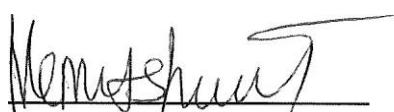
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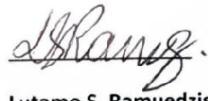
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DEDICATION

This study is dedicated to my husband, Ntsieni Nemutshili, for believing in me and always pushing me to chase my dreams; my daughter, Roanda Nemutshili, for making me work hard to secure a better future for her and my mother, Ms Musundwa Lieba, for raising me to be a better and hard-working woman. You are all my pillars of strength. Thank you.

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ABSTRACT

The escalating number of cash-in-transit robberies in South Africa is of major concern and this requires information in South African electronic newspaper articles as a source of intelligence. The aim of this study is to determine if newspaper articles on Cash-in-transit robbery can be a source of intelligence.

The researcher identified sources which can be used for data collection that could be turned into intelligence. Electronic newspaper articles were explored and turned into informative documents in terms of information that can be gathered about cash-in-transit robberies. The researcher discussed the available sources of intelligence and intelligence that can be gathered through newspaper articles.

The researcher conducted the study with the purpose of exploring, describing, and empowering. Exploring existing method used to gather intelligence on crime and CIT robberies, exploring and the topic under investigation the by consulting national and international sources and local newspaper articles, in order to obtain new knowledge on the problem, exploring if newspaper articles could provide intelligence on CIT robberies, by examining existing literature to gather information about the sources of intelligence.

Furthermore, the researcher also wanted to describe how newspaper articles can be used in the investigation of CIT robberies. Lastly, to ensure that this research is made available to other researchers who have an interest in exploring the sources of information and the crime intelligence-gathering process.

To accomplish this, the researcher examined national and international literature found in textbooks, research articles; master's dissertations and PhD theses; newspaper articles (online); and searched the internet with the intention of finding data that could answer the research questions.

LIST OF ABBREVIATIONS/ACRONYMS

MA	- Magister of Arts
SAPS	- South African Police Service
ATP	- Army Techniques Publication
UNISA	- University of South Africa
ILP	-Intelligence-led policing
CHIS	-Covert Human Information Suppliers
UNIDOC	-United Nations Office on Drugs and Crime
CAS	-Crime Administration System
CRIM	- Criminal Record Management System
OSINT	-Open Source Intelligence

KEY TERMS

Crime investigation; crime; CIT robbery; robbery; information; intelligence; intelligence gathering process.

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1. CHAPTER 1: GENERAL ORIENTATION

1.1 INTRODUCTION

South Africa has a high level of crime and this makes it a country which has a high-rise of crimes compared to other countries (Motlhabane, 2011:3). It is further added by Motlhabane (2011:3) that media reports, both local and global (newspapers and breaking news television channels), are always reporting on a daily bases about crimes such as assaults, vehicle hijackings, house breakings, murders, rapes, heists of cash-in-transit (CIT) vehicle, automated teller machines (ATM) bombings as well as other crimes.

Since the beginning of the year 2020, at least one CIT heist a day nationally has been recorded and half of them happened in Gauteng (Mahamba, 2020:1). In the period of 10 years, CIT robbery, as recorded by the South African Police Service's (SAPS's) Annual Report, has decreased by 23.1% and has decreased by 22.5% in Gauteng in the year 2018/19 (SAPS Annual Report: Crime Statistics, 2018/19:86).

Zondeka (2015:vi) mentions how the high numbers of robberies is a struggle for the South African nation to manage such as CIT, bank robberies and truck and carjacking. Thobane (2019:198) points out that the CIT industries have been violently robbed over the years, because they operate with money that people earn in the hardest way and make a living out of it. The violent crime associated with CIT has caused extreme harm and a financial cost to the banking and CIT industries, employees and clients (Thobane, 2014:2). Moreover, Poisat, Mey and Theron (2014:312) support that this is a risky task that puts CIT guards' lives in danger, as they have to work under dangerous conditions when transporting cash in South Africa.

Burger (2018:1) points out that a CIT robbery is an aggravated robbery, which is growing rapidly in South Africa and creates unsafety to the public and South Africa's economy. Moreover, it has caught attention by the criminals' shameless behaviour who commit these robberies and the violence they use (Burger, 2018:1). It is therefore extremely important that crime intelligence and analysis capacity in relating to trio crimes is increased in order to assist in to identifying, detecting the criminals and

their networks (Thobane & Prinsloo, 2018:40). Motlhabane (2011:27) explains how criminal intelligence analysis can support various levels of institutions by using analysed reports to assist in crime reduction planning at strategic or tactical levels in the police departments. They can also assist in analysing information and produce intelligence which can furnish the police with early warning signs about threats against the country, identify potential criminal activity before it is committed (Motlhabane, 2011:27). Newham (2016:1) advice that police must use their intelligence and investigative resources functionally which will lead to the reduction of aggravated robbery and organised crimes.

In this study the researcher concentrated on one particular type of robbery which is cash in transit robbery happening in South Africa and is committed on the road, banks, shops and garages. The researcher views that this has an impact on the economy of South Africa in terms of banks, employees' salaries, people's lives and assets.

1.2 RESEARCH PROBLEM

The researcher is a full time student at UNISA. She observed on the news, newspapers, and books that police investigators (detectives) are being criticised for lack of intelligence (Kgosana, 2019:1; Matshiqi, 2018:1; Ramphele, 2018:1). This can have a negative impact towards the quality of the CIT robbery investigations and the arrests and prosecutions of suspects. It is from this observation that the researcher decided to conduct a study about Electronic Newspaper articles on CIT robberies as a source of intelligence.

According to Kumar (2019:29), the first thing one must look at before doing a research is that the researcher must have a problem that she/he wants to solve. It is further defined that a research problem is a broad topic of interest with problematic aspects, and relevant and essential data and evidence must be gathered in order to solve these problems.

Berg and Lune (2012:38), Daniel and Sam (2011:59) and Deploy and Gitlin, 2011:40) state that a statement of a problem is a clear and concise statement, preferably of only a few sentences, in a

nutshell. In this research, the problem statement will specify the precise problem in which an answer will be found to the problem. The formulation of this problem statement will drive the research project.

After every CIT robbery, the questions in the media are asked as to; what happened? And, who is responsible for the crime? The question in the articles is why are these robbers not arrested. The researcher watched and read news on electronic and printed media every day. From these information sources, the researcher observed that CIT robberies are committed on a daily basis. The South African Police Service's (SAPS's) crime statistics has indicated that the crime rate in South Africa is on the rise. The following charts (Figure 1.1) shows the trend of CIT robberies over the years and (Figure 1.2) indicates the comparative crime analysis on a national scale (SAPS Annual Report: Crime Statistics, 2018/19:87).

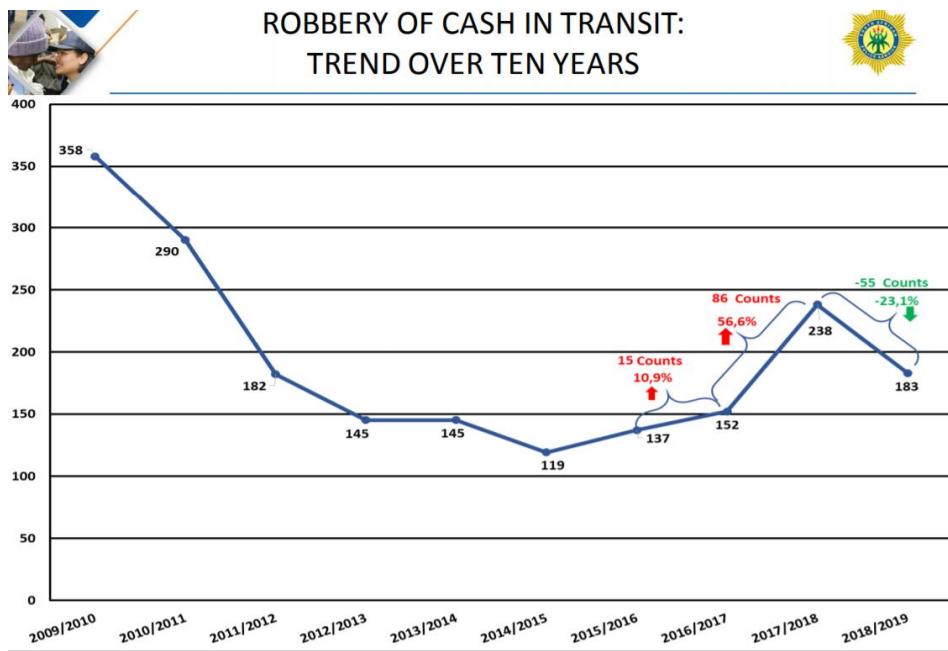


Figure 1.1: SAPS Annual Report: Crime Statistics (2018/19:86)



ROBBERY OF CASH IN TRANSIT : PROVINCIAL OVERVIEW

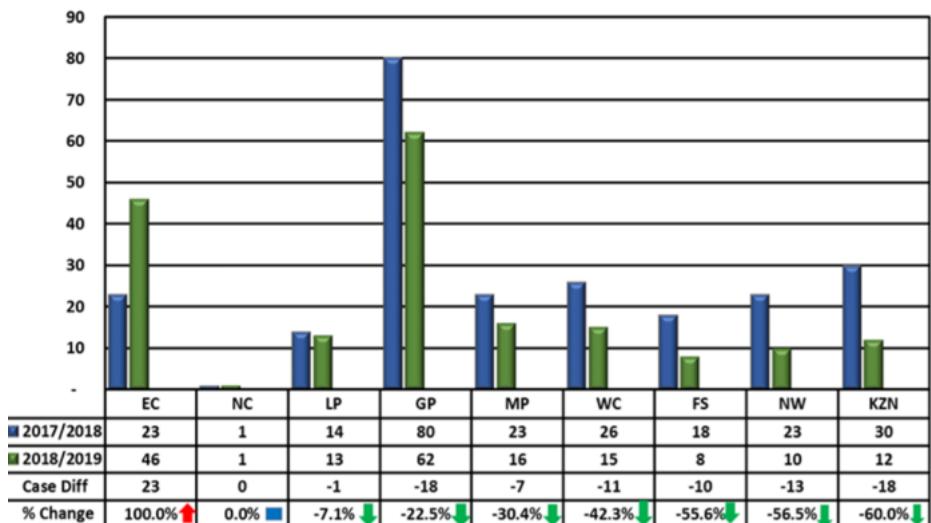


Figure 1.2: SAPS Annual Report: Crime Statistics (2018/19:87).

According to the SAPS Annual Report: Crime Statistics (2018/19:86), CIT robberies have decreased by 23.1% over the 10-year period. There were 183 CIT heists in 2018/19, down from 238 in 2017/18 (SAPS Annual Report: Crime Statistics, 2018/19:86). (SAPS Annual Report: Crime Statistics, 2018/19) also shows that CIT robberies in Gauteng province has decreased by 22.5% in the year 2018/19.

Zinn (2010:7a) points out that, while in recent years the South African Police Service has introduced crime intelligence-led operations, as yet, this method has not been fully adopted by police detectives. Ramphelé (2018:1) reports that the police are lacking in this aspect, which is criminal intelligence. With minimal guidance and an increased demand for intelligence-led policing, there are likely to be agencies that refer to themselves as “intelligence-led”, but lack the functional capabilities to actually operate an intelligence-led approach (Carter & Phillips, 2013:6-7). Belur and Johnson (2018:769) add that, a lack of agreed methodologies, techniques and even definitions of what intelligence is amongst practitioners and analysts lead to confusion and misunderstanding amongst decision-makers.

Dias (2018:1) says there is a concern about the pattern that seemed to be emerging from the heists; namely, the apparent inability of the police to gather crime intelligence ahead of the incidents that would then enable them to anticipate and pre-empt them. This is in addition to police's failure to make arrests or let alone, secure convictions of CIT heist suspects (Dias, 2018:1). Kgosana (2019:1) reports that CIT heists have made a return in Gauteng and are expected to continue being a crime of concern until the police crime intelligence unit is fixed. Because crime intelligence does not yet have the quality of intelligence needed to proactively act against these syndicates, they will keep coming until they fix the efficiency in the unit (Kgosana (2019:1).

SABC (2018:1) highlights that police are failing to successfully tackle the escalation of robberies and CIT heists because they lack an effective intelligence system. Moreover, Matshiqi (2018:1) mentions that it would be naive in the extreme to ignore the fact that some of the CIT heists are a function of failures in the intelligence environment and, therefore, constitute a threat to both national and State security.

Because of this, the researcher has studied information and literature sources on intelligence. From that, the researcher has learned what intelligence is and that there are various sources of intelligence. It appears to the researcher that the information that appears in newspapers can be used as a source of information. Thus, the researcher's study will examine what information can be gathered from newspaper articles.

1.3 RESEARCH AIM

According to Bak (2013:15), the research aim is described as a journey guiding the researcher to his/her destination of arrival. With this in mind, there are several aims and purposes which can be accomplished by doing a research (Thiel, 2014:15). Mills and Birks (2014:10) describe the aim of research as a statement of the research purpose and what the expected outcome will be. The aim of the research will guide the researcher in the goal of the study (Mills & Birks, 2014:10).

The aim of this research is to plan, and to provide a description of the particular problem under investigation and it seeks to find out the truth. It is envisaged that this research will find evidence, which

is hidden and yet not discovered (De Vos, Strydom, Fouché & Delport, 2011:94; Gupta & Gupta, 2011:6; Kuada, 2012:42).

To find answers to the problem, the researcher's aim is to determine if newspaper articles on CIT robberies can be a source of intelligence.

1.4 PURPOSE OF THE RESEARCH

Leavy (2017:267) believes that the research purpose statement specifically states the purpose or objective of the research project. In addition, Kumar (2019:8) states that the research must serve its main purpose by answering the research questions, with the use of scientific procedures that will lead to the findings. The purpose of the research is to seek the answer to a problem in light of data that relate to the problem (Leedy & Ormrod, 2015:190). The purpose statement of the research will be clear, specific, and informative as it is the most important statement in the entire study (Creswell, 2014:123).

This research will serve the purposes of exploring, describing, and empowering (Achari (2014:28; Denscombe, 2012:50). By taking the guidelines of Achari (2014:28), Babbie and Mouton (2016:81), Davies and Francis (2018:503), Denscombe (2012:50) and Leedy and Ormrod (2015:271) into consideration, the researcher explains the purpose of this research as follows:

1.4.1 Exploration

Babbie and Mouton (2016:79) submit that exploration is:

- when you examine a new interest or when the subject of study is relative new
- to make recommendations
- to fulfill the researcher's curiosity and aspiration to understand the study
- to develop methods to be employed to explain the essential concepts
- to determine priorities for further studies
- to develop new hypothesis about the problem under study

The researcher intended to explore existing methods used to gather intelligence on crime and CIT robberies. To explore the topic under investigation, the researcher consulted national and international sources and local newspaper articles, in order to obtain new knowledge on the problem.

The researcher intended to explore if newspaper articles can provide intelligence on CIT robberies. In order to explore, existing literature was examined to gather information about the sources of intelligence

1.4.2 Evaluation

Davies and Francis (2018:503) posit evaluation as making a difference, developing skills and methods that enable better work, enhance service provisions, efficiency and effectiveness.

The researcher will examine current literature, national and international books and national newspapers' articles that will assist to weigh up the strengths and weaknesses about newspaper articles as sources of intelligence.

1.4.3 Empowerment

Another purpose is to empower the researcher and the investigating officers with recent knowledge on the use of newspaper articles as sources of intelligence. The researcher also aims to make sure that this research will be made available to other researchers who have an interest in the crime intelligence-gathering process.

1.4.4 Description

Babbie and Mouton 2018:79 state that the aim of description is to describe what was found in literature or observed, explanation to explain things and to know why things or facts are what it is. De Vos et al (2011:96) suggest that descriptive research can be used for either qualitative or quantitative studies. A descriptive research was used in this research to describe how newspaper articles can be used in the investigation of CIT robberies.

1.5 RESEARCH QUESTIONS

In this research, the research questions will be the central concern and it will help the researcher to clarify the questions, which she will answer and, it will guide this research project (Bryman, Bell, Hirschsohon, Dos Santos, Du Toit, Masenge, Van Aardt & Wagner, 2014:383; Leavy, 2017:71; Pettey, Bracken & Pask, 2017:56). The researcher has formulated the following research questions of the study:

- What do sources of intelligence comprise of?
- What intelligence can be gathered through newspaper articles?

1.6 KEY THEORETICAL CONCEPTS

Leedy and Ormrod (2015:349) mention that it is imperative that the researcher and the readers share a common understanding of key concepts around which the research effort has revolved. Babbie and Mouton (2012:111) highlight that key concepts of research should assist a researcher to focus on the work at hand and each term must be defined operationally. The terms defined below are considered key to the research:

1.6.1 Crime

An act committed or omitted in violation of law forbidding or commanding it, and for which punishment is imposed upon conviction (Osterburg & Ward, 2010: 303)

1.6.2 Crime Investigation

Criminal investigation is a systematic, organised, thinking, reasoning, examination and analysis process intended to search for the truth, and conducting an inquiry and analysis on all types of crimes or unlawful acts (Zinn & Dintwe, 2015:19).

1.6.3 Cash-in-transit robbery

Cash-in-transit (CIT) robbery is the unlawful, intentional and violent taking away of cash while under the control of a security company and will include incidents inside or outside the bank or other premises (SABRIC, 2010:6).

1.6.4 Robbery

Robbery consists of the theft of property by intentionally using violence or threat of violence to induce a person to submit to the taking of the property (Burchell, 2013:706).

1.6.5 Information

Information is the knowledge that the investigator gathers from other persons (Woods, 2013:589).

1.6.6 Intelligence

Intelligence involves the use of processed information (Girod, 2014:xv).

1.6.7 The intelligence gathering process

The intelligence gathering process is defined as a process that focuses on turning information into actionable intelligence (Grana & Windell, 2017:152).

1.7 VALUE OF THE RESEARCH

According to Denscombe (2012:3), a research must be able to contribute something new to knowledge. De Vos et al (2011:107-108) are of the opinion that the researcher must take the opportunity to convince the reader of the value of the proposed research and to indicate that the results of the study will be relevant for people in other settings.

The researcher is certain that the results of the research will add value as follows:

- **The body of knowledge** - the research will contribute to better knowledge, better skills, and better understanding of the challenges experienced in the gathering of intelligence. This research will furthermore assist in acquiring better and new methods of gathering intelligence if the recommendations and findings are accepted.

- **General value** - the research will add value, new thinking, effective investigations and intelligence gathering which will ensure, more prosecutions and change of existing problems.
- **The academic community** - the researcher values that the study will be informative to the researcher and investigators in terms of knowledge on the sources of intelligence regarding CIT robberies and the intelligence that can be gathered from newspaper articles. It will also assist other researchers who will have of access this research in the UNISA library. The researcher envisages that and this research will be included in learning programs. The research will also highlight problem areas, a need for corrections and further research.
- **The South African society** - The South African society will benefit from this as CIT robberies will decrease and suspects, committing CIT robberies will be convicted. Improved knowledge on sources of intelligence and the intelligence gathering-process will bring positive results and increase the rate of detection and conviction of offenders.
- **The South African Police Service** - The researcher expected that when this research is finalised and its recommendations are implemented, it will assist to improve the intelligence gathering skills of investigators and crime intelligence gathers. It will assist investigators to understand the importance of sources of intelligence. Regular trainings can be provided to inform the investigators about the sources of intelligence and how newspaper articles can be used as a source of intelligence.
- **For University of South Africa** - The research can be used as the beginning for more research to be done by academics. Students who pursue their careers in the investigation field and UNISA will benefit from the results of this research should it be included in learning programs and training manuals. Researchers can also use the study to give them direction and as a reference source on what they need to study further.

1.8 LITERATURE REVIEW

The purpose of a preliminary literature review is to give a sound overview of existing research findings to indicate to the reader that the researchers are familiar with recent developments to provide insight into previous work (Bryman et al 2014:37). This preliminary literature review did evaluate, organize, and synthesize what other researches have previously done or said about the phenomenon under research (Leavy, 2017:5); Leedy & Omrod, 2015: 85).

To find information, the researcher did divide the topic in the following search words – robbery, intelligence, crime intelligence, and intelligence gathering methods, sources of intelligence, crime investigation, CIT robberies and information. The library of UNISA and the national library of South Africa were visited. . Search engines such as Google scholar, Yahoo, Bing, AOL.com, Ask.com, Yanbex, and WebCrawler were used to find articles, theses and books.

The study material for the degree Forensic Science and technology at UNISA was studied. The subject forensic intelligence covers some of the search word but there is no information regarding the aim and problem under investigation. Thirty books on crime investigation and intelligence were examined for relevant information. Several articles were scrutinised for information on the search words, aims, research questions and the problem under examination. The sources examined revealed there is information available on the search word but it was discovered that there was only one source with information on newspaper articles as a source of information. The researcher could not find information that explains what intelligence can be gathered on CIT robberies that appear in newspaper articles.

1.9 RESEARCH DESIGN AND APPROACH

According to Yin (2016:83), research design is required in every research study and can either be implicit or explicit. Thus the researcher must ensure that he/she uses the strong design, which will assist the validity of the study and collect proper data that will address the research problem being researched. Yin (2016:83) further defines research design as blueprints which are clear. This means that there must be links between research questions, data which is being collected and the plan used to analyse the data, with the aim that the research findings can answer the research questions.

De Vos et al (2011:143) and Upagade and Shende (2010:22) indicate that research design is the procedure regarding the collection and analysis of data, relevant to the research work by appropriate method or methods. Similarly, Bryman et al (2014:100) state that a research design provides the structure which guides the researcher when using research collection methods and data analysis.

1.9.1 QUALITATIVE APPROACH

Ritchie, Lewis, Nicholls and Ormston (2013:3) and Bryman et al (2014:382) define qualitative research as an approach that deals with certain data involving words, images and not numbers in the collection and analysis of data. Whereas Corbin and Strauss (2015:4) define qualitative research as a research concerned with the researcher collecting and interpreting data, with both him/her and the participants being involved in the process and the data they have collected. Hammersley (2013:1) and Merriam and Tisdell (2016:15) describe it as an umbrella term which arranges people's attitudes and strategies with the aim of uncovering how the social world is understood, experienced, interpreted and produced by people. Basically, it focuses on understanding the meaning people have constructed, how they make sense of their world and their experiences in the world thereof (Merriam & Tisdell, 2016:15).

Gray (2014:178) and Kumar (2019:243) mention that collection of data using secondary sources is a well-established method in qualitative research. They argue that in qualitative study, using only secondary data will also enable the researcher to do an in-depth investigation, whereby rich description in the form of textual data of the problem under investigation will be found.

This literature study will employ a desktop research method of purely qualitative nature. The research will use text data from documentary sources such as dissertations, thesis, journal articles and books. Newspaper articles published in the mass media will be used after careful decision what information is needed from the articles (Gray, 2014:178; Kumar, 2019:243).

In this research, an empirical design will be used. The analysis of text data in qualitative research is described by Babbie and Mouton (2016:78) as an empirical design. Because qualitative allow empirical, therefore, empirical research design will be conducted by the researcher to answer questions, solve the problems and develop new knowledge in the field of this research study.

1.10 TARGET POPULATION AND SAMPLING

According to Whitley and Kite (2013:485), the target population is the group of people whom the research results relate to, while the population consists of members of the target population who are used in the study. Jha (2014:183) argues that target population is the population in which the results of the study are required from.

Baran and Jones (2016):108), Bryman et al (2014:381) and Leedy and Ormrod (2013:152) describe population as the universe of units or incidents from which a sample is to be selected. Jha (2014:189) defines population as the elements such as persons, organisations, objects and materials which the study focuses on. It can either be desired, defined or excluded (Jha, 2014:189).

According to Daniel and Sam (2011:93) and Tavakoli (2012: 471), a sample is a picture, portion or smaller representation of the entire group or population while Whitley and Kite (2013:485) describe a sample as the study population members who participate in the research. Jha (2014:189) is of the opinion that a sample is the selection of units from a particular group from a decided framework.

Allen (2017:1550) and Bryman et al., (2014:170) indicate that there are two types of sampling, which are probability and non-probability sampling. With probability sampling, units of the population have a less chance of being selected while in nonprobability sampling, units don't have an equal chance of being selected (Allen, 2017:1550; Bryman et al, 2014:170). It is further explained by Allen (2017:1545) that nonprobability sampling consists of purposive and convenience sampling. Purposive sampling is a sample that the researcher selects with the purpose of gathering the data required for the study Allen (2017:1545). Bryman et al (2014:186) on the other hand describe purposive sampling as a nonprobability sampling form in which the researcher cannot generalise to a population. For this study, the researcher will use a nonprobability sampling method. The researcher decided to use purposive sampling because she will select units according to her statement that will yield the most information about the topic under investigation (Bryman et al, 2014:380; Leedy & Ormrod, 2015:183). This literature study will not be about people but some of the empirical evidence will be information obtained from newspaper articles. All the newspaper articles available in the electronic media will be

linked to intelligence and CIT robberies. Key words will be used to filter the data so that only relevant information is collected.

1.11 DATA COLLECTION

Bryman et al. (2014:376) describe data collection as the process which the researcher follows when gathering information and uses it to draw conclusions from it. Rose, McKinley and Baffoe-Djan (2020:2) define data collection as the methods that are used for the gathering of data for analysis purpose.

Kumar (2019:215) and Watkins and Gioia (2015:46) propose data collection methods which can be intended and planned for the purpose of collecting data used to address the research question, mainly primary and secondary data. Primary data are first hand information and can include interviews, questionnaires and observations. While secondary data include books, journals, previous researches, and agency records (Kumar, 2019:215).

Kumar (2019:241) is of the opinion that secondary data sources in the form of text data are a well-known qualitative data collection technique. Daniel and Sam (2011:105) mention that secondary data can be readily available and can be collected from published and unpublished materials. Data can be collected from published materials such as publications of central, state and local governments; publications from the foreign governments; journals; books, magazines and newspapers; reports prepared by scholars; universities and economists and public records and statistics and historical documents (Daniel & Sam, 2011:105).

The researcher will only use secondary text data sources as a data collection method. The text data will be relevant to the study. The literature that the researcher intends to use will be found in textbooks, research articles; master's dissertations and PhD theses; newspaper articles (online); and searching the internet to collect data that can be used to answer the research questions. The researcher searched and found literature that was relevant to the research and this assisted in answering the research questions of the study.

1.12 DATA ANALYSIS

The purpose of qualitative data analysis is to sort and categorize the data in such a way that the researcher ends up with themes that ultimately help answer the research questions (Marshall & Rossman, 2011:207; Watkins & Gioia, 2015:81). To find meanings of the data, the data will be closely examined (Leedy & Ormrod 2015:309). The researcher will use the thematic data analysis method because it is a method for identifying and analyzing themes within qualitative data. (Flick, 2011:152; Gray, 2014: 609).

The researcher will:

- familiarise herself with the information by reading the information several times over to get and better understanding of the information.
- create coded and link codes to information. This will enable the researcher to identify potential themes. The themes and codes will be computerised.
- look for themes gathering all relevant data by linking codes to specific information. A visual representation will be created in the form of maps.
- revisit and review the themes. The researcher will investigate how the data and information is linked to one another to determine if they are valid and in relation to the codes. Themes that show similarities will be separated from those that do not.
- define themes by generating clear definitions and names for each theme and will identify the story the themes tells.
- present and provide evidence of the research and the findings a way that readers will understand it

1.13 TRUSTWORTHINESS OF THE STUDY

According to Guba and Lincoln (in Kumar, 2019:276), trustworthiness in a qualitative study is determined by four indicators, i.e. credibility, transferability, dependability and confirmability, and it is these four indicators that reflect validity and reliability in qualitative research.

Kumar (2019:276) points out that one of the areas of difference between quantitative and qualitative research is in the use of and the importance given to the concepts of validity and reliability. There are some attempts to define and establish validity and reliability in qualitative research: these are; ‘trustworthiness and ‘authenticity (Kumar, 2019:277). Rubin and Babbie (2017:449) further state that the key issue in evaluating the rigor of qualitative research is trustworthiness.

Roller and Lavrakas (2015:21) assert that trustworthiness addresses the issue of how a qualitative researcher can persuade someone that the findings of a study are worth paying attention to and worth taking account of. To ensure the trustworthiness in a qualitative study, the researcher must present these four criteria; credibility, transferability, dependability and confirmability (Bryman, 2016:384; Barbour, 2014:40; Du Plooy-Cilliers, Davis & Bezuidenhout, 2014:258).

1.13.1 Credibility

A credible study is one that provides assurance that the researcher has properly collected and interpreted the data, so that the findings and conclusions accurately reflect and represent the world that was studied (Yin, 2016:85). The researcher will ensure credibility by demonstrating that her data is accurate and appropriate (Denscombe, 2011:299).

To ensure credibility, the researcher will analyse the data with an open mind and will interpret it with honesty and will report on the data without manipulation. The researcher will ensure that the literature to be reviewed will be limited to the aim and research questions, in order to explore the study. This data will be collected from books and newspaper articles (online).

1.13.2 Transferability

Transferability is the ability of the findings to be applied to a similar situation and delivering similar results (Bless, Higson-Smith & Sithole, 2015:237; Du Plooy-Cilliers et al, 2014:258). Babbie and Mouton (2016:277) highlight that transferability consists of thick descriptions with sufficient detail and precision to allow judgement to be made. The researcher will use purposive sampling to maximize the range of specific information that can be obtained from and about the context by purposively selecting (Babbie & Mouton, 2016:277). To ensure transferability, the researcher will assess whether

the nature of the sample and the study setting have been described in enough detail to allow readers to determine whether the findings can be applied to their situations. (Nestel, Hui, Kunkler, Scerbo & Calhoun, 2019:132).

In the study, the researcher will collect data that answers the topic and used simple, detailed and straightforward language that does not confuse the readers to ensure that the study would be transferable.

1.13.3 Dependability

Dependability, according to Bryman et al (2014:376) and Du Plooy-Cilliers et al (2014:259), is an expression of the trustworthiness of research, which depends, among other things, on whether the researcher followed good practice procedures.

Tappen (2011:160) proposes that the audit trail must be created while the research study is being done. To ensure dependability, the researcher will ask another person to do an audit check, to check the information findings on interpretations to attest that the data supports and that it is internally coherent acceptability (Babbie & Mouton, 2016:277). To ensure dependability, the researcher will compile a record of the conduct and the method used in the course of the research (Tappen, 2011:160).

To ensure dependability, the researcher will compile a record of the conduct of the research (Tappen, 2011:160). Conrad and Serlin (2011:275) further explain this process as elements that contribute to dependability:

- Raw data - The researcher will ensure that all field notes, tape recordings, any documents or other items are collected.
- Data analysis products – data collected and analysed, the researcher will ensure that summaries or ideas that will occur to the researcher during the study will be available.

- Data synthesis products – For all collected data, coding schemes will be created.
- Process notes – There will be a description of how data will be obtained and how analyses will be done.
- Reflections of the researcher – The personal notes and reflexive journal will be kept by the researcher.

The researcher will provide a clearly detailed research design, and a research approach (qualitative research approach) that will be followed. The researcher will also make sure that all sources used in the study are indicated in the reference list in a proper manner and, the researcher will not plagiarize.

1.13.4 Confirmability

According to Du Plooy-Cilliers et al (2014: 259), confirmability refers to how well the data collected support the findings and interpretation of the researcher. Obiakor, Bakken and Rotatori (2010:28) state that confirmability means that the researcher has determined the accuracy or credibility of the findings through specific strategies.

Bryman (2016:386) states that confirmability is concerned with ensuring that, while recognising that complete objectivity is impossible, the researcher can be shown to have acted in good faith; in other words, it should be apparent that he or she has not overtly allowed personal values or theoretical inclinations to sway the conduct of the research and the findings derived from it.

In order to achieve this, the researcher will keep the record of all the literature consulted. Literature collected from different sources will be used in the study and all the information that the researcher uses will be influenced by the literature review consulted. All the sources used will be listed in the reference list and will not be altered or formulated by the researcher herself.

1.14 ETHICAL CONSIDERATIONS

Ethics refers to doing what is morally and legally right in conducting research (Dantzker, Hunter & Quinn, 2018:22). The researcher will adhere to the guidelines on the University of South Africa's code of conduct for researchers as stated in the Policy on Research Ethics of the University of South Africa (University of South Africa, 2007:7). These include:

1.14.1 Integrity

This means that the researcher will:

- ensure that he or she does not undertake research without ethical clearance;
- be competent and accountable and will act in a responsible manner and strive to achieve the highest possible level of excellence, integrity and scientific quality in her research;
- only undertake research that will contribute to knowledge on the subject, use resources judiciously and avoid unnecessary duplication of research; and
- ensure to do her duty to make all necessary efforts to bring the research and its findings or results to the public domain in an appropriate manner and at an appropriate time. The publishing of research findings will be done in a manner that will not harm research participants or their communities.

Du Plooy-Cilliers et al (2014:263) emphasise the importance of ethics in research and mention that they are moral or professional code of conduct that sets a standard for researcher's attitude and behavior. The researcher will maintain integrity as advised by (Du Plooy-Cilliers et al, 2014:263). Taking the advice of Du Plooy-Cilliers et al (2014:269-272), the researcher will adhere to the following ethical principles:

- **Falsifying information**

The researcher will not fabricate or change data in order to avoid collecting and analysing data.

- **Distorting results**

The researcher will not distort results by emphasising certain aspects over other aspects of equal significance and quoting numbers out of context.

- **Bias**

The researcher will not allow bias to influence the collection and interpretation or results.

- **Misusing information**

The researcher will not misuse any information for other purposes.

- **Using inappropriate research methods**

The researcher will not use any inappropriate methods and will only use those methods that are valid and ethical to solve the research problem.

This means that the researcher will not commit plagiarism, piracy, falsification or the fabrication of results at any stage of the research. The research findings will be reported accurately and truthfully, and historical records and study material will be preserved and protected as prescribed by policies.

1.15 CHAPTERS OUTLAY

To assure a well-structured research report in which the content flows in a logical order and in which the research aims and questions are addressed, the chapters will be outlined as follows:

Chapter 1: General orientation

Chapter 1 will provide an overview of the statement of the problem, aims of the study, research question of the study, definition of concepts, research methodology and ethical considerations.

Chapter 2: Sources of intelligence

This is the chapter that will explain what a criminal investigation is; the types of criminal investigations and the objectives of crime investigation. Information and its information gathering techniques are also discussed in this chapter.

Chapter 3: Intelligence gathered through newspaper articles

This chapter will discuss in detail what intelligence is, the types of intelligence, the intelligence gathering, intelligence gathering process. Various steps in the intelligence-gathering process that can assist the investigators when analysing information are also assessed.

Also discussed in this chapter is the value of electronic newspaper articles on Cash-in-Transit robberies as a source of intelligence, the meaning of newspaper and electronic newspaper articles and Cash-in-Transit robbery.

Chapter 4: Findings and recommendations

This is the final chapter of the study. It will provide the findings of the research study and the recommendations for a need to do a further research.

2. CHAPTER 2: SOURCES OF INTELLIGENCE

2.1 INTRODUCTION

According to Stelfox (2013:110), criminal investigation focuses on acquiring knowledge about the offences which are under investigation. Thus, a variety of sources can provide information (Stelfox, 2013:110). Media and, in particular, the newspapers present a major public information source about crimes (Lampoltshammer, Kounadi Sitko & Hawelka, 2014:58; Miller, 2012:1254).

The chapter will discuss the concepts of criminal investigation objectives of criminal investigation. The important concept, which is the gathering of objective and subjective evidence about an alleged crime are elaborated in this chapter. It also discusses information and information-gathering techniques as important aspects in the investigation of crime.

2.2 CRIMINAL INVESTIGATION

Criminal investigation is considered as a police service's key function and it contributes to the policing achievements (Stelfox, 2013:1). However, criminal investigations cannot be done by police officers themselves and it is required that the criminal investigators have the abilities and investigation skills, utilise all available methods and techniques to systematically search for the truth (Badore, 2018:13; Knoesen, 2012:2). If this does not happen, the CIT robberies will keep rising.

The researcher found the research of Rule (2014), "A framework for using open source intelligence as a digital forensic investigative tool" and the research of Van Niekerk (2015), "The analysis of a cell phone record as a source of intelligence in the investigation of copper cable theft". The research studies above do not address the researcher's topic entirely. These studies do relate to sources of intelligence but do not say anything about the electronic newspaper articles as a source of intelligence. Newspaper articles as a source of intelligence needs to be studied further, thus the researcher believes that this will assist the investigators in searching the truth of crimes by using this technique.

Rule (2014:8-9) points that there are six keys that investigators ask when performing investigations and these include:

- “What? (the crime that occurred)
- Why? (the motivation behind the CIT robbery)
- How? (the procedures undertaken by the CIT criminal)
- Who? (the people involved in and affected by the CIT robbery)
- Where? (the location where the CIT robbery took place)
- When? (the time when the CIT robbery took place)”

According to Van Niekerk (2015:39), criminal intelligence is important in a crime investigation, which is the end product of a process whereby information is collected and processed in a systematic manner, in an attempt to find and generate evidence. With this explanation provided, it is clear that investigators need to use intelligence sources to solve the increasing CIT robberies committed. Information gathered during an investigation can be used as crime intelligence and as evidence during a trial. Evidence can open and give direction to new areas and avenues of investigation (Van Niekerk, 2015:39). This implies that any evidence that can lead to the solvent of crime and apprehension of the perpetrator is essential. Investigators can rely on information gathered by intelligence and use this in their investigation.

Discussed below is the definition of crime investigation in detail, which includes the systematic, truth finding, solving of crime, identifying, finding evidence and reconstruction of past events by using objective and subjective clues.

2.2.1 Systematic

Birzer and Roberson (2012:19), Hess, Orthman and Cho, 2017:8), Lochner (2014:6), McMahon (2014:175) and Osterburg and Ward (2015:5) define criminal investigation as the systematic process of identifying, discovering, collecting, preparing, preserving, apprehending and evaluating information, for the purpose of presenting evidence to determine what happened, who is responsible, convicting suspected offenders and bringing them to justice. In addition, Hekim, Gul and Akcam

(2013:223) and Jemberie (2016:34) define criminal investigation as the identification, interpretation and ordering of information to determine if a crime has occurred, how the person was involved, where, when, why, and by whom a crime has been committed.

Palmiotto (2013:4) differs in his opinion and sees criminal investigation as a process of thinking and reasoning. He explains that the investigator must gather facts, collect information, collect documents and evidence, review the facts, and systematically evaluate details found at the crime scene. Additionally, this is a process done to investigate a criminal event that has occurred (Dutelle & Becker, 2019:3). On the other hand, Monckton-Smith, Adams, Hart and Webb (2013:2) and Ladapo (2011:80) see a criminal investigation as a search and an inquiry to ascertain if an offence has been committed, thus identifying who is responsible for the crime and then gather evidence to be placed before the court of law.

For Grana and Windell (2017:92), a criminal investigation consists of examining and researching of facts and incidents for the purpose of finding proof. A systematic inquiry, close analysis, and inspection are made while analysing information in a criminal investigation (Grana & Windell, 2017:92). Brandl (2019:40) mentions that criminal investigation is the process of collecting crime-related information which is then used to reach certain goals of bringing offenders to justice. The author goes further by explaining the importance of the components in the criminal investigation, which are the following:

- Process of criminal investigation, which refers to the performance of activities in an investigation by patrol officers, detectives and other investigators.
- Crime-related information, which is also known as criminal evidence and is collected by investigators during criminal investigations.
- Goals, which are used to assist in giving direction of the performance of activities.

An orderly and systematic plan must be put in place to ensure that investigators are successful in their investigations (McMahon, 2014:175).

The authors above all agree on the fact that a criminal investigation is a systematic process. In this process, the gathering of information is done by investigators, which leads them to their objective of finding the person who committed the crime. Information can be collected in a crime scene that can

be used to identify a suspect. The researcher observes that the explanations of Adams, Hart and Webb (2013:2), Birzer and Roberson (2012:19), Hess, Orthman and Cho (2017:8), Hekim, Gul and Akcam (2013:223), Jemberie (2016:34), Ladapo (2011:80), Lochner (2014:6), McMahon (2014:175) and Osterburg and Ward (2015:5), for systematic all include the word identification.

This shows that it is important to identify the suspects by collecting information, as this will lead to the apprehension of perpetrators. This also implies that information gathered at a crime scene can be used to investigate a CIT robbery and an example of evidence collected would be fingerprints collected in a crime scene of a CIT robbery, which can be used by turning them in an Automated Fingerprint Identification System (AFIS) in order to identify the suspects.

2.2.2 Truth

Bila (2010:18), Birzer and Roberson (2012:6), Dutelle and Becker (2019:3), Lochner (2014:6) Monckton-Smith et al (2013:2) Padgett (2015:53) and Williams (2015:183) describe crime investigation as the systematic search for the truth about a specific event, by finding a positive solution to the crime, with the use of objective and subjective clues. There should be a legal tracing of persons and objects through which the true circumstances of an illegal act, as well as the wrongful state of mind that accompanied it, is reconstructed (Lochner, 2014:6; Grana & Windell, 2017:100; Lushbaugh & Weston, 2016:37). This is done by searching from what has been discovered to searching backwards for what is unknown (Narejo & Avais, 2012:252).

Palmiotto (2015:92) and Zinn and Dintwe (2015:19) believe that a criminal investigation is a systematic, organised, thinking, reasoning, examination and analysis process intended to search for the truth, during which an inquiry and analysis are conducted on all types of crimes or unlawful acts. When attempting to search for the truth, there must be a combination of common sense, professionalism and determination (Sennewald & Tsukayama, 2014:8). In addition, Reilly (2019:3) views that the criminal investigator must search and find the truth which is then used to assure the judge that the suspect is guilty of a crime.

Finding the truth, as explained above, is important in a criminal investigation. It is explained that investigators can find the truth by using objective and subjective clues. These can be used to trace suspects. This means that objective traces of evidence that can be collected to trace suspects in a

CIT robbery can include fingerprints, blood, bullets found at a CIT robbery crime scene and subjective traces can be collected from people related to the crime and these can include victims, complaints, eyewitnesses and perpetrators who are related to the crime.

2.2.3 To solve a crime

In an effort to solve a crime, Hekim et al (2013:222) state that a criminal investigation is a truth-finding process, which is aimed at solving crimes and catching offenders. Reilly (2019:3) holds the opinion that a criminal investigation is a mixed effort that involves the study of facts and information obtainable by a criminal act. These facts and information are then used to identify, locate and solve the case by proving the guilt or innocence of persons (Reilly, 2019:3-4). In order to solve a crime, Hekim et al (2013:22 explain that a criminal investigation is divided into two parts, which are preliminary and secondary investigation. They further explain that a preliminary investigation consists of the searching for the information that would assist investigators in solving cases while a secondary investigation is those activities done by police in an effort to identify, apprehend the perpetrators and regain lost things.

Gaines and Kappeler (2011:529) maintain that a criminal investigation focuses on solving crimes which are reported or discovered by the police by using the processes, techniques, and methods. In order to engage to work and solve problems of criminal investigation, it is important to determinedly understand both the set of task skills and thinking skills (Gehl & Plecas, 2016:2).

Solving a crime is considered as another important aspect in criminal investigation. The authors' views are that this is achieved by finding the truth. There are series of questions which they have described that can be answered to lead to the truth. When this is succeeded, the cases can be solved and offenders can be apprehended. The authors have explained how solving a crime ends when the guilt or innocence of person is proved.

2.2.4 To identify

When identifying the perpetrator, Shahidullah (2017:273) and Woods (2013:5) indicate that criminal investigation is the process by which the perpetrator of a crime is identified and located through the gathering of facts or evidence, to prove the perpetrators guilt. It is of outmost importance to establish

the identity of the perpetrator or victim and, various techniques can be used to accomplish this (Lyman, 2011:101).

The viewpoints of Brandl (2019:63) and Hekim et al (2013:222) regarding criminal investigation are that it is the efforts that police make to collect facts or crime related information, leading to the identification, apprehension, arrest of an offender, use these facts to present the evidence for successful prosecution and satisfy those who are victims of crime. This is important in the criminal justice process because if a criminal investigation is unsuccessful in a way that the perpetrator is not identified and apprehended, it causes irrelevancy in the criminal justice (Brandl, 2019:63).

When observing the authors' arguments, they assert that in a criminal investigation, a perpetrator must be identified. According to them, this is achieved by gathering evidence. They further emphasise the importance of using techniques to identify the perpetrators. This is important as it will lead to the apprehension of the perpetrators. Based on what the authors have explained, that the suspect must be identified and located, this can be achieved by collecting information about the CIT robbery. Information can be collected from the crime scene, witnesses and victims.

2.2.5 To find evidence

In the determination to find evidence, Ashby (2017:444), Granhag (2013:36) and Shaler (2012:4) are of the opinion that a criminal investigation questions such as, who was involved in an incident?, where did it happen?, what happened?, when did it happen?, why did it happen?, how were any offences committed? and, what were the intentions of the perpetrator/s? at the time of the crime are asked to find evidence. These aspects need to be proven to allow for prosecution and to ensure the offender is convicted (Granhag, 2013:36). Grana and Windell (2017:101) and O'Neil (2018:11) point out that a criminal investigation comprises of collecting, examining and preserving of evidence, which can be used to convince the judge or the jury of the truth or untruth allegations by defendants in a court of law. The cost of criminal investigation has some limitations on it to be used to all crimes that are reported, therefore, crime investigation is functioned according to the volume of reported crimes and serious crimes (O'Neil, 2018:11).

Houck and Siegel (2010:617) also engage with the concept of finding evidence and reveal that criminal investigation is the process of discovering and searching for evidence to prove who

committed a crime. It is important that information or evidence that was involved when the perpetrator committed the crime be found and collected (Brandl, 2019:53). Furthermore, Zinn and Dintwe (2015:19) assert that this information and evidence must be legally gathered, which involves traditional methods guided by the Criminal Procedure Act, 1977 (Act No. 51 of 1977).

Gehl and Plecas (2016:4) explain criminal investigation as being intended at finding evidence that is used to determine how events occurred and to prove the guilt or innocence of an accused person in a criminal event. When searching for evidence, McMahon (2014:175) alerts that relevant and highly significant evidence may be unnoticed, improperly gathered and drawing incorrect conclusions if it is done without a systematic plan. The author further explains the importance of recognising that pieces of information can be dependent upon which are relating to a crime investigated. For example, as they explain, pieces of evidence which can be found at the crime scene are fingerprints and eyewitness testimonies.

In their reference to criminal investigation, Fish and Fish (2014:10) remind the reader that the reality of criminal investigation is explained in Locard's exchange principle. They further explain that Locard's theory entails that every contact leaves a trace and with any interface with a victim in a crime scene, the perpetrator leaves something at the scene and takes something away. It is thus emphasised by Fisher and Fisher (2012:56) that the value of any item of evidence like minor objects or facts must not be underestimated because they can be very useful in a criminal investigation.

As mentioned above, the authors have made it clear that a criminal investigation depends on the collection of evidence, which is then used to prove if the suspect committed the crime and prove the guilt or innocence of an accused person. The gathering of evidence is important in a criminal investigation. There is always evidence when a crime is committed and it is up to the investigators to collect such evidence and use it in their investigations.

2.2.6 Reconstruction of past events

According to Lyman (2011:34), O'Neil (2018:12) and Osterburg and Ward 2015:5), a criminal investigation is the reconstruction of a past event through solving crimes by personnel, find out what happened after a crime has occurred and search for information with the aim of bringing an offender to justice. This can be achieved by gathering facts, information, speaking to witnesses, recovering

documents, with the aim of answering the most important questions: who?, what?, why?, when?, where?, how? (Frazer, 2010:7-8). For Badore (2018:13), it is concerned with the reconstruction of past events by using objective and subjective clues to find the truth about a crime. It is also a reconstructive process of using observations, or conducting a legal inquiry into past events (Badore, 2018:14).

Grana and Windell (2017:100), Ishaku (2013:6) and Lushbaugh and Weston (2016:37) see criminal investigation as searching for people and things lawfully, and this can be valuable in reconstructing illegal act or events, apprehend and assist in the prosecution of the offender. This search is started from what has been detected and then develops to the undetected going backwards in time (Lushbaugh & Weston, 2016:37). The authors further emphasised that for investigations to be successful, important aspects such as fidelity, accuracy, sincerity when lawfully searching for the facts, faithfulness, exactness, and integrity in reporting the results must be taken into consideration.

From the above explanations it is made clear that the reconstructing of past events is done by gathering information. Another important aspect that the authors mentioned is the need to reconstructing of the past events as this will assist in the prosecution. The authors emphasize the importance of using objective and subjective clues as this will lead investigators in finding the truth about the crime.

2.3 TYPES OF CRIMINAL INVESTIGATIONS

According to Higginson, Eggins and Mazerolle (2017b:1), police use different methods to investigate serious violent crimes and these methods contribute in determining the identity of the offender, the offender's arrest and if there was any confession made. The use of these methods can have an influence on the suspects being acquitted or convicted (Higginson et al, 2017b:1).

Brandl (2019:44-47), O'Neil (2018:6), Palmiotto (2015:92), and Wright (2013:85) mention that criminal investigations can be classified into two types, namely: reactive and proactive. Rogers et al, (2011:1460) explain that the reactive method starts when a crime is discovered and its purpose is to bring offenders to justice by collecting material that identifies suspects and obtain evidence that will assist the court in proving the guilt of the suspect. Whereas the proactive method begins with information and intelligence about an individual or group of people who are about to engage in criminal

activity (Rogers et al, 2011:146); the following types will be discussed as explained by the authors above:

2.3.1 Reactive Criminal Investigations

Ishaku (2013:9), Miller and Gordon (2014:37), Osterburg and Ward (2015:599) and Stelfox (2013:150) explain that criminal investigation is a reactive tool which starts immediately after an investigator receives information, complaint or a reported a criminal activity by members of the public and attends to such criminal activity. Rogers et al (2011:146) argue that this process includes conducting victim and witnesses' interviews after a crime scene has been investigated and to establish how suspects are linked to the crime.

Reactive investigation, as outlined by Ishaku (2013:10), may be resumed with the following:

- Reports from the public;
- Referral by other agencies
- Intelligence links to other crimes committed
- Re-investigation resulting from new information
- concern of other police actions

Holmes, Tewksbury and Higgins (2012:30) and Hirsch Ballin (2012:80)'s understanding of a reactive investigation is that it is as an investigation that requires proof that a crime has been committed, identify and apprehend perpetrators. Additionally, it consists of decisions that are made from when action is taken at the crime to the end of the case (Wright, 2013:85).

Brandl (2019:44), Lyman (2011:20) and Shipley and Bowker (2014:253)'s point of view is that during reactive investigations, police are basically involved in crime investigation and react to a crime as soon as it occurs such as burglary, murder and robbery. After a crime has occurred, investigators respond to a crime, collect evidence, locate and interview witnesses, identify and arrest a suspected perpetrator (Lyman, 2011:20). Basically, for reactive investigations to take place, it must be initiated by victims or citizens (Silverstone et al, 2012:144).

Brandl (2019:45) indicates that reactive investigations are divided into four stages and these include:

- The discovery of the crime and the police's response, where the victim contacts the police and a patrol officer is dispatched to the crime scene after a crime has been reported.
- The preliminary investigation, which consist of activities performed by investigators on their arrival at the crime scene. Activities performed include the collection and recording of information in an investigative report.
- The follow-up investigation, which focuses on doing a follow up investigation by means of screening, only if there was no arrest of the perpetrator in an initial investigation.
- Closure, is the final stage where the case is closed and investigative activities dismissed due to lack of leads or when the perpetrator was identified and apprehended. Even though the case is closed, it still remains the responsibility of the investigator to assist the prosecutor in the preparation of the case for prosecution.

According to Kilfeather (2011:7), reactive investigation follows different phases, thus the following phases are discussed below.

- **The preparatory phase-** in this phase, all preparations are done including rules, regulations, procedures, trainings and equipment.
- **The response phase-** focuses on the time of calls reported about a crime to establishing the crime scene and the handing of a case from a dispatcher to the field supervisor.
- **The crime scene phase-** starts from the moment the detective and the crime scene units arrive at the crime scene, collecting evidence and completing the crime scene work.
- **The investigative phase-** this is where the case is investigated outside the crime scene in an attempt to capture the perpetrator.
- **The arrest phase-** starts from the moment the perpetrator is arrested, interrogation and booking the defendant.
- **The trial phase-** includes appearances in court, trial, sentencing and appeals.

The authors' perspective is that in reactive investigations, police are basically involved in crime investigation and react to a crime as soon as it occurs. An example of a reactive investigation is when

a CIT robbery has taken place and the police will have to react to the crime scene as soon as it occurs. They then have to collect evidence at the crime scene, locate and interview witnesses, and identify and arrest the perpetrators of the CIT robbery. Nevertheless, as the authors have explained, it does not end there. The investigators still have to assist the prosecutor until the end of the case.

2.3.2 Proactive Criminal Investigations

According to Lyman (2011:225), criminal investigations are usually reactive whereas intelligence gathering requires a proactive function. Geldenhuys (2017:53) and Osterburg and Ward (2015:531) refer to proactive investigation as an investigation that concentrates on gathering of evidence, which will then be used to prove or disprove whether the suspect was involved in criminal activities. It is initiated as soon as a perpetrator(s) has (have) been identified to be involved in a crime through analysis by crime intelligence (Stelfox, 2013:150). It is further explained that proactive investigation concerns the investigation of criminal activities when expected criminal activities or before a crime was committed, detecting and proactively preventing the community from being troubled by crime (Hirsch Ballin, 2012:81; Jemberie, 2016:34; Lyman, 2011:21; Shipley & Bowker, 2014:253).

Brandl (2019:46), Council of Europe (2013:7), Ishaku (2013:11), Osterburg and Ward (2015:598) and O’Neil (2018:6) share the same sentiments in saying that proactive investigation consists of covert activities that involve investigation activities by the police in precedent to the crime that has occurred or is ongoing with an intention to prevent the crime and apprehend the suspect in the commission of a crime. The information about the criminal activities is attained from intelligence gathering and witnesses’ reports (Ishaku, 2013:11). Reilly (2019:210) believes that proactive investigation involves a review of previous crimes and this can be obtained from reports, interviews, intelligence summaries and scientific analyses about the criminal targets.

Ishaku (2013:11) asserts that proactive investigation assists the investigator on being discrete about the plans used in the collection of evidence regarding the criminals, therefore the investigator can:

- decide the time and period to start the investigation;
- regulate how he/she wants the investigation to go; and
- continue to be in charge of the investigations until the final result of the investigation

For proactive investigation to be successful it has to go through different phases as discussed by Kilfeather (2011:8) and these include:

- **The preparatory phase-** which is as important as in the reactive phase
- **The intelligence phase-** this phase includes evidence which is gathered about the target, identification and gathering of those resources which will be used in a case.
- **The investigative phase-** in this phase, the target is investigated; his or her objectives and evidence regarding the case are documented.
- **The arrest phase-** this is where the prosecution starts driven from the intelligence conclusion.
- **The trial/appeal phase-** this phase is essential as cases are likely to result in appeals after the suspect(s) have been convicted.
- **A second intelligence phase-** in this phase, the reviews are done concerning the information which was gathered during the investigation and also failures came across in the investigation process.

In his understanding of the proactive investigations, Williams (2015:185) indicates that in a criminal investigation, intelligence is gathered for criminal purposes by using proactive investigations. It is coordinated, tasked and produced by intelligence gathering (Ishaku, 2013:11). It is further explained by Wright (2013:85) that during a proactive investigation, decisions are made to analyse the crime patterns and intelligence resources and packages are used in this regard.

Council of Europe (2013:7) explains that law enforcement is using proactive investigations to gather and analyse intelligence in order to fight serious crimes. The authors go further and explain that proactive investigation is intelligence driven, which is used by the investigators in detecting, targeting suspected individuals, prohibiting suspects in the commission of crime and obtaining evidence on the offenders that will serve as proof that the offenders committed the crime (Council of Europe, 2013:7; Kruisbergen, de Jong & Kleemans, 2011:396; Miller & Gordon, 2014:37).

Akhgar, Bayerl, Fraser and Sampson (2016:73) explain that when a crime is committed and investigation proceeds, proactive investigation, which is also titled as intelligence-led policing, is pursued following intelligence obtained about crimes being committed and, a further investigation is

conducted. Proactive policing depends on resources and for it to be effective it must use quality intelligence such as investigative work by police, systems which manage intelligence, investigation specialist, risk management policies and practices (Shannon & Concubhair, 2016:72).

The authors' explanations about proactive investigation make it clear that it falls under intelligence gathering. This happens when there investigators are conducting an investigation with the aim of preventing a crime from being committed. They maintain in their explanations that intelligence uses its resources to analyse evidence which is gathered about the target and used to identify the suspect. The intelligence is used for proactive investigation in efforts to detect, target suspected individuals, prohibiting suspects in the commission of crime and obtaining evidence that will be used as proof that the perpetrators committed the crime. For example, of this would be to monitor what newspapers are writing I related to the suspects. Information such as where they have last been seen or stay can be found on the newspapers in this regard. Information that can be collected in newspapers about a CIT robbery can be analysed and this can be used in the investigation.

2.4 OBJECTIVES OF CRIMINAL INVESTIGATION

According to Stelfox (2013:2), the objectives of criminal investigation include:

- Victim care
- community reassurance
- intelligence gathering
- disruption of criminal networks
- managing crime risks

Lochner (2014:7) differs on his opinion and states that the goal of criminal investigation is solving the crime or incident by using the objective and subjective traces left at the scene. Brandl (2019:41), Birzer and Roberson (2012:28), Hess et al (2017:11), Lyman (2011:15), Osterburg and Ward (2015:5-8), Swanson, Chamelin and Territo (2012:2), Zinn and Dintwe (2015:20) explain the following as the objectives of the criminal investigation:

2.4.1 Identification of crime

The determination of whether a crime has in fact been committed, the understanding and referencing of criminal law or statutes, the elements of each criminal act, and the offence definitions by the investigator is important (Brandl, 2019:41); Hess et al, 2017:10; Monckton-Smith et al, 2013:2; Osterburg & Ward, 2015:6). This is done to assess whether the evidence corroborates a specific offence (Hess et al, 2017:11).

When identifying if a crime has been committed, Palmiotto (2013:97) mention the importance of a crime scene as it is where the proof of a crime can be found. Hess et al (2017:11) and Lyman (2011:15) point out that there are always mistakes made when committing a crime and thus leaving evidence behind. This is where the criminal investigation starts and evidence that can link the suspects with the crime can be found there Palmiotto (2013:97). Information can be collected at the crime scene, which can assist in directing the investigation, determine leads about the crime committed, and identify the offender involved in a crime (Di Maggio & Barone, 2017:7). Dutelle and Becker (2019:18) mention that evidence must be recovered and steps of recovering evidence must be followed as this will assist in building a case by the prosecution.

Franjić (2018:012) argues that knowing if a crime was committed is not enough when investigating a crime. The author mentions that it is thus important for the investigator to understand the process of dealing with things and people within an investigation (Franjić, 2018:012). It is thus emphasised by Grana and Windell (2017:93) about the importance of the investigator to understand the reason and nature of the commission of a crime as this can assist in understanding the suspect's thought process and avoid serious problems. This will assist the investigator when evaluating the facts relevant to the investigation (Grana & Windell, 2017:93).

2.4.2 Identification of the perpetrator

Monckton-Smith et al (2013:2) state that this is the part of the criminal investigation which is described as the key task. This is done to establish probable cause as to who committed crime and to determine where to locate the evidence connecting to that crime (Reilly, 2019::211). It is further explained by Osterburg and Ward (2015:8-9) who mention that the suspect can thus be brought to justice by evidence collected and can be used for conviction. The evidence can include physical evidence

linking the suspect to the scene, possession of evidence from the scene, physical identification and modus operandi (Osterburg & Ward, 2015:8). For safety, Reilly (2019:211) emphasises the importance of stashing, storing and presenting of physical evidence in a constitutional area.

Army Techniques Publication (ATP) (2013:10) points out that it must be ascertained whether the victims or witnesses can identify the suspect. If that is the case, the police must be informed to apprehend the suspect (ATP, 2013:10). Even when the offender has been identified, it must still be proved with certainty that the perpetrator was involved in a crime and it must still be proved according to the required standard (Brandl, 2019:42; Monckton-Smith et al, 2013:2).

According to the authors, identification of the perpetrator is mainly concerned with finding out who committed the crime and then determining where evidence can be found that can connect the perpetrator to the crime committed. The authors explain that people who can identify the perpetrator can be witnesses and victims from the CIT robbery crime scene.

2.4.3 Arrest the suspect/criminal

Lochner (2014:10) and Ngwenya (2012:54) are of the opinion that after the identification of the suspect has been found, the investigator can proceed to have the suspect arrested, immediately after all the relevant information and facts regarding the crime have been collected. All constitutional considerations must be observed when arresting the suspects (Dutelle & Becker, 2019:17).

2.4.4 Recover of stolen property

Osterburg and Ward (2015:8) emphasise the importance of description and identification when conducting an investigation as these are used in establishing ownership of the victims. Ngwenya (2012:54) and Reilly (2019:229) mention that in this objective, the following are considered:

- To reduce the losses of the victims to a minimum;
- To present the recovered property as evidential material in court; and
- To remove the criminal from the community.

Lochner (2014:10) emphasises the importance of tracing stolen property at all times by an investigator. This implies that the author believes that it can be used as evidence against the

perpetrator in court, and it is also imperative for investigators to guard against not searching for stolen property, if they are of the opinion that they have collected enough evidence to be used (Lochner, 2014:10).

When observing the explanation given by Lochner (2014:10), this implies that stolen property such as guns and money during a CIT robbery can be recovered by tracking the suspects using intelligence sources of information. This can give police leads on where the perpetrators are hiding or the direction they are moving.

2.4.5 Evaluation of and Involvement in the Prosecution Process

Grana and Windell (2017:101), Reilly (2019:209) and Woods (2013:6) explain that the investigator's involvement here is to develop and present the evidence gathered to the court to secure a conviction and must ensure that the evidence will be admissible in court. For evidence to be admissible in court, it must be relevant, material and competent (Grana & Windell, 2017:101). The authors assert that this evidence will convince the jury of whether the defendants' allegations are the truth or untruth.

Aschendorf (2013:28), Dutelle and Becker (2019:17) and Lochner (2014:10) are of the belief that the case docket must be present in court, all the necessary documents and enough evidence must be completed during the trial, taking note of chain of custody as this will be used to link the perpetrator to the crime. Since the investigator has information about the contents of the case docket and the evidence it holds; he/she should be present beside the prosecutor during the trial (Lochner, 2014:10). Nevertheless, the author believes that before the actual trial, the investigator must assist the prosecutor in the preparation of the trial in terms of transporting witnesses for consultations, collecting evidence, requisitioning accused persons and summoning witnesses.

Osterburg and Ward (2015:9) point out that it is essential for the investigators to follow correct procedures in conducting the investigation, and not assume that the perpetrator will plead guilty and plea bargain, or assume that other evidence will carry the case.

2.4.6 Gathering of objective and Subjective Evidence about an Alleged Crime or Incident

According to Ngwenya (2012:53), gathering of information starts from the crime scene, and it is important to make a distinction during the collection of information that can be made between direct and indirect sources of information. The investigator must systematically collect observations, gather documents, evidence, evaluate the facts and details, and physical clues found at the crime scene (Padgett, 2015:166; Palmiotto, 2013:5). This is done to solve the crime by gathering evidence that is used to prove the presence of the suspect and the victim together at a crime scene and link the crime investigated (ATP, 2013:10; Palmiotto, 2013:5).

It is mentioned by ATP (2013:10) that the questions who, what, where, when, why, and how, will require answers to ensure an effective investigation. Monckton-Smith et al (2013:2) and Reilly (2019:211) emphasise the importance of gathering enough evidence detailing proof as this will assist the investigator in finding the truth and prove that the perpetrator committed the crime beyond a reasonable doubt. This evidence can be observed in a crime scene (Monckton-Smith et al, 2013:2).

2.4.6.1 The Objective and Subjective Evidence Gathering

According to Palmiotto (2013:122) evidence is anything which is left or taken at a crime scene by a suspect and may be used in connection with the crime. It is explained by Bevans (2017:176), Osterburg and Ward (2015:326) and Regensburger (2019:3) that evidence is anything that can prove or disprove a fact in issue which is being contested in a trial. This is used by law enforcement to determine if a crime was committed and to ascertain if the evidence collected is enough for the suspect's arrest (Regensburger, 2019:3). Consequently, anything that can have a change on the outcome of a case is classified as evidence, as long as it can have a relation to the results of the case (Swanson et al, 2012:636).

For Beers (2011:5), evidence consists of facts relating to the case that must be studied during an investigation. In an effort to gather evidence, it must be collected legally and ethically (Beers, 2011:5). When conducting a criminal investigation, questions which are asked are what happened and who did it? Therefore, evidence can be anything that will help the investigator and the judge to answer these questions (Birzer & Roberson, 2012:81). All this is done to discover the truth (Woods,

2013:564). The types of evidence as indicated by Baxter (2015:221) are testimonial, demonstrative, circumstantial and physical evidence.

Bryant and Bryant (2016:517), Palmiotto (2013:29) and Regensburger (2019:4) inform us that evidence can be either information or intelligence, and if it is to be used in a trial, it must be relevant, admissible and it must have weight. To support this, Hazard (2016:10) indicate that when physical trace is discovered, it will be recognised as being relevant if:

- it is factual, objective and if there is a connection between the discovered physical trace and the criminal activity under investigation
- if investigators believe that it is appropriate to subjectively collect and analyze it as it will provide valuable information for the case being investigated

According to Lochner (2014:7) and Maharaj (2013:48), solving a crime in a criminal investigation is achieved by using objective and subjective traces which have been left in the scene of a crime. A logic and legal framework should be followed when this is done (Lochner, 2014:7). Objective and subjective evidence consist of circumstantial, material, and physical evidence (Holobinko, 2012:394.e2). It is the responsibility of the investigator to collect objective and subjective clues during criminal investigations (Van Niekerk, 2015:21). According to Baxter (2015:221), Lochner et al (2012:72) and Venter (2016:22) objective evidence is referred to as physical evidence. The collection of such evidence is important as it assists in the prosecution (Monckton-Smith et al, 2013:39).

Objective traces are identified as indirect or circumstantial evidence and they can include sworn witness statements. The witness can provide such subjective evidence in court after making a sworn statement (Lochner, 2014:7). They do not rely on the will of the persons who are involved (Bessonov, 2018:119). Lochner, Benson and Horne (2012:72) are of the opinion that it consists of facts and items that require observing, measuring and collecting. In addition, Maharaj (2013:48) argues that objective clues are real proof and they consist of objective explanations.

Subjective traces or evidence as described by Bessonov (2018:119), Lochner (2014:7), Maharaj (2013:48) and Venter (2016:22), include persons directly or indirectly believed to have committed a crime and this includes people such as victims, complaints, eyewitnesses and perpetrators.

As the authors mentioned above, the gathering of evidence is important in an investigation. They explain that the investigator is responsible to gather evidence in an attempt to prove that the suspect was at a crime scene and if there are victims involved, to prove that the victim and the suspect were in one place together. The gathering of information from documents, details, physical clues and observations can assist the investigator in linking the perpetrator to the crime. They further agree that the investigator must gather evidence through objective and subjective clues which will assist in the prosecution.

2.5 INFORMATION

Information is described by Woods (2013:6) as the foundation of any criminal investigation. Lyman (2011:222) supports that information gathering is a regular part of a police officer's daily responsibilities. It is reported by Van Niekerk (2015:39) that information which is gathered during an investigation can be used as crime intelligence and as evidence during a trial. This concurs with Mashiloane (2014:6) and Woods (2013:589) who also engage by describing information as the knowledge or facts that the investigator gathers from other persons about someone or something. Once information is collected, analysts interpret and convert it to be intelligence (Budhrum, 2015:51). For information to be intelligence, Hastedt (2011:xxi) supports that it must go through the process of being evaluated and assessed.

Van Graan and Zinn (2015:42) explain that information may be useful to assist in the reconstruction of a crime scene, the tracing of suspects or the identification of witnesses. This information results from data and goes through a process form, analysis, interpretation, comparison, reasoned integration and evaluation (Vilasi, 2018:35). It is opinionated by Mendell (2010:7) that newspaper articles can assist in this regard in disseminating information about the victim and profile of the offender.

Zinn (2010:29b) advises that one of the first things that need to be done when following a crime intelligence approach is to identify relevant operational sources that can be used to add in police knowledge. Investigators cannot operate effectively without their networks of sources and contacts that provide them with the means of finding information (Van Graan & Zinn, 2015:42). It is added by Akhgar et al (2016:134) and Van Graan and Zinn (2015:42) that for investigation to be professional, it must be supported by gathering relevant, accurate, real and evidential information. Sources of

information can be classified into open sources, closed sources, semi-open sources clandestine and covert (Akhgar et al, 2016:134; Mashiloane, 2014:53; Prunckun, 2013:53).

Akhgar et al (2016:134) reports that the police may obtain information from open and closed source to establish details relating the crime and this will assist them in building their case during an investigation. Mashiloane (2014:53) informs us that open sources of information are those sources which are readily available to the public and easily accessible print and electronic media sources, such as the information from television, radio, and newspapers). Whereas, closed sources of information are those sources of information which are not easily accessible or available to the public and these can be gathered from sources such as informers and agents (Mashiloane, 2014:53).

It is clear from the authors' arguments above that police cannot perform their functions without information. This information is used to investigate crimes. The authors agree that the information can be obtained from sources which can assist investigators by gathering the victims' and offenders' information. For the purposes of this study, it is important to explain the information gathering techniques that investigators can use to collect information. This information will then be processed into intelligence.

2.5.1 Information Gathering Techniques

According to Bryant & Bryant (2016:526), police collect information on a daily basis but they only do it if it is relevant for the purpose of policing such as the protection of life, maintaining order, investigating and detecting crimes. This is supported by Bantekas and Mylonaki (2014:93), who mention that in every criminal investigation, a question that is asked by investigators is what lawful investigative methods and techniques can they use to gather evidence, available to them and suitable for obtaining evidence that they can use to prove that crime was committed. Information or intelligence is gathered by law enforcement but the only difference is the method they use when they collect, record, assess and put it to use after its received (Hauck & Peterke, 2016:480). It is thus important for police to use overt and/or covert as information gathering techniques as this information has been studied to have possibly lead to criminal arrest (Van Niekerk, 2015:43). This is supported by Lyman (2011:229), who agrees that criminal information collection is one of the qualities of intelligence function and may be carried overtly, covertly or use them both.

Hassan and Hijazi (2018:14) identify different information gathering techniques that can be used to gather information and these includes passive, semi passive and active. These gathering techniques can be utilised when there is a need to attain technical information about the perpetrator (Hassan & Hijazi, 2018:14). Ozkaya (2018:90) argues that information can be gathered using technical and nontechnical methods. The technical methods are methods that depend on computer-aided techniques to collect information. Nontechnical methods are those that are physical (Ozkaya, 2018:109). It is suggested by Ozkaya (2018:90) that investigators must use a combination of different information gathering techniques to gather information about the targets.

Furthermore, Davies (2012:46), Hauck and Peterke (2016:480) and Roxburgh (2019::6) indicate that there are different types of information collection techniques that can be used to gather information, namely covert and overt, human and technical, direct and indirect, collect and interpretation of data. Overt information collection is public, covert information is not public and are both used by intelligence officers to obtain information (Coyne, Bell & Merrington, 2013:27).

With the above facts in mind, as well as the focus of the researcher's study, the researcher will only discuss the covert information collection and overt information collection as information gathering techniques which can be collected in newspaper articles and used as sources of intelligence.

2.5.1.1 Covert Collection

Bryant and Bryant (2016:517) point out that criminals will do all they can go to prevent any knowledge about what they do to become known by protecting key questions such as when, where, how, and why regarding a crime or a criminal. Intelligence-led policing (ILP) aims at finding out the intentions of criminals before a crime is committed or using covert methods after a crime has been committed (Bryant & Bryant, 2016:517). This is supported by (Lyman, 2011:224), who says that this includes a process of intelligence gathering which involves preparing of data collection by the investigator on criminal activities that have not yet occurred.

According to Ratcliffe (2016:214), covert information gathering is used to support the intelligence-led policing mission. Prunckun (2013:23) is of the opinion that covert information is obtained secretly and the data is not open for public. It means they are hidden and invisible to the target who has no knowledge that the collection is in progress (Bryant & Bryant, 2016:518), supported by (Prunckun, 2019:53). Furthermore, (Prunckun, 2013:23) is of the opinion that even though it can also be collected

publicly, this can be done without the targets knowledge and methods such as surveillance operations can be used. In his opinion, Dowding (2011:343) state covert collection that refers to the conduct of spying and the product that result from this is raw intelligence.

The authors, Hauck and Peterke (2016:480), Lyman (2011:224), Madinger (2012:308) and Milne (2013:29) all agree that covert crime information collection methods can be gathered as follows:

- Physical or direct surveillance, by foot, car, aero plane, satellite or static positions.
- Electronic surveillance, the listening in on spoken interactions via devices that amplify and gather sound.
- Covert human information suppliers (CHIS) or informants.
- Agents.
- Records check.
- Mail and trash covers also fit in this category.

Ronczkowski (2018:389) and United Nations Office on Drugs and Crime (UNIDOC, 2011:12) mention that in addition to the above, classified information can also be gathered covertly using human intelligence (HUMINT) and technical (image and signals intelligence) resources. Human intelligence consists of those intelligence gathering methods that necessitate human interaction, target observation and targeted environment (Girod, 2014:17; Jensen, McElreath & Graves, 2013:8; Ronczkowski, 2018:389). The opinion of Doak and McGourlay (2012:225) is that covert human intelligence sources include informants, whistleblowers or police officers. The use of classified information, as explained further by UNIDOC (2011:12), can increase the quality of an analytical product, as it is usually highly accurate; however, its restrictions and dissemination can cause the analytical product to have less value.

- **Closed Sources of Information**

Closed sources of information are those sources which are not open for public access, general distribution and are collected to serve a specific purpose, (Mashiloane, 2014:54; UNIDOC, 2011:12).

These sources, according to UNIDOC (2011:12), are found in structured databases and in criminal intelligence analysis and include the following:

- Personal data collected as part of ongoing targeting operations, or broader criminal records;
- Vehicle registration data; and
- Weapons licensing.

In addition, Kostadinović and Klisarić (2017:49) state that closed sources are articles that have information with restricted access and this particularly indicates that access to sources is restricted to be used under certain rules and procedures. Kostadinović and Klisarić (2017:49) and Mashiloane (2014:54) refer to the following as closed sources that are used:

- Informants
- Mol's databases and registers;
- Databases and registers from other organisations in the public and private sector (other state institutions, public and private companies, banks, and other financial institutions);
- Victims;
- Reports made by individuals and legal entities;
- Anonymous reports;
- Undercover investigator;
- Products made by taking operational, tactical and technical measures and action;
- Documents and correspondence obtained through international cooperation and exchange of data;
- Persons serving a prison sentence;
- Forensic reports; and

- Crime Administration System (CAS), Criminal Record Management System (CRIM), Inkwazi system, and human sources of information are some of the closed sources included in law enforcement.

From the observations of the authors' explanations of covert information collection, it is clear that covert sources are not open for the public and this is done secretly. The target whose intelligence is done on does not have knowledge about the investigation. The authors mentioned some of the closed systems that are used in the intelligence and these systems are not open for the public.

2.5.1.2 Overt Collection

According to Lushbaugh and Weston (2016:125), overt sources consist of collection of crime information by investigators for intelligence and this is done in secret. This is carried out by public sources or non-intelligence police (Lushbaugh & Weston, 2016:126). Lyman (2011:224) advice that the overt collection of information process is made easier when agency administrators require officers from all divisions to document any information that is available on suspected criminal activities and such information must be passed on to intelligence officers.

Overt techniques as described by Mostert (2012:28) consists of methods used by police to gather evidence and this includes obtaining witness statements and gathering physical evidence in a crime scene. Baker (2011:188) and Dowding (2011:343) argue that it consists of the identification of open or overt sources which can be used to obtain valuable information. While, Lyman (2011:224), Naicker, (2017:26) and Van Niekerk (2015:41-42) explain that overt collection of information consists of personal interaction with people, such as witnesses of crimes, victims of crime or suspects. The collection of overt information as mentioned by Lushbaugh and Weston (2016:126) is carried out by public sources or non-intelligence police. According to the abovementioned facts by the authors, newspaper articles falls under open sources and are available for the public in either printed or electronic formats.

- **Open Sources Intelligence (OSINT)**

According to Bryant and Bryant (2016:533) open sources of intelligence have grown fast in recent years and this is resulting from availability of electronic resources available. Hassan and Hijazi (2018:341) mention that most agencies around the world are using Open Source Intelligence (OSINT)

to gather information for intelligence. Whereas in the past evidence was searched manually through paper copies of newspapers and magazines, search facilities are now available on most websites which can be utilised for searching information (Bryant & Bryant, 2016:533). Open sources are necessary for finding information in the early stages of investigations (Laving, 2014:7). Bryant and Bryant (2016:526) believes that there are ways that open source material can assist a police investigator and that is by identifying a suspect's connections and to confirm the information under suspicion.

Bryant and Bryant (2016:526) alert investigators that when they use open sources, it may be difficult to do so because:

- the open web is so huge and not controlled.
- the information lacks provenance and could be inaccurate, unreliable or even false.
- It can also be impossible to use it as evidence in a court of law because the authors may be untraceable.

Rule (2014:21) defines OSINT as the legal systematic obtaining of information that is available for the public. It is also described by Clark (2014:17) and Wiil (2011:1) as an intelligence gathering tool that comprises of supporting intelligence tasks by collecting information from available sources or open sources which can thus be analysed to build up a detailed complex overview of their targets and produce valuable intelligence.

The authors Clark (2014:17), Chauhan and Panda (2015:16), Hassan and Hijazi (2018:5), Laving (2014:5-6), Mashiloane (2014:53), Milne (2013:29), Rule (2014:22) and Vilasi (2018:36) explain that OSINT comprises of open and publicly available sources either printed or electronic formats which include the following:

- Newspapers
- Journals
- Television
- Radio

- Press reports
- Books
- Magazines
- Social networking sites
- Photos and video sharing sites
- Twitter
- Blogs
- Internet
- Academic sources (papers, dissertations, conferences and seminars) commercial data
- Gray literature such as working papers
- Unofficial government documents and surveys
- Geospatial information

Given the information provided by the authors above, it is clear that newspaper articles fall under open sources and can be easily accessible by searching on the electronic facilities. Investigators can obtain information on electronic newspaper articles and analyse them for intelligence. Investigators can use this information in their CIT robbery investigations to apprehend suspects.

2.6 SUMMARY

It has been discovered in this chapter that criminal investigation is essential in a CIT robbery investigation as investigators search for the truth to assist them in bringing the suspect into justice. Investigators have an important task to collect information, identifying the suspect and apprehending the perpetrator. This is confirmed by the authors above. The objectives of criminal investigation as well as the information an information gathering techniques are explained by the authors. From what they have mentioned, information is the start point of an investigation. Without information, investigation cannot be carried out.

The authors go further by explaining that the investigator needs to be familiar with techniques to collect information and use those which are applicable in there are of investigation. The investigator can access a vast amount of information from these information-gathering techniques. Overt collection, as explained above, is information collected by means of public sources and this includes open sources. Newspaper as open sources can be used to gather information by investigators that can be used for intelligence.

To address the next chapter which is Chapter 3, a discussion of intelligence gathered through newspaper articles will be covered and topics such as intelligence, types of intelligence, the intelligence gathering, intelligence gathering process and the various steps in the intelligence-gathering process are also assessed that can assist the investigators when analysing information. Also discussed in the next chapter is the value of electronic newspaper articles on CIT robberies as a source of intelligence, the meaning of newspaper and electronic newspaper articles and CIT robbery,

3. CHAPTER 3: INTELLIGENCE GATHERED THROUGH NEWSPAPER ARTICLES

3.1 INTRODUCTION

Law-enforcement agencies are responsible for fighting crime. This means that they must use a specific approach from concrete suspicions of specific individuals or groups of those involved in a crime and a strategy aimed gathering evidence and use them to prosecute and convict criminals who were involved in criminal activities (Koops, 2013:2). Criminal intelligence is the end product of a process whereby information is collected and processed in a systematic manner, in an attempt to find and generate evidence. Information gathered during an investigation can be used as crime intelligence and as evidence during a trial (Van Niekerk, 2015:39).

This study will focus on the newspaper articles collection of information for the purpose of intelligence, which can be used to apprehend the perpetrators of CIT robbery. Thus, the chapter will give attention to the following aspects which all analyse intelligence, namely the meaning of intelligence, different types of intelligence, intelligence-gathering, intelligence-gathering process and the steps in the intelligence-gathering process. Also discussed in this chapter is the value of electronic newspaper articles on CIT robberies as sources of intelligence, the meaning of newspaper and electronic newspaper articles and CIT robbery,

3.2 THE MEANING OF INTELLIGENCE

Intelligence gives those who are investigating a criminal activity, improved results and fresh leads into new areas of investigation. Intelligence therefore, is an ability to produce solutions and resolve problems in situations (Milne, 2013:1). Van Graan and Zinn (2015:42) define intelligence as what is not collected but what is produced after collected data is evaluated and analysed. Radvanovsky and McDougall (2019:92) define intelligence as information that goes through a process of collection, collation, analysis and dissemination. When raw information is collected, evaluated, collated, analysed, integrated and interpreted, they develop meaningful and useful decisions that are timely and accurate (Swanson, et al, 2012:191).

Girod (2014:xv) sees intelligence as the use of processed information with the use of high technology equipment and agents. Bryant and Bryant (2016:517) and Stelfox (2013:95) support that intelligence is used to describe information about individuals, and this information can be found from a confidential

or sensitive source such as a police database. Clark (2013:17) differs from his opinion and defines intelligence as a cycle that requires planning or direction, collection, processing, analysis and production, and dissemination.

Johnson (2015:286) specifies the following when referring to intelligence:

- The process that begins when national decision makers identify what information is needed to help them make any informed decisions regarding an organisation they must deal with.
- The prioritisation, collection, analysis, production, and use of that information.
- The organisations and groups responsible for that collection, analyses and production of the information.
- The other activities of various groups who participate in the intelligence cycle.
- The information and insights that flows from the intelligence process.

The authors have given their different definitions about what intelligence is and they agree that it involves the analysis of information. Information is collected and then it is analysed for it to become intelligence. For an example: newspaper article is a good example of information that can be collected and analysed because information obtained from newspapers can assist in providing information on who the suspects are, which locations they are committing crimes, methods they are using to commit these crime and this information can also be used in tracing the suspect.

3.3 DIFFERENT TYPES OF INTELLIGENCE

Buckley (2014:68), Lyman (2011:226), Prunckun (2019:16) and Van Niekerk (2015:52) refer to the following as the types of intelligence:

- **Strategic intelligence:** plays a role in the investigation of crimes by the investigator on planning for the future. The investigator is provided with information on the capabilities and intentions of target subjects or associated activity. Strategic intelligence involves less tangible aspects of criminality to understand the why a particular crime is occurring and to provide an insight into the mind-set of those involved. It also has to do with long term estimation and conclusions of objectives.

- **Tactical intelligence:** In law enforcement, tactical intelligence is referred to as field intelligence or line intelligence. It targets criminal activity which is of immediate importance to the investigator. Tactical intelligence furnishes the police agency with specifics about individuals, organisations, criminal groups, and criminal activities.
- **Operational intelligence:** This is information that contributes directly to the achievement of an immediate goal. It also gains information on identified suspects' activities, which is necessary for planning and making decisions of operations. Moreover, operational intelligence is the creation of an intelligence product that supports area commanders and regional operational managers when planning the reduction of crime activities and making use of resources to achieve operational objectives.

Swanson et al (2012:191) also identifies the following as the types of intelligence:

- **Indicative intelligence:** Focuses on visible and new criminal developments.
- **Tactical intelligence:** it focuses on immediate action which results in arrests.
- **Strategic intelligence:** this is information gathered and analysed over time and usually confirms new patterns of criminal activity which are discovered.
- **Evidential intelligence:** This is actual and precise information that can be presented in court.

When observing the authors above when they analyse the types of intelligence, it is clear that Newspaper articles forms part of strategic intelligence because they furnish the investigator with information on the capabilities and intentions of target associated with CIT robberies or if the targets are connected to the crime investigated. In this way, this is important for the investigator to gather so much information about the target, analyse it and use it in the investigation. Information such as where the target stays, how many CIT robberies the target has been involved in, what modus operandi they are using and which areas they mostly commit such crime can be collected from Newspaper articles and can thus be analysed and used in an investigation.

3.4 INTELLIGENCE GATHERING

According to Travis (2012:505), intelligence gathering relates to the compilation of information that can help in solving crimes, but with no specific probable cause that the information gathered will lead to a particular crime being solved. Information gathered for intelligence can be adventitious in the fact that it can open and indicate new areas and avenues of investigation (Van Niekerk, 2015:39). Grana and Windell (2017:287) emphasise that criminal problems can be solved best if intelligence gathering is included.

In intelligence gathering, police suspect an individual or location and survey on such conduct in order to obtain further evidence or information to confirm or reject their suspicions of such conduct (Travis, 2012:179). To support this, Palmiotto (2013:15) is of the opinion that intelligence gathering is an important objective in the process of special investigation.

3.5 INTELLIGENCE-GATHERING PROCESS

According to Naicker, (2017:26) and Van Niekerk (2015:54), the process whereby information is gathered to be analysed, is known as the intelligence gathering process. Baker (2011:187) states that it is the process of handling individual items of information for their conversation which is used in the investigation. Grana and Windell (2017:152) and Goldman and Maret (2016:302) state that also known as the intelligence cycle, the intelligence process focuses on turning information into intelligence and distributing it to the users. It consists of six steps, which are, planning, and direction, collection processing and exploitation, analysis and production, dissemination and integration, and evaluation and feedback (Goldman & Maret, 2016:302).

From the above explanations, it is discovered that intelligence gathering process is the process whereby information is gathered and analysed. The researcher will discuss the different steps of the intelligence-gathering process below. For example: information is considered intelligence after it is analysed and processed. Newspapers can be obtained from open sources and use the information collected from them for intelligence.

3.6 STEPS IN THE INTELLIGENCE-GATHERING PROCESS

Bartes (2013:286), Grana and Windell (2017:153-154), Milne (2013:27), Ratcliffe (2016:79), Ronczkowski (2018:141) and Siegel and Worrall (2018:228) all have different steps under the

intelligence gathering-process. Lyman (2011:228) has nine (9) steps in the intelligence gathering process, containing the following:

- Target selection
- Planning and direction
- Collection
- Evaluation
- Collation
- Analysis
- Dissemination
- Feedback
- Storage and Retrieval System

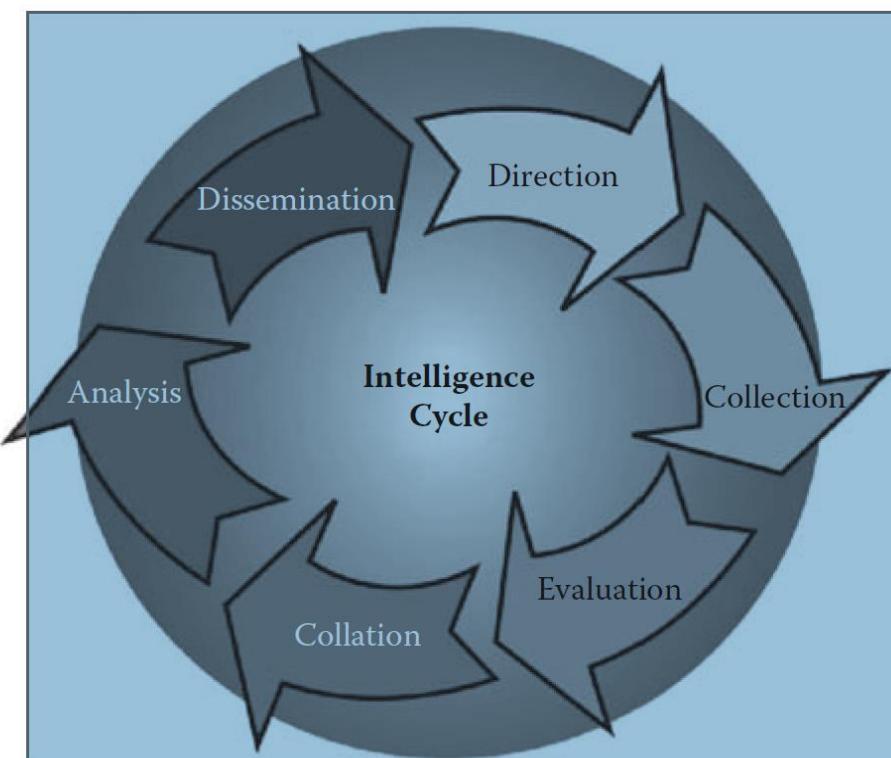


Figure 1.3: The intelligence cycle (Milne, 2013:27).

The researcher has chosen to discuss the six (7) steps which are common to all the above mentioned authors and this include: Planning and direction, Collection, Evaluation, Collation, Analysis, Dissemination and Feedback.

3.6.1 Planning and direction

According to Siegel and Worrall (2018:228), planning and direction involves deciding what is it that the officials want to know and what data to collect to the end. Grana and Windell (2017:153) believe that it involves identifying the need for intelligence. UNIDOC (2011:11) proposes the following initial questions that have to be asked when doing analysis:

- Who will be reliable to do the tasks?
- How will they do the task?
- Why are they doing the task?
- What tasks need to be undertaken?

According to the authors' views above, in this stage, the investigators decide what is it that they want to achieve, what they want to know about a suspect that can assist them in solving the crime. For example: when information is collected, it must be able to answer the questions that investigators have about a suspect which can lead to apprehending the suspect. In Newspaper articles, the questions can be answered through the information they read on the articles. If the suspect has committed CIT robberies in different provinces, this can information can be used to link the suspect.

3.6.2 Collection

This stage involves the collection and assessing of raw information or data from sources available that will be required for the finished intelligence product and making of decisions by the crime analysts or investigating officers (Baker, 2011:187), Phythian, 2013:2 and Siegel & Worrall, 2018:228). Moreover, Baker (2011:187) emphasises the importance of coordinating information, to avoid the duplication thereof. During the collection plan, the intelligence requires the determination of what type

of information needs to be collected, alternatives for how to collect the information, a timeline for collecting the information and a written policy to dictate what types of information may or may not be gathered (Lyman, 2011:229; Ronczkowski, 2018:387).

Collection of criminal information is the hallmark of the intelligence function and the gathering of data may be done overtly, covertly, or as a combination of both (Baker, 2011:188; Lyman, 2011:229 and Van Niekerk, 2015:55). Baker (2011:188) explains that valuable information can be obtained overtly with open sources and covertly through paid personnel, physical surveillance and electronic methods, even though this can be expensive.

The authors agree that the collection stage entails the collection of information for intelligence. The authors mentioned that information can be collected using different gathering techniques, including, for example, overt or covert. Thus, overt collection can include information collected from newspaper articles. The researcher observes the explanations of Lyman (2011:229) and Ronczkowski (2018:387), when they emphasise that it is important to be clear on what information must be collected, as failure to do this may result in invading other people's privacy and that a written policy should be followed in order to be aware of which information to collect. In brief, when using Newspaper articles, information must be collected and then be turned into intelligence.

3.6.3 Collation

According to Baker (2011:189) and Siegel and Worrall (2018:228), collation is the first step in translating raw data into criminal intelligence information and useless and incorrect information is removed. Buckley (2014:150) simply defines it as the bringing together of the gathered information. Lyman (2011:230) defines collation as the process of comparing texts carefully to clarify or give meaning to information, while Siegel and Worrall (2018:228) say that it involves evaluating the reliability and validity of the data collected. Ronczkowski (2018:386) is of the opinion that collation includes a review of collected and evaluated information to determine its meaningfulness to a case or problem at issue.

When the researcher observes the authors' arguments above, collation is the step that follows after all the information is collected and, this entails the sorting out of information to determine which information will be useful and the removal of unwanted information. The researcher also observed

that the authors agree with each other about the importance of reviewing information and deciding on information that can be useful in the solving of a crime. For instance: information about where the suspect was at a particular time can be used to solve a crime as it will show if the suspect was at the crime scene on a particular day.

3.6.4 Evaluation

Newburn et al (2011:206) state that information is evaluated as part of the process of converting it into intelligence. Operationally this is crucial, in order to be as certain as possible that the information is accurate and that the source can be relied upon (Newburn et al, 2011:206). Ronczkowski (2018:389) explains that all information collected for the intelligence cycle is reviewed for its quality with an assessment of the validity and reliability of the information. Evaluation of information consist of two parts (1) a judgement of the validity of the information, and (2) an assessment of the truthfulness and reliability of the source and its relevance, accuracy and corroboration must always be evaluated continuously (Baker, 2011:1878).

This stage, according to the authors' opinions, is more the same as the collation as information is reviewed on whether is valid and reliable. Sometimes witnesses and other information sources provide investigators with misleading and incorrect information. It is thus important to assess the information at this stage to ensure its quality and validity. The authors also emphasise the importance of evaluating the information to ensure its accuracy, quality, validity and reliability.

3.6.5 Analysis

The aim of the analytical process is to use and develop intelligence in order to direct law enforcement objectives, for reasons of both short-term operational and long-term strategic (UNIDOC, 2011:14). In this step, the intelligence is analysed and the information collected is converted into intelligence and disseminated in various forms (Grana & Windell, 2017:153; Phythian, 2013:3).

Equally important, the analytical process involves data integration and clarification, inference development, inference testing, and finalising inferences that are relevant and meaningful to the user (the intelligence product) (Lyman, 2011:230). Similarly, UNIDOC (2011:14) states that indeed data integration is the first phase of the analytical process and involves combining information from different sources in preparation for the formulation of readings. In addition to the analytical process,

UNIDOC (2011:14) suggests various techniques that can be used to display this information, the most common being the use of the following charting techniques:

- Link charting—to show relationships among perpetrators included in a CIT robbery.
- Event charting—to show chronological relationships among entities or sequences of events.
- Commodity flow charting—to explore the movement of cash that was stolen in the robbery and other commodities (firearms taken from security guards).
- Activity charting—to identify activities such as motor vehicle theft which are being used as getaway cars and the use of unlicensed firearms involved in a CIT robbery.
- Financial profiling—to identify hidden income of perpetrators (a lifestyle audit) or business entities of CIT robbers.
- Frequency charting—to organise and summarise the trends of CIT heists, i.e. how often they happen, when they happen, the time they happen and how the offenders and the victims are positioned during the CIT robbery.
- Data correlation—to conclude whether the same CIT robberies in which perpetrators are using the same methods are happening in an exact area.

Furthermore, Lyman (2011:230) states that the purpose of analysis is to break the information flow in a logical sequence to make it purposeful to the user, such as taking a group of surveillance reports and arranging them in the order in which they occurred, to determine primary suspects, locations most visited and vehicles driven.

Given from the authors' points of view above, this stage is done to affirm that the information has been analysed, it is relevant to a problem, compiled and is dependable and valid. The authors make it known in their explanations that this is the most sensitive stage, as information that has been decided upon has to be analysed and confirmed. Information can be analysed by finding out the suspects' identities, location they stay, contacts made, cars driven and destinations travelled.

3.6.6 Dissemination

The dissemination stage of the intelligence process is the final stage, in which the process most commonly breaks down (Lyman, 2011:230). Dissemination involves the preparation and distribution of the intelligence furnished product to the relevant officials or the decision makers who requested it at the planning and direction stage, who need it in order to accomplish their goals (Piehler, 2013:675; Phythian, 2013:4; Ronczkowski, 2018:388; Siegel & Worrall, 2018:228). This can be done by communicating through oral briefings, written correspondence, written structured reports, verbal briefing, or any other proper forms detailing the currently available information by intelligence analysts ((Grana & Windell, 2017:154; UNIDOC, 2011:15).

The authors have explained that this stage the preparation and distribution of the intelligence product to the relevant people. They further explain that this stage is all about getting the information to those who are in a position to make decisions. This information, according to the authors, can be disseminated to investigators and police officers responsible for investigating the crime in question.

3.6.7 Feedback

According to Bartes (2013:286), feedback is the conclusion of the intelligence cycle of intelligence. While Buckley (2014:150) explains that in the intelligence process, feedback is done to assess the success or not of the direction given, and the results achieved in the process. Swanson et al (2012:193) assert that intelligence process value is determined by the product users giving feedback to ensure that the cycle of improvement is kept going.

The researcher noticed that the above authors agree that feedback is important as it explains how the product is and how it assisted them. From what they have mentioned, it is clear that since information is distributed to the investigators and relevant police officers, it is important for the same people to give feedback on the information received, how they used it and how it assisted them in solving the crime.

3.7 THE VALUE OF ELECTRONIC NEWSPAPER ARTICLES ON CASH-IN-TRANSIT

ROBBERIES AS A SOURCE OF INTELLIGENCE

According to Spira (2011:208), the volume of content is increasing significantly, as the intelligence community has kept no secrets of classified information to an open model that allows open source intelligence such as newspaper articles. Prunckun (2013:46) is of the opinion that the existing of print media has resulted in intelligence organisations collecting newspapers, pamphlets, books and reports from it, with the purpose of obtaining useful information to achieve the intelligence products. Madinger (2012:230) mentions that a majority of newspapers are published on the internet, which allows searching and retrieving names of those who were once mentioned in the articles. In addition, copies of back issues, clippings and photographs that have run in the papers in the newspaper morgue file remain in the local newspapers (Madinger, 2012:229).

Newspapers can be useful, such as local, provincial and national which give reports on coverage of events, crime and criminal stories, organisations, names, offences, court convictions, probations and parole details for public record (Lowenthal & Clark, 2016:24; Prunckun, 2013:63). This is supported by Bryant & Bryant (2016:526) who point out that local newspapers can provide police officers with useful information, whereas provincial newspapers are assisted by volunteers who post reports every week and this can assist the police in discovering open places to criminal targets. Furthermore, Bazzell (2018:195) also mentions that almost every newspaper is now found online and most digital editions allow readers to leave comments about individual articles and this content can be valuable in an investigation, even though it is questionable.

According to Stelfox (2013:110), media such as newspapers, radio and television are interested in obtaining material to provide interesting stories and, since crime is high on their interesting stories, they are always prepared to cover these stories. This presents an opportunity for investigators to report crimes and request for witnesses (Stelfox, 2013:110). It is further supported by Dempsey and Forst (2016:306), who explain that newspaper articles that are available online are useful in providing a wealth of information in terms of what strategies are being used in other departments and also for investigators to be vigilant about crime trends in the communities.

Yin, Camacho et al (2019:205) mention that meta data extracted from online newspaper articles may be useful in providing information that can be used to solve different kinds of tasks related articles

and this can be a categorisation of news, geolocation, prediction, identification of crime hotspots and the classification of images. This data can include the tags about the categories of news and the place where the events occurred as described in the news (Yin et al, 2016:24).

Jayaweera et al (2015:3) are of the opinion that when taking decisions, police and other interested parties continually base their concerns on major crime incidents and not on minor crime incidents. They should therefore use crime analysis results on newspaper articles to assist them in their respective tasks, even though they cannot reveal the exact number of crimes (Jayaweera et al, 2015:3). When such content analysis is used, crime analysts use police reports, magazine articles, newspaper articles, blogs, suicide notes, or criminal confessions to take data in order to develop knowledge about certain problems or trends (Grana & Windell, 2017:291). The analyst can search for a person's name, a location or a common pattern, read reports and documents carefully in order to be able identify trends and propose solutions to the problems (Grana & Windell, 2017:291).

Moreover, Grana and Windell (2017:320) assert that newspapers and news broadcasts can probably show an insight of what is important to the citizens in the local community. After gathering this printed information, the analyst can then compare this with the messages, mission statements, and stated goals of the police administration to obtain a picture of what the relationship between the police and the community is currently at over the years and what improvement is needed (Grana & Windell, 2017:320).

It is suggested by Grana and Windell (2017:320) and Rosenfeld and Penrod (2011:228) highlight that when analysing newspaper articles for content, newspapers that have published information regarding the case investigated can be identified by using online databases such as LexiNexis. These databases are helpful in providing top newspapers with information in particular around the country (Rosenfeld & Penrod, 2011:228). It is clearly emphasised by Prunckun (2013:63) that newspapers are a source of information and therefore should not be left unnoticed.

Walton (2014:141) highlights that the following information can be found in newspapers:

- Victim's identification information such as date of birth, place of birth, age, address and marital status.
- The name of the person who reported the crime.

- The reports on the location and description of wounds to the victims and weapons used.
- The description of the crime scene.
- The report on what time and date the crime was reported to the police.
- Names and addresses of witnesses.
- Names of responding law enforcement officers and investigators.
- Identities of the initial coroner or medical personnel.
- Identities of the persons of interest.
- The name of the author of the article.
- A description of the evidence seen by the others.
- A discussion of what evidence or property the law enforcement and investigators seized.

Electronic newspaper articles can be a valuable source in a CIT investigation. This is supported by the authors' arguments above. They have mentioned how newspapers article available online, in particular, can be useful in providing information to investigators about an offence that has occurred and can also assist police officers regarding which way to go regarding a crime which is being investigated. This necessitates that newspaper articles can be valuable in the investigation of a CIT robbery. Investigators can collect information from newspapers such as CIT robberies that have occurred in different places, information about the criminals from the comments of readers and can also find witnesses through newspapers.

3.8 THE MEANING OF NEWSPAPER

According to Tanikawa (2017:3519), newspapers have delivered news to the public to read and inform them of important events of the day for centuries. They are becoming like news magazines, offer analyses of evolving events happening in the world and feature people, corporations, social trends, and display layouts that prioritize photographs (Tanikawa, 2017:3520). Moreover, Tanikawa (2017:3520) highlights that since newspapers cannot compete with online news media in terms of speed, they dig up the depth of information, analysis, and coverage of trends that have not been published by others.

Duanprakhon (2012:8) and Gums (2012:24) define newspaper as a publication distributed on a daily or weekly basis and contains news, opinions, features, advertising, stories, poems and useful information. They can be local, regional, national or international and they can be paid for or free (Harcup, 2014:205). Similarly, Iglnezakis, Synodinou and Kapidakis (2011:365) define a newspaper as a written published edition reporting contemporary news on a daily or a weekly basis about political, economic, social, cultural events that also contains editorials. Whereas King (2017:180) defines newspaper as any paper that contains public news, intelligence an occurrences that must be disseminated to the public. Bergs and Brinton (2012:1063) mention that newspapers serve a purpose to provide up-to-date information. They have high information content and play an important role in informing and educating people (Gibbons, 2014:181-182).

3.9 THE MEANING OF ELECTRONIC NEWSPAPER ARTICLES

According to Kuiken, Schuth, Spitters and Marx (2017:1300), people are changing their newspaper articles consumption of by using newspaper on the internet rather than from physical newspapers. Bergs and Brinton (2012:1064) mention that the majority of newspapers are now publishing papers online and also provide their printed versions on CD Rom. Newspapers appear on internet in different forms such as website newspapers, e-papers and mobile applications (Koundal & Mishra, 2018:58).

Iglezakis et al (2011:365-366) describe a newspaper article as a compilation of texts which comprises of words to discuss either current topics of general interest or other specific matters. These articles may include photographs and electronic newspapers articles may include podcasts (Iglezakis et al, 2011:366). They are excellent sources of facts that give contemporary and historical perspective and information regarding local issues (Verderber, Sellnow & Verderber, 2012:97). Verderber et al (2012:97) also mention that the availability of newspapers online has made them very accessible. Suijkerbuijk (2014:54) explains that electronic newspaper is valuable because it can deliver up-to-date news on time. They also allow readers to engage in a discussion and ask questions on the electronic newspaper's social platforms (Suijkerbuijk, 2014:54).

It is clear from the above authors' explanations that electronic newspaper articles are those articles that are found online and are accessible to anyone who has an interest on them. They go further by explaining that they contain facts and can be a good information source.

3.10 THE MEANING OF CASH-IN-TRANSIT ROBBERY

According to Zondeka (2015:116), cash-in-transit robbery is a violent robbery of a van or small truck carrying banknotes, coins and items of value whilst being transported. Pienaar (2014:104) states that a cash-in-transit robbery is an unlawful, intentional and violent removal of cash that is under the security company's control. This also consists of the removal of cash by means of threats and violence inside or outside the bank (Pienaar, 2014:104).

Gavin (2019:234) describes cash-in-transit robbery as the targeting of security personnel whilst they are transferring cash from one place to another. Poisat, Mey and Theron (2014:312) highlight that security vehicles have become targets for armed robberies and this is because of large amounts of cash that is in transit. This puts CIT guards under dangerous and life-threatening conditions when they transport cash (Poisat et al, 2014:312).

According to Wetstein (2013:18), there are two main methods for committing a CIT robbery: stopping and then attacking a mobile transit vehicle or truck and robbing or attacking drivers or guards during delivery or collection. Van der Spuy (2018:56) explains that cash-in-transit heists are not committed by single persons but groups of individuals who form a group together to commit a crime. There are factors involved in CIT robberies as explained by Van der Spuy (2018:56) and these are:

- Such groups are arranged.
- They do not give each other specific roles, with divisions of individuals labour in terms of the looting machine.
- The robbers involved belong to social hierarchies and are from social networks.
- They have social histories and career paths.
- There are the kingpins who write the crime script and give the orders to the group that is going to carry out the robbery.
- There are accomplices whom they recruit from the criminal justice system and the private security sector to be involved in the CIT robbery.

Furthermore, Van der Spuy (2018:56) mentions that the modus operandi of the CIT robbery is that when they commit such crime, they commit it with cool heads, professional skills, and hard tools such as men, vehicles, guns and explosives. They also have to plan and organise when they proceed to the event, and the mechanics must be available the moment when the robbery takes place (Van der Spuy, 2018:56).

According to the authors' above arguments, CIT is the stealing of money from vehicles carrying money by using explosives and guns. The researcher observes in their definitions that they all explain that a CIT robbery involves the removal of cash in a vehicle. They have also mentioned that in a CIT robbery, the robbers most likely kill guards and burn the vehicle when committing these robberies. For example: when a CIT robbery occurs, robbers start by shooting the vehicle and, if the guards shoot back, they kill them in most cases and take the money and then burn the vehicle to destroy the evidence.

3.11 SUMMARY

The analysis of information into intelligence is important in an investigation, as this assists investigators in apprehending the perpetrators. An intelligence gathering process must be followed by the investigators. This will assist them in planning, collecting and analysing information. This will also assist investigators in solving cases. It is important for officers to have intelligence skills as well as the knowledge of collecting information because, as mentioned above, information that has no value cannot assist in the intelligence. It is also important that investigators know what information they have to collect to save time and money. Investigators can use information found in electronic newspaper articles and analyse them for intelligence. By doing so, they can find intelligence that can assist in combatting and decreasing CIT robberies and such perpetrators can be apprehended.

4. CHAPTER 4: FINDINGS AND RECOMMENDATIONS

4.1 INTRODUCTION

This is the final chapter of the study, which is explaining the findings and recommendations of the study. Intelligence gathering can assist investigators in collecting information which can then be analysed and turned into intelligence. Investigators lack understanding of criminal intelligence gathering as aspects of criminal investigation and do not use it in solving crimes. The more CIT robberies occur and police are not using intelligence gathering to solve crimes the more the impact it can have on the economy of South Africa in terms of banks, employees' salaries, people's lives and assets.

In this study, the aim of the research was to determine if newspaper articles on CIT robbery can be a source of intelligence. The researcher searched for literature that was relevant to the research and this assisted in answering the research questions of the study. The literature used was found on textbooks, research articles; master's dissertations and PhD thesis; newspaper articles (online); and searching the internet with the intention of finding data that can answer the research questions.

The researcher formulated two research questions which were used to address the aim of the study and these questions were used to give direction to the whole study. The questions formulate were the following:

- What do sources of intelligence comprise of?
- What intelligence can be gathered through newspaper articles?

4.2 FINDINGS

The following secondary findings are obtained from the research questions of the study and information collected from literature which was found on textbooks, research articles; master's dissertations and PhD thesis; newspaper articles (online); and searching the internet with the intention of finding data that can answer the research questions. Newspapers that were used are online local newspapers. Recommendations are also made, based on the secondary findings. The findings of the study will now be discussed below.

From the literature mentioned above, in this research study it was established that:

4.2.1 Research question one findings

Research question one: What do sources of intelligence comprise of?

In the researcher's study, it was well defined and found based on the literature collected that:

- **Criminal investigation**

Criminal investigation is the systematic process of identifying, discovering, collecting, preparing, preserving, apprehending and evaluating information for the purpose of presenting evidence to determine what happened, who is responsible, convicting suspected offenders and bringing them to justice. It is also the systematic search for the truth, to solve crime, to identify, to find evidence and reconstruct past events.

Types of criminal investigations are: reactive and proactive. Reactive method starts when a crime is discovered and its purpose is to bring offenders to justice by collecting material that identifies suspects and obtain provides evidence that will assist the court in proving the guilt of the suspect, whereas proactive method begins with information and intelligence about an individual or group of people about to engage in criminal activity.

The objectives of criminal investigation are to: identify a crime and the perpetrator, arrest the suspect/criminal, recover of stolen property, evaluate and be involved in the prosecution process and gather objective and subjective evidence about an alleged crime or incident.

- **Information**

The study revealed that information is the gathering of facts that can be used as crime intelligence or as evidence during a trial and this information can be interpreted and converted into intelligence. It can assist in the investigation. It was also discussed in the literature collected that newspaper articles can assist in this regard in disseminating information about the victim and profile of the offender, thus opening areas of investigation. Information can be collected from sources of information that are classified into open, closed, semi-open, clandestine and covert sources.

- **Information Gathering Techniques**

Information or intelligence is collected by law enforcement and they use different methods to collect, record, assess and put it to use. Police must use overt and/or covert, which are information collection techniques to gather information which leads to criminal arrest. Overt information collection is public, covert information is not public and both are used by intelligence officers to obtain information.

4.2.2 Research question two findings

Research question two: What intelligence can be gathered through newspaper articles?

- **The meaning of intelligence**

It was found that intelligence is the product resulting from the collection, evaluation, analysis, integration and interpretation of all information. It was also found that in order for information to be turned into intelligence, it must be collected and there are different information-gathering techniques available for investigators to collect information.

- **Different types of intelligence**

It was discovered in the study that intelligence has different types which can assist the investigators to use, depending on the type of crime investigated. The types of intelligence are:

- a. Strategic intelligence: It plays a role in the investigation of crimes by the investigator on planning for the future.
- b. Tactical intelligence: In law enforcement, this is referred to as field intelligence or line intelligence. It targets a criminal activity which is of immediate importance to the investigator.
- c. Operational intelligence: This is information that contributes directly to the achievement of an immediate goal. It also gains information on identified suspects' activities, which is necessary for planning and making decisions of operations.

- d. Indicative intelligence: Focuses on visible and new criminal developments.
- e. Evidential intelligence: This is actual, precise information that can be presented in court.

- **Intelligence gathering**

Intelligence gathering is important in any investigation and involves the combining of collected information with the aim of solving crimes. Information gathered for intelligence can open and indicate new areas and avenues of investigation

- **Intelligence-gathering process**

The intelligence-gathering process which is also known as the intelligence cycle, concentrates on turning information into intelligence. It is the process whereby information is gathered to be analysed.

There are different steps in the intelligence-gathering process (intelligence cycle) (planning and direction, collection, collation, analysis, dissemination, evaluation and feedback). These steps guide the investigators when collecting information. It is important to know which information must be collected to avoid wasting time collecting information that has no value.

- **The value of electronic newspaper articles on Cash-in-transit robberies as a source of intelligence**

Newspapers can be useful, such as local, provincial and national, which give reports on coverage of events, crime and criminal stories, organisations, names, offences, court convictions, probations and parole details for public record. Majority of newspapers are published on the internet, which allows searching and retrieving names of those who were once mentioned in the articles. Local newspapers can provide police officers with useful information, whereas provincial newspapers are served by volunteers, who post reports every week and this can assist the police in discovering open places to criminal targets.

- **The meaning of newspaper**

A newspaper is a publication distributed on a daily or weekly basis and contains news, opinions, features, advertising, stories, poems and useful information. They can be local, regional, national or international and they can be paid for or free.

- **The meaning of electronic newspaper articles**

Electronic newspaper articles are papers published online. They are available and accessible online. These electronic newspaper articles may include photographs and podcasts.

- **The meaning of Cash-in-transit robbery**

Cash-in-transit is a violent robbery of a van or small truck transporting carrying banknotes, coins and items of value. It is an unlawful, intentional and violent removal of cash that is under the security company's control. This also consists of the removal of cash by means of threats and violence inside or outside the bank.

4.3 RECOMMENDATIONS

The following recommendations are made according to what was discovered in the research. The researcher started chapter one by indicating what the aim of this research was, to determine if newspaper articles on CIT robberies can be a source of intelligence. Although the research questions, aims and purpose were covered in the researcher's study, in the literature there are some concepts which require further research. More research needs to be undertaken, especially in the area of intelligence gathering.

It is therefore recommended that further research in the following areas of this study be undertaken:

- Criminal investigation (meaning, types, objectives)
- Information
- Information gathering techniques
- The meaning of intelligence
- Different types of intelligence
- Intelligence gathering
- Intelligence-gathering process
- Steps in the intelligence-gathering process
- The value of electronic newspaper articles on CIT robberies as a source of intelligence

The researcher recommends further that emphasis be put on the following aspects as it was observed in the research problem that police are lacking in the aspect of criminal intelligence.

- That investigators must be educated about the importance of collecting valuable information, which will then be turned into intelligence in order to apprehend suspects;
- There should be continuous practical and theoretical trainings for investigators who investigate CIT robberies and how the electronic newspaper articles on CIT robberies can be used as a source of intelligence;
- Courses must be developed in police stations which all members must attend as they will acquire skills and knowledge about the intelligence gathering-process;
- When new information is released and new laws about the intelligence gathering-process are passed, investigators must be put in speed about such;
- It has been observed that there are different information gathering-techniques available for investigators, they should all be used when collecting information;
- That regular trainings must be done to improve those who still have not been able to efficiently use intelligence gathering-process and have not solved cases successfully because of problems experienced when using the intelligence-gathering process;
- It should be emphasised that investigators should follow the steps in the intelligence-gathering process, as they will guide them in the course of the intelligence-gathering process.

4.4 CONCLUSION

The evaluation of the research has shown that information found on electronic newspaper articles can be turned into intelligence. This is achieved after information is collected from electronic newspapers, both local and international, which then becomes intelligence after it has been analysed by using the intelligence-gathering process. This was achieved by answering the relevant research questions. The researcher emphasises that investigators must use electronic newspaper articles as a source of intelligence gathering and most importantly they must use all the available intelligence-gathering techniques to collect information as well as following the intelligence-gathering steps. These can be of great assistance to investigators during the

investigation of CIT robberies as well as other crimes. It is also important for investigators to know what information must be collected to be processed into intelligence.

The researcher; therefore, suggests that investigators must be informed of the value of the intelligence-gathering process in the investigation of CIT robberies. The researcher suggests that different courses and up-to-date trainings and education be introduced at police stations to emphasise the importance of using the intelligence-gathering process amongst police investigators. These can be of beneficiary at police stations because the investigators will acquire knowledge about the use of intelligence-gathering process and use this knowledge in their investigations of CIT robberies.

The researcher is hopeful that investigators will be empowered by the knowledge that was acquired in this study of the value of newspaper articles on CIT robberies as a source of intelligence. The investigators can use this knowledge to increase the rate of detection and conviction of offenders, bettering the economy of South Africa in terms of banks, employees' salaries, people's lives and assets and have people live in a crime-free society.

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6. ANNEXURES

6.1 ANNEXURE A: TURNITIN REPORT

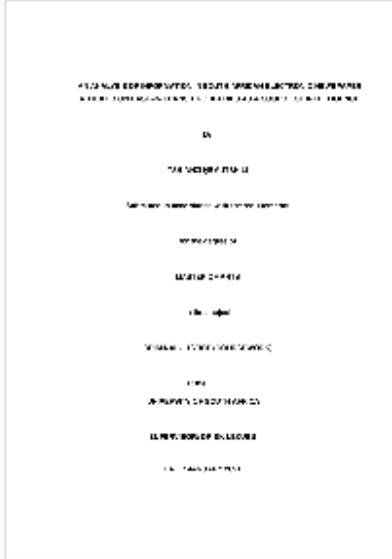
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