

**AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS: CASE
STUDY FROM DURBAN, KWAZULU- NATAL, SOUTH AFRICA**

by

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09 October 2020



N. LALLUPERSAD

DEDICATION

To my late parents, Mr Churangi Lallupersad and Mrs Sathwathie Lallupersad.

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SUMMARY

A sharp rise in crimes at shopping malls in KwaZulu-Natal and other provinces around the country has prompted shopping mall owners to keep shopping malls safe. Some of the crimes that shopping malls experience include armed robberies, customer robberies, parking lot crimes, assaults, store holdups, shopliftings, and property crimes. Shoppers and retailers at malls are concerned with their safety.

Criminals commit crimes for numerous reasons, and the situations are always different. In this context, shopping mall owners must ensure that improved security measures are in place to maximise safety by considering different facets of security and mitigating risks.

Security measures are the first line of defence at shopping malls and, when properly implemented, will comprehensively meet the security objectives of the facility. This study aimed to assess the security measures at shopping malls in Durban, KwaZulu-Natal, South Africa, to make recommendations for improvement.

Keywords

Shopping mall, Security, Private Security, Physical protection systems, Security measures, Vulnerability, Security risks, Security threats, Crime, Security survey

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LIST OF ABBREVIATIONS

ABS	Automatic Barrier System
ANC	African National Congress
ANPR	Automatic Number Plate Recognition
ATM	Automatic Teller Machines
AU	Australia
BAC	Business Against Crime
CAS	Crime Administration System
CBD	Central Business District
CC	Command Center
CCTV	Closed Circuit Television
CGCSA	Consumer Goods Council of South AFRICA
CiT	Cash in Transit
CJS	Criminal Justice System.
CMC	Control Monitoring Centre
CMOS	Complementary Metal Oxide Semiconductor
CPTED	Crime Prevention Through Environmental Design
CRC	Criminal Record Center
CR	Crime Registrar
CSVR	Centre for the Study of Violent and Reconciliation
DiD	Defence-in-Depth
GDP	Gross Domestic Product
GR	Grade
HD	High Definition

HPSL	High- pressured sodium light
IDC	Identification Cards
IDE	Intruder Detection Equipment
IFCD	Information from crime dockets
IOL	International online
ISS	Institute for Security Studies
ITS	Internal Theft Syndicates
KZN	KwaZulu-Natal
MO	Modus Operandi
OB	Occurrence Book
ODL	Overhead Door Locks
ORC	Organised Retail Crimes
PAL	Phase Alternating Line
PIN	Personal Identification Number
PO	Patrol Officers
POV's	Privately Owned Vehicles
PP	Physical Security
PPE	Personal Protection Equipment
PPS	Physical Protection System
PSiRA	Private Security Industry Regulatory Authority
RAC	Retail Against Crime
RCT	Rational Choice Theory
S O	Security Officer
SABS	South African Bureau of Standards
SACP	South African Commercial Property.
SACSC	South African Council of Shopping Centres
SAPS	South African Police Services
SCSI	Shopping Centre Security Initiative
SM	Site Managers/Shopping Mall Managers
SOP	standard operating procedures
SRMM	Security Risk Management Models
SS	Security Supervisors

STD	Standard
TASCI	Trade Association of the Shopping Centre Industry
UID	Unique Identification Data
UK	United Kingdom
UNISA	University of South Africa
USA	United States of America
VIVA	Value, Inertia, Visibility, Access
VSHDL	Vertical Storing Hydraulic Dock Levers

CHAPTER 1

INTRODUCTION AND MOTIVATION

1.1 INTRODUCTION

An increase in violent crimes at shopping malls across KwaZulu- Natal and other South African Provinces has prompted shopping mall management, the Trade Association of the Shopping Centre Industry (TASCI), and the South African Police Service (SAPS) to strive to keep malls safe for shoppers and retailers. Shoppers and retailers have seen many shopping malls become victims of robberies and other crimes, which are much more prevalent during festive seasons. According to Dunnington (2015:3), a survey conducted by the South African Council of Shopping Centres (SACS) in 2014 revealed that security was the number two concern for shoppers surveyed. It would make good business sense if shoppers and retailers perceived that they were safe within the mall environment, and any incident that compromises their safety would be a cause for concern. Therefore, mall management and property owners must pay attention to this area of security and make sure that the appropriate security measures are implemented.

Mall managers are faced with the dilemma of whether or not to raise the issue of safety concerns to customers and retailers that have a presence, at the risk of losing patronage in the event of any breaches, which are possible despite having the best security measures in place. Security measures must be underscored by awareness, information, and education. In recent years, malls have made increased efforts to inform customers about security precautions through brochures containing safety tips. Shoppers and retailers must be informed to influence and change their shopping habits, if necessary. Mall Managers or property owners should be encouraged to communicate crime reporting procedures and crime statistics to their shoppers and tenants.

South Africa has seen significant growth in the number of malls in the country. In KwaZulu-Natal alone, there are 275 malls of several types, and well over 75 percent are in Durban. There are four major categories of shopping malls, namely,

neighbourhood malls, community malls, city centre malls, and multi-use mega malls. Neighbourhood malls typically do not have many shops and are characterised by discount stores, supermarkets, pharmacies, and one large speciality store. Neighbourhood malls are designed to offer shoppers convenience, especially for shopping for everyday household items and immediate needs. Community malls are shopping complexes that are larger than the neighbourhood mall and offer the same convenience but with more services and may include salons, laundromats, and eateries (Tandon, 2015: 3).

City Centre malls mostly cater to city workers and travellers who usually visit Durban for leisure and are often anchored by supermarkets, departmental stores, and fashion stores (Tandon, 2015:3).

Multi-use mega-malls have various stores, inclusive of departmental discount stores, supermarkets, and speciality discount stores. These malls often have additional amenities such as offices, leisure facilities such as hotels, restaurants, bars, cinemas, sports arenas, and amusement parks that provide patrons with much more than just a traditional shopping experience. These types of malls will influence the decisions about the security systems that will have to be in place.

Some of the major problems that shopping malls experience are, but are not limited to, armed robberies, shopper robberies, parking lot crimes, assaults, store holdups, shopliftings, property crimes and loitering. Crime is a social, economic, environmental, and psychological problem. Criminals commit crimes for various reasons and in different manners. In this context, property developers and mall managers must ensure that enhanced security measures are in place to maximise safety by considering all aspects of security and mitigating risks.

While mall managers must ensure that safety and security are priority areas, it is also incumbent on customers to protect themselves against risks at shopping malls. Awareness will lead to an anticipation of potential dangers and influence shopping behaviours and planning the next time shoppers go to the shopping mall. Such planning includes reviewing the period to shop (daylight vs evening), shopping with others or alone. Shoppers should plan where to park and be on the lookout for suspicious people before parking and exiting their vehicles.

This chapter focuses on the rationale for the study, the problem statement, the research questions and the aim and objectives while providing key concepts and an overview of the chapters of this research study.

1.2 RATIONALE FOR THIS STUDY

Fouchê and De Vos (2011:107) define rationale as “the relevance and important reasoning of the study.” It convinces readers that the study is relevant, appropriate, and important and should be undertaken. The author is a Compliance and Investigations Officer of a major security service provider in the Province of KwaZulu- Natal. In the course and scope of his duties, concerns around the adequacy of security measures and safety in public places such as shopping malls are the subject of discussion and concern. In the author's experience, there seems to be a reluctance on the part of mall managers and, in some instances, service providers to be transparent about issues related to customer safety and the prevalence of the risks of inadequate security measures. The author believes that such conversations or discussions with all relevant stakeholders are necessary to prompt changes.

Security, for good reasons, can be considered a success factor at shopping centres. According to store managers at shopping centres, prevalent threats are robbery, shoplifting, drug users, and difficult patrons. However, other kinds of significant and insignificant risks are being experienced every day. Shopping malls, on the other hand, are popular for a large majority of people as they offer many attractions in the form of accessibility, parking, merchandise value, a variety of tenants, ambience, and atmosphere (Jarvinen & Koistinen, 2010: 134-138).

The perception that a mall may be unsafe will lead to customers deciding not to shop there anymore. Various customer surveys have indicated that around ten percent of customers avoid shopping at malls because of the feeling of being unsafe. Fear of chaos, disruption, and being a target for criminal activities prevent some customers from changing shopping habits, and this, in turn, impacts profit margins for retailers at shopping malls (Gips, 1996: 12-18).

According to the Consumer Goods Council of South Africa (CGCSA) (2015:4), between May 2013 and April 2014, there have been no fewer than ten incidents at some of the major shopping malls. This prompts the question, "Are shopping malls soft targets by their very

nature and design?". "Does size also matter? What prompts these crimes?". The fact that malls typically have multitudes of people, many carrying large parcels and bags, who enter and exit multiple points helps criminal elements blend in with the crowds without being detected (Davis, Ortiz, Rowe, Broz, Rigakos & Collins, 2006:1).

Violent shopping mall robberies have prompted the South African Council of Shopping Centres (SACSC) to take proactive steps in keeping malls safe for shoppers (Security Today, 2015:5). According to the South African Commercial Property (SACP) (2014:4), many shopping malls have become victims of robberies, and security experts have stated that this is just the prelude to robberies that will possibly occur, especially during the festive periods. Security managers in some of the shopping malls appear to be very relaxed. In some shopping centres, the closed-circuit television cameras (CCTV) are not operational, and sometimes, the footage at some shopping malls is of inferior quality. Shoppers have become deeply concerned about the armed robberies at shopping malls, fearing that shooters could strike at any time with catastrophic results. Risk at one store in the shopping mall can create a knock-on effect. Retailers must work closely with shopping malls, security providers, and the police to ensure they are vigilant at higher-risk times for each store (South African Commercial Property 2014: 4).

Beck & Willis (1995:57-116) further elaborated that the risks of crimes in shopping mall parking lots are also high as the general public and would-be criminals also have access to the vehicles of shoppers who have parked their vehicles in parking lots. According to Beck and Willis (1995:57-116), many shoppers who were victims of crime had conceded that they left vehicle doors or boots unlocked. Some have also admitted to sometimes leaving their vehicle windows opened in the false hope that the mere presence of security guards and CCTV cameras provide a "safety net." Would-be criminals assume that luxury cars contain valuables, making such vehicles increasingly at risk. These cars are also at risk of the theft of expensive spare parts, which can then be sold informally. If shopping mall parking lots are poorly lit, dark, intimidating, and create an "unsafe" feeling, they will act as a discouragement to shoppers. Consequently, shoppers will go to other shopping malls where safety and security are paramount, and there is an absence of fearfulness and precariousness.

Shopping mall crimes thrive as there is a market for stolen goods, and criminals know where to take the stolen items to get rid of them quickly (Swenson, 2010:2).

1.3 RESEARCH PROBLEM

This problem statement has been delimited to focus on this particular study to ensure a well-defined understanding of what this study includes (Fouchê & Delport, 2011:108). Shopping malls regularly fall victim to crime and security breaches because of vulnerabilities in security measures. The crime statistics released by the Minister of Police in September 2015 indicated that business robberies increased from previous years (Crime statistics, 2016:5). As a result of the crime risk at shopping malls, the assessment of security measures at shopping malls was deemed necessary to reduce the vulnerabilities and mitigate the risks, by improving security measures.

1.4 RESEARCH QUESTIONS

The role of research questions is to create a framework for the purpose of the study. By asking several questions that focussed largely on the problem, the researcher was able to steer the responses to be relevant to the study (Creswell, 2009:138)

Mistry, Minnaar, Patel and Rustin (2003: 59) further advanced that this framework highlights a synergy between the research questions and the research design. Research design is the framework of research methods. A research question is a question the research seeks to find answers to and determines the type of study that must be conducted, i.e. qualitative study. A research question prompts one to think about how to implement the design. Research questions address the research problem.

The collection of data was focused on the following research questions in this qualitative study:

- What security measures are currently being implemented at shopping malls in Durban, KwaZulu-Natal?
- What are the security risks at shopping malls in Durban, KwaZulu-Natal?
- What should be done to improve security measures at shopping malls in Durban, KwaZulu-Natal?

Secondary questions will be found in the Interview Schedule.

1.5 RESEARCH GOALS AND OBJECTIVES

The problem statement and the research questions ultimately lead to the formation of the research goal and objectives of the study. The goal highlights the fundamental direction of the study, and the objectives identify the precise issues the researcher sets out to research (Fouchê & De Vos, 2011: 101-112).

1.5.1 Research Goal

The goal of this study was to assess the existing security measures at shopping malls in Durban, Kwa Zulu-Natal, with the intention of making suggestions for improving security measures designed to curb crimes and incidents of security breaches at shopping malls.

1.5.2 Research Objectives

Any systematic endeavor in social research should include at least one (1) of the three (3) primary objectives, that is, to explore through discovery, to pronounce on, and to explain (Arkava & Lane, 1983:11).

The study explored the under-mentioned objectives to achieve the research goal:

- 1.5.2.1 To assess the existing security measures implemented at shopping malls in Durban, Kwa Zulu-Natal, South Africa.
- 1.5.2.2 To identify security risks at shopping malls in Durban, Kwa Zulu-Natal, South Africa.
- 1.5.2.3 To suggest improvements to security measures at shopping malls in Durban, Kwa Zulu-Natal, South Africa.

1.6 REVIEW OF RELEVANT LITERATURE

A literature review is an in-depth study of academic articles, publications, and other sources that facilitates a clearer understanding of the nature, meaning and context of the identified problem. Meticulous analysis of the literature sets the conceptual framework for the study. The literature review further demonstrated the underlying assumptions and values that the general research questions brought to the study. This contributed to establishing credibility and a framework for the research (Fouchê & Delpont, 2005: 123-131).

Literature sources, for example, research reports, dissertations, thesis, presentations held at conferences, workshops, newspaper articles, magazine articles, periodical articles, non-fiction books, and journals, helped the researcher select the research topic. The UNISA Library database and other databases were searched for the existence of this topic to ensure that the researcher does not repeat research that has already been undertaken. Since there was no evidence of the same or similar topic being previously researched, the researcher decided to use the topic for the research. The parameters of the research were set so as not to waste resources on collecting data on unrelated issues. The researcher ensured that he recorded the bibliographic citations and compiled an alphabetically listed file to keep track of the research sources (Fouchê & De Vos 2011: 133-140).

1.7 KEY THEORETICAL CONCEPTS

1.7.1 Shopping mall: The term "shopping mall" describes a collection of shops or stores designed and developed as one building unit. Shopping malls may be small, large, covered, uncovered, or one or many-storied, with exposed or undercover parking (McGoey, 1996:7).

1.7.2 Security: It is defined as measures that are used to "protect people, property, or the enterprise from malicious human threats" (Garcia: 2012: 12).

1.7.3 Private security: Measures instituted by private entities or individuals to safeguard and protect assets against any risks. Assets could include anything from property to humans (Bosch, 1999: 4).

1.7.4 Physical Protection Systems: They serve as security measures against any threat. These threats range from criminals to competitors (Garcia, 2001: 298).

1.7.5. Security measures: Security Measure is any security aid, equipment, policy, procedure, or activity used in the security function (Rogers, 2005: 161)

1.7.6 Vulnerability: Vulnerability is also known as a security weakness. It is the susceptibility to physical or emotional hurt, being open to attack, or lacking resilience (Smith & Brooks, 2013: 67).

1.7.7 Risk: According to Le Roux (2004: 19), a risk is defined as "the chance or likelihood of an undesirable event occurring and causing harm or loss." One of the key elements of risk is uncertainty, which has to exist for the risk to be confirmed.

1.7.8 Security threats: Security threats may be defined as any potential event or act, deliberate or accidental, that could cause an impact on employees or assets (Mulder, 2006:27).

1.7.9 Crime: Crime is unlawful culpable conduct which is punishable by the state (Conklin, 1995:6).

1.7.10 Security breach: It can be defined as an act that leads to the violation of a system or unauthorised access to the system (Waite, 2008: 738).

1.7.11 Security survey: A security survey is a detailed on-site examination and analysis of a place to determine the present security status, identify deficiencies or excesses, determine the protection needed, and make recommendations to improve the overall security (Fennelly, 2012:41).

1.8 OUTLINE OF THE DISSERTATION

Chapter 2 discusses the research methodology, highlighting the research approach, research design, data collection instruments, design and development of data collection instruments, piloting, collection of data, data analysis process, ethical considerations, reliability and validity, and limitations to the research.

Chapter 3 discusses the literature study. The literature study focuses on theories that contribute to the conceptual framework for the study and discusses the security measures applied at shopping malls.

Chapter 4 discusses how data was processed and analysed.

Chapter 5 presents the research findings, recommendations, and suggestions for further research.

1.9 SUMMARY

In this chapter, the introduction, rationale for the study, research problem, research questions, research goal and objectives, review of the literature, and key theoretical concepts were discussed as applied in this research. An overview of crime problems at shopping malls was highlighted, bringing to light the significance of security measures at shopping malls.

Shopping malls are facing a huge challenge regarding crime and security breaches. The chapter concludes with an outline of chapters to follow.

CHAPTER 2

RESEARCH METHODOLOGY

2.1 INTRODUCTION

Violent crimes have prompted shopping mall management and other law enforcement agencies to step up efforts to keep shopping malls safer for shoppers and retailers. The research was conducted on security measures at shopping malls in Durban, Kwa Zulu-Natal, South Africa, so that consideration could be given to improving security measures at shopping malls. The researcher followed a qualitative research approach to conduct this research. Information was obtained by conducting face-to-face interviews, observing, and engaging in criminal case docket analysis.

In this chapter, the researcher discussed the research approach and the design and concluded with an exposition on the validity and reliability, ethical considerations, limitations, and value of this study.

2.2 RESEARCH APPROACH

The qualitative approach was used in this study because it helped the researcher to understand and interpret the experiences of the participants (Denzin & Lincoln, 2011:3). It also helped produce a broad understanding based on rich, relative, and detailed data rather than surface patterns, trends, and correlations (Mason, 1996:4).

2.3 RESEARCH DESIGN

The case study design used in this study allowed the researcher to obtain details regarding the extent of and the characteristics of security measures at shopping malls in Durban, KwaZulu-Natal. The research design served as a plan for the population and sampling of participants and the collection and analysis of data for this research (Fouchê & De Vos, 2005:133). According to Yin (2009:26); Chava Frankfort-Nachmias and David Nachmias (2000-109), and Yin (1984:23), the research questions in a study, relevance of data, category of data to be collected, and analysis of the results are essential elements of the research design. The researcher adopted a holistic approach by triangulating the data collected using different collection methods, including interviews (one-on-one interviews), case docket

analysis, observation, and his personal experience as a security officer, working for a private security company in Durban, KwaZulu- Natal.

2.4 POPULATION AND SAMPLING

Table 2.1 Population and Sampling Matrix

UNIT OF ANALYSIS	POPULATION	SAMPLE
1. Shopping malls	11	09
2. Security officials	49	30
3. Criminal Case docket	47	30

Mathews and Ross (2010:154) aver that population means the “total number of units of analysis that can be included as a segment of a research project”. The units of analysis in this study were shopping malls, security officials, and criminal case docket. The researcher used the probability and non-probability sampling methods in this research (Strydom, 2011:228-231).

Due to the size of the population, comprising eleven (11) shopping malls, forty-nine (49) security officials, and forty- seven (47) criminal case docket from the shopping malls in Durban, the researcher gathered information from a sample of the population. The reason for choosing a sample of the population was feasibility. Including all the malls and participants in the research study would have been impractical and uneconomical. The researcher selected eleven (11) malls as the population for this study, because he was able to obtain permission to interview and have access to the security managers and staff deployed at these eleven shopping malls.

The researcher selected a sample group of nine (9) shopping malls using the simple random sampling technique. Each individual in the population had an equal chance of being selected for the sample (Strydom, 2011:228-229). The researcher sampled the shopping malls by assigning a number to each of the eleven, starting from 01 for the first to 11 for the last shopping mall. The numbers were then placed in a bag. The simple random sample technique allowed for each member of the population (shopping malls in this case) to have the same

possibility of being included in the sample, and each sample of a particular size had the same chance of being selected.

The population of forty-nine (49) security officials worked at the eleven (11) shopping malls. Of the forty-nine (49) security officials, thirty (30) security officials were selected from the nine (9) shopping malls sampled by using the simple random sampling technique. The researcher randomly selected thirty (30) security officials from the nine (9) shopping malls by assigning a number to each security officer in the population, starting from one (1) for the first security officer to forty-nine (49) for the last security officer and placing the numbers in a bag.

The participants in this study consisted of security personnel that held various positions within the organisation. The criteria used to select the thirty (30) from the forty-nine (49) security officials were based on their skills, ability to perform their duties, and areas of proficiency.

Of the thirty (30) security officials:

- Four security officials could operate two-way radios, operate and clock the patrol points and conduct patrolling of the premises.
- Five security officials could operate and monitor CCTV cameras, attend to emergencies and problems at the mall, access control, first aid, and firefighting.
- Eighteen security officials were trained as security officers with security grade “C” certificates. They also could operate and monitor CCTV cameras and patrolling of the shopping mall.
- One security official possessed a grade “B” certificate, could manage the security staff and attended CCTV monitoring and operation training.
- Two security officials had a grade “C” certificate with firearm training.

A purposive sampling technique was employed for selecting 30 from the 47 criminal case dockets on crimes that were prevalent at nine (09) shopping malls. The criminal case dockets were for 12 months (01 January 2016- 31 December 2016) and were obtained from the police stations that geographically serve the shopping malls. ((Strydom, 2011: 390-396).

2.5 DATA COLLECTION METHODS AND INSTRUMENTS

Data was collected through one-on-one interviews, observation, and a documentary study on criminal case dockets. The researcher chose one-on-one interviews because it was direct communication between the participant and the researcher, allowing the participants to speak freely and openly. The observation was vital as it identified existing security measures, deficiencies, vulnerabilities, and security risks at the sampled shopping malls. The documentary study on criminal case dockets provided an overview of crimes that occur at shopping malls.

2.5.1 Design and development of the data collection instruments

An interview schedule of questions was designed for the participants. The interview schedule consisting of 25 open-ended and closed secondary questions, was based on the study's main research questions (Mistry, Minnaar, Patel & Rustin, 2003:140). The secondary questions were designed to explore the main questions of the study, as explained below. Closed questions were used to obtain demographic details and where a 'yes' or 'no' or a single response was required (Greef, 2011:341-374). The open-ended questions were also used so that participants could discuss their experiences openly and flexibly. This also provided an opportunity for the researcher to ask probing questions.

Follow up- questions were presented sequentially following the interview schedule. The researcher made certain that the questions were developed in such a manner that they were appropriate (lengthwise and depth-wise) for the projected time of the interview. The follow-up questions are also mentioned in chapter 4

Aspects of physical security relating to security measures at shopping malls were used to develop an Observation Checklist.

During the formulation of the observation checklist, the researcher considered the security levels of the shopping malls (as discussed in Chapter 3, section 3.5) and the security implications of employee safety, asset, and physical protection, which needed to be surveyed.

The observation checklist included the title and other relevant information, namely:

- Name of the shopping mall.

- Date of the observation.
- Time of observation
- Aspects of physical security measures observed were Access Control, Perimeter Security Fencing, Fencing Conditions, Non-Lethal Electric Fencing, fencing Environment, Security Lighting, and Strong Room Vaults, as discussed in detail in Chapter 3, section 3.5.
- “Yes” and “No” questions, as well as the “comments” column.

As contained in the interview schedule, a set of specific questions were attributed to each of the security aspects. Refer to chapter 4.

At the end of the observation checklist, there was a subtitle of the total number of “Yes” answers and the total number of “No” answers.

The researcher then developed a documentary checklist on the modus operandi commonly used by criminals at shopping malls. The criminal case dockets provided information on the date the crimes were committed and the times they were committed. In addition, the dockets provided information on the details of the crimes, the modus operandi, types of weapons used in the commission of the crimes, as well as the types of criminal incidents that occurred at shopping malls in Durban, KwaZulu- Natal.

2.5.2. Piloting

Piloting was used to validate the data collection instruments (Barker, 2003:327-328). Piloting was done long before the actual field research was conducted (Mistry et al., 2003:138).

The researcher utilised the qualitative research approach to pilot the data collection instruments. By piloting, the researcher ensured the relevance, trustworthiness, and quality of the instruments before the fieldwork was undertaken. Interviews were arranged with the target group to test the efficacy of the interview questions. In the preparation and execution of these interviews, the researcher chose participants who correlated with the profile characteristics of the sample; however, they were excluded when the actual sample was decided. In addition, the wording of questions, the research participant’s understanding, and data collection procedures were tested and refined where necessary before the main research stage. The researcher discarded improperly worded and confusing questions.

Concerning the observation, two independent shopping malls apart from the sampled malls were chosen for the pilot study. Using an observation checklist, the researcher then observed the existing security measures. Thereafter, the checklist was evaluated and analysed to ascertain its suitability for the study.

The documentary study checklist was piloted with eight (8) Crime Administrative System (CAS) dockets to test the checklist against relevant information and data contained in the documents.

Finally, the researcher amended the data collection instruments.

2.6 DATA COLLECTION

The researcher applied for ethical clearance to conduct this research by completing all the required forms and submitting them to the College of Law Ethics Review Committee at the University of South Africa. The researcher started with the empirical research soon as the research ethical clearance approval was obtained (Attached, find the approved ethical clearance certificate attached as per **Annexure marked “A”**).

2.6.1 Interviews

According to Mathews and Ross (2010:147), interviews facilitate a verbal exchange of communication between the interviewer and the interviewee.

The researcher applied for permission **as per annexure “B”** to access the shopping malls where security personnel are deployed. Approved Permission Letter as per **Annexure “C”** was obtained from the security managers to interview their security officers. One of the conditions stipulated on the permission letter was that the names of the shopping malls would not be mentioned in this research report. In order to abide by the above condition, malls are stipulated as mall-A to Mall-I. The researcher contacted the security/shopping mall managers through on-site meetings and advised them of the permission letters. In turn, the security/shopping mall managers advised of the thirty (30) security officials using verbal communication during changing shifts and Occurrence Book entries. During the communication with the security officials, they were also advised of ethical guidelines and explained what the study involved, and more biographical information such as age, gender, marital status, highest qualification, and current security grades would be gathered.

The researcher spoke to the participants and explained the content of the informed participant form. The content of the consent form was explained to each participant. Consent was obtained from each participant to participate in the research. The researcher had free access to the participants. The informed participant form is attached as per **Annexure marked “D.”** Consent form is attached **as per Annexure marked “E”**.

The researcher conducted one-on-one interviews with various participants. Interviews were conducted at the nine shopping malls in Durban, KwaZulu-Natal. Thirty (30) security officers were interviewed. Open-ended and closed questions were asked during the interview to obtain full, meaningful responses. The Interview Schedule is attached as per **Annexure marked “F”**.

Interviews were conducted with one participant at a time. In this type of data collection method, the researcher could exercise control over responses and use the probing technique, based on the responses, to obtain more information (Delpont & Roestenburg, 2011:186).

The interview required 30 minutes to be completed, and no incentives were used to gain participation. The researcher used the interview schedule of questions to ensure consistency with the type of questions asked.

The researcher used a field journal to compile his notes and log interviews because it reminded the researcher of what was said by the interviewee. All the vital information was recorded in the field journal.

The face-to-face interview could be described as a relatively relaxed “non-directive” interaction as it allowed the interviewee to respond in a manner that he or she was comfortable with and not abide strictly by the formally presented questions. At best, it could be regarded as a discussion where the interviewee was at ease to answer and present his or her own views, ably probed by the interviewer. The interview questions and the participants' responses are recorded under Chapter 4.

2.6.2 Observation

The researcher conducted on-site observations around the nine shopping malls, observing, and making notes on the physical security measures (Strydom, 2005:281). The observation checklist was used to record data obtained during the observation at the shopping malls in

Durban, KwaZulu-Natal. (The Observation Checklist is attached as per **Annexure marked “G”**). The observation data is also mentioned in chapter 4.

2.6.3 Criminal Case Docket Study

The researcher had sought permission from the South African Police Services to study criminal case dockets (**Annexure marked “H”**). Such permission was granted, and an approval letter from the Head of Crime Registrar to study criminal case dockets was received (**Annexure marked “I,”**). The researcher studied criminal case dockets from police stations that geographically served the population of the nine shopping malls for 12 months (01 January 2016 to 31 December 2016) (Ritchie & Lewis, 2003:35).

Incidents such as robbery, shoplifting, theft of motor vehicles together with theft out of motor vehicles, common assault, burglary, and credit card fraud were reported in the case dockets. Criminal case dockets were studied according to different categories of crimes, the modus operandi of criminals, and the type of weapons used in the commission of crimes. The documentary study (case docket) checklist is attached as per **Annexure marked “J.”**

Criminal case docket analysis assisted the researcher in determining the trend of crimes at shopping malls in terms of the number of crimes committed per shopping mall, times when the crimes were committed, and seasons of the year at which the crimes were committed. The criminal docket analysis also assisted in analysing crimes per mall, the outcome of cases, types of weapons used in the commission of crimes at the shopping malls, places, and times where the crimes were committed. The criminal case docket data is discussed in chapter 4.

2.7 DATA ANALYSIS

According to Mathews and Ross (2010:476), data analysis is a compendium of facts or other information, such as opinions or values, which can be analysed, and from which conclusions can be drawn.

The qualitative data in this research was analysed using the thematic analysis process (Schurink, Fouché, and De Vos, 2011:397). The collected data was coded and categorized into themes (Sarantakos, 2005:364).

All the collected data from interviews, observation, and case docket analysis was transcribed and presented in chapter 4.

2.7.1 Coding and categorizing the data

Coding and categorizing allowed the data to be defined and analysed into themes and units based on the research questions. The salient categories of meaning held by participants in the setting were identified. This involved indexing and creating a framework for the data to be put into manageable sets of themes, which then were transferred to the final narrative (Schurink et al., 2011:397).

2.7.2 Reflecting on the codes and categories

The researcher reflected on the codes and categories repeatedly in order to glean their essence of it. All the collected data was reflected upon. Reflections helped enhance the categories. The process allowed for other forms of possible categorizations (Schurink et al., 2011:423).

2.7.3 Identifying themes and emerging explanations

The emerging themes and explanations were identified. This was referred to as the intensive data analysis phase. Data were organised into folders and saved as 'soft copy' electronic files. The researcher then converted the files to appropriate text units, for example, a word, a sentence, or an entire story. (Schurink et al., 2011:397).

2.7.4 Investigate emerging explanations

The researcher investigated the emerging explanations and themes in the fields. Here the researcher considered how important aspects that were not present in the data could have a bearing on the study and were therefore relevant and considered for analysis. This entailed combing through the data during which the researcher could test the understanding, search for negative instances of the patterns, and incorporate these into larger constructs as deemed necessary. In this phase, the researcher evaluated the data for usefulness and relevance. The researcher determined how the usefulness of the data in enhancing the questions was explored and how they contributed to understanding security risks at shopping malls (Schurink et al., 2011:423).

2.7.5 Develop a storyline

After analysing and internalising the data, the researcher assimilated and encapsulated the data into developing a storyline that explained the themes and relationships identified in the

data. The researcher then decoded the data by giving it meaning or making it understandable. Data was reduced into smaller, much more manageable sets of themes and provided a narrative of the trends (Tesch, 1992:141).

2.7.6 Presenting the data

The collected data from the interviews, observation and case docket analysis were qualitatively analysed, interpreted, and descriptively presented in chapter 4 (Creswell, 2013:179-212; Babbie 2007:389).

2.8 VALIDITY AND RELIABILITY

According to Denscombe (2002:100), validity refers to explanations for collected data, the “accuracy of the questions asked, data collected, and the explanations offered” It is based on a judgement on the various types of information obtained. Validity has a direct link to the purpose of the research.

Denscombe (2002:100) further avers that reliability is about consistency (will the same result be obtained all the time) and relates to the methods of data collection, whether it would be appropriate to get the desired results or distort it.

2.8.1 Validity

This refers to the trustworthiness of the data obtained during the research. The researcher ensured that the instruments used were appropriate and measured what needed to be measured (Delpont & Roestenburg, 2011: 171-205). According to Babbie (2007:146), it gives meaning to the research. The researcher ensured that the test instruments measured what needed to be measured.

The interviews were valid as the researcher obtained information through direct communication with security officers at the shopping malls who knew the security risks. The interview schedule was designed using a set of questions that were specific and relevant to this research.

The data gathered during the documentary study was validated by referring to the source documents such as the minutes of meetings between shopping mall management and stakeholders, agendas, newsletters, personal and official documents, case dockets, shopping mall policies, journal articles, and previous research reports and studies. The

researcher made sure that all the relevant documents above were studied to determine whether there was compliance by the shopping mall management.

The data collected was validated by observing existing security measures at shopping malls using an Observation Checklist.

The above three measuring instruments assisted the researcher in collecting relevant data for this research study.

2.8.1.1 Content validity

According to Babbie (1990:134), content validity covers the range of meanings given to a key concept. It seeks to look at whether all facets of a concept have been considered.

Content validity is concerned with items being measured in a data collection instrument. It also focuses on whether the full content was represented in an endorsed measure that provided a sufficiently representative sample of all contents or elements being measured (Babbie, 1990:134).

The researcher reviewed the contents of the data collection tools, conducting one-on-one interviews to ascertain their knowledge of security risks at shopping malls. The consistency of the response to how the security officers answered the questions ensured content validity.

2.8.1.2 Face validity

The researcher ensured that the instrument was structured with the intention that it not only accurately measured the attributes under consideration but also appeared to be an appropriate measure of those elements (Delpont & Roestenburg, 2011:173).

An interview schedule, observation checklist, and the case docket analysis checklist (documentary study checklist) were used as data collection methods. All the participants were asked the same questions appearing on the interview schedule. The questions were accurate and to the point, culminating in an accurate and reliable data collection method.

2.8.1.3 Criterion validity

The researcher measured the results obtained from this study against an independent criterion to compare the score of the instrument. The criterion used was reasonably valid and reliable in order to validate the instrument adequately (Delpont & Roestenburg, 2011:174).

The questions and variables of the research instruments together led to the measuring of the research questions.

The same questions were used for all the participants. The same observation checklist was used at all sites (shopping malls), and the same documentary checklist was used, which guaranteed consistency regarding deficiencies in security measures at shopping malls.

2.8.1.4 Construct validity

According to Marshall and Rossman (2011:42), construct validity is more related to the underlying attributes of the results of the interview questions. It is based on the way a measure relates to other variables within a system of theoretical relationships (Babbie, 1990:134).

Construct validity is concerned with checking the accuracy of the data collection instruments. The meaning of the construct (idea) must be understood to establish “construct validity.” Construct validity is based on the rational relationship among variables, and what is predicted must match the expectation of what should be tested (Babbie, 2007:14).

The insight of the participants was tested through interviews. He also tested the contents of the data collection instruments.

The questions and variables that measured a particular construct were grouped into different sections on the interview schedule, documentary study guide, and observation checklist. The collected data from the interviews, observation and case docket analysis were qualitatively analysed, interpreted, and presented in chapter 4.

2.8.2 Reliability

Reliability refers to the extent to which the same instrument consistently produces the same results under comparable conditions. All the participants in this research were trustworthy. This helped to enhance reliability.

In order to enhance the reliability of measures, an increased number of questions was used to test competence, an increased number of interview sessions, and consistency/ similarity in the conditions under which the research was conducted.

Security officers (participants) were the main source of information for this study. The participants were found to be stable, dependable, transparent, consistent, and credible. The participants and the measuring instruments specifically drove the reliability of the data.

The researcher was steered by the interview questions to ensure consistency during the interviews with the security officers (participants).

The responses from the participants were consistent at all times.

The research process was reliable, as it aided the researcher in making his finding and recommendations.

2.9 ETHICAL CONSIDERATION

The researcher obtained ethical clearance from the University of South Africa to conduct this research. The ethical clearance application guided the researcher on issues of autonomy, beneficence, non-maleficence, and justice when conducting research with human participants (UNISA Policy and Research, 2016:11-18). Before the interview started, the researcher communicated with the participants and explained the purpose and importance of the research and the interview. The researcher then obtained informed consent from each participant prior to the interview. The researcher protected the participants, within all possible reasonable limits, from any form of physical uneasiness that may have emerged from the research project. Participants who were at risk during the study were identified and excluded from the study. Participation in the study was voluntary. The participants were not promised any incentives or financial rewards for participation in this research. The researcher protected the security of the data in a lockable cupboard. Electronic information was stored on a password computer.

2.10 SIGNIFICANCE OF THE STUDY

In the view of the author, such research would contribute significantly to improvements in the security of malls. The research could be shared with the security industry so that the challenges are noted, the recommendations heeded, and tangible solutions to improve security measures be considered.

It will amplify additional security information that could be shared with professional bodies and shopping mall stakeholders and contribute to their efforts in ensuring safe malls. The

study could inform mall management from the initial design phase to the actual operational phase, particularly about the safety and security measures that would best fit the purpose.

The research would also contribute to the existing plethora of literature and could be incorporated into additional theory development and enhance further studies in Security and related fields. In addition, the research could significantly influence industry policy directives and set standards and benchmarks.

2.11 VALUE OF THE STUDY

2.11.1 Value to the security industry

This study will be noteworthy and relevant to the security industry and shopping malls as their primary concerns are victim protection, loss prevention, and risk management. The security industry provides armed as well as unarmed officers to shopping malls. The results of the study will benefit the shopping malls as well as the security industry.

2.11.2 Value to the public

The public would be better informed about threats and increased risks at shopping malls. Public awareness was a priority and could be raised by sharing information and analysis about shopping centres and suspicious people and vehicles. A mall is a public space and is frequented by many people. Profiling of perpetrators, if conducted, could assist in raising awareness of suspicious-looking people and behaviours, which could be communicated to shoppers.

2.11.3 Value to academia

Once accepted, the research findings from the present study may be incorporated into the Security Management study guides. It would also develop the knowledge of students.

2.12 LIMITATIONS

Limitations were encountered when obtaining access to shopping malls and police stations serving these shopping malls concerned. Shopping mall management was reluctant to provide the researcher access to shopping malls as they believed it would hinder shoppers' and tenants' safety and security. Another limitation included shopping mall policies, which

state that mall management is not permitted to participate in any study that they do not commission.

Shopping mall management also declined to participate due to legal concerns.

The researcher was able to get approval to continue with this research as he was employed at the same company as the Security Manager of the shopping malls assessed, on the condition and the limitation not to name the malls. The Security Manager is also the Head of Security for the shopping malls.

In addition, police officers from the various stations in the study were reluctant to share dockets as docket information is classified, and the case could be sub-judice and may have not as yet been presented in a court of law. If not dealt with correctly, the case information could leak into the public domain and have unintended consequences.

The researcher then approached the head of Crime Research and the Crime Registrar, who permitted the researcher to study the case dockets.

Participants selected for participation in the study were chosen based on their willingness to participate.

Every effort via email, and telephonic calls has been made to contact the Criminal Record Centre, located in Pretoria, South Africa, to change the wording of their response to the researcher on the Gatekeepers Permission letter to SAPS (**Annexure “I”**) from “shopping centres” to shopping malls”, with no success.

2.13 SUMMARY

This chapter provided a discussion on the methodological journey that was followed by the researcher in this study by discussing and applying the principles relevant to the research methodology. The researcher selected the research approach best suited for the research project. The researcher also unpacked the research design that was appropriate for this study. The importance of validity and reliability of the research was highlighted. The value of the study to specific entities was discussed. Ethical considerations applied by the researcher and limitations confronted by the researcher in this study were also discussed.

CHAPTER 3

CRIME-RELATED CHALLENGES AND SECURITY MEASURES AT SHOPPING MALLS IN DURBAN, KWAZULU- NATAL, SOUTH AFRICA

3.1 INTRODUCTION

South African malls attract millions of shoppers per year. There is a huge potential that something could go wrong, and several challenges could arise. Steps must be taken to make shopping malls safe, secure, and a pleasant environment for customers, visitors, and employees. Security officers are there to ensure that visitors and shoppers are safe.

Malls are attractive to criminal elements, both petty and organised, as stores are well stocked with many valuable items that become susceptible to theft. Without proper security precautions, shoplifting and theft can become major challenges in shopping malls. The fact that shopping malls have many different access points for customers, employees, and deliveries lends itself to theft and criminal activities.

Malls are often crowded and have various interesting activities going on. Children are drawn to interesting sights, sounds, and smells and can wander off and get easily lost in the crowd. There is a greater likelihood of this occurring during peak shopping periods. Therefore, proper security protocols are necessary to quickly locate lost children and reunite them with their parents or family. Due to people carrying packages in and out of the mall throughout the day, tracking who is coming in and out of the building is not easy. Proper precautions are needed to keep dangerous or otherwise unauthorized people from entering the shopping mall and posing a security threat.

Many violent and non-violent criminal activities are experienced at shopping malls in Durban, KwaZulu-Natal. Violent crimes include armed robberies, cash heists, and assaults, while non-violent crimes can be categorised as vandalism, shoplifting, fraud, retail crimes, and employee theft.

Emergencies can be another challenge experienced at shopping malls. Wallace (2019: 1-6) avers that although emergencies such as fires, natural disasters, and attacks are uncommon, they can also occur in shopping malls. These situations are dangerous for employees and patrons and can be even more so when they cause panic. Therefore, employees and security professionals must be well versed in the safety and security protocols for handling such incidents and be properly prepared for these emergencies. The last thing that the mall would need is for employees and patrons to begin to panic and cause chaos in trying to clamber away from the incident.

3.2 CRIME RELATED INCIDENTS AT MALLS

Gopi (2017: 3-4) wrote an article on Independent Online (IOL), a web-based newscast, stating that security companies are pleading to the SAPS to create a special task team to counteract the increasing attacks on stores in shopping malls. According to Gopi (2017: 3-4), these attacks have caused injuries to innocent employees and shoppers and security personnel. Furthermore, the SAPS was requested to let their task team that was created to lead the investigation with the help of security companies share the information in their possession related to the attacks. Gopi (2017: 3-4) opines that criminals have become increasingly brazen and have been targeting shops during the day when customers are around, thereby compromising the public's safety. Stores selling jewellery, watches, cell phones, and electronic goods have been targeted almost daily.

As can be seen from recent incidents of armed robberies committed at busy shopping malls, Jewellery stores are most vulnerable to this type of crime. Often, during the attack, robbers do not hesitate to shoot to intimidate staff, customers, and security personnel. In some instances, within a short period, jewellery stores were subjected to repeated attacks (Zannoni, 2008: 1-3).

Zannoni (2008:1-3) considers crime in South Africa to be moving from one point to another. As targets such as banks become tougher in security measures, criminals shift their focus to soft targets where cash or valuable merchandise is easily available, particularly in the retail sector. Due to high-value merchandise and a lax security measure, jewellery stores can be regarded as prime targets for attack. In such attacks, the risk is at multiple levels. Firstly, there is a risk of staff and customers being harmed, in some instances, fatally. Secondly, there is a financial risk, as theft/robbery leads to losses that could impact business continuity.

More recently, in a jewellery store robbery, armed robbers exchanged fire with police after a jewellery store heist in the suburb of Phoenix in Northern Durban. Four suspects armed with firearms broke into the business premises and discharged a round of ammunition. The suspects took two bags of jewellery. The police officers responded, and a shootout ensued. The suspects fled the scene in their getaway vehicle, which was later found abandoned. The suspects were armed with high-calibre weapons and exchanged gunfire, but fortunately, there were no injuries; however, there were damages to the property (Singh, 2019:03-04).

Men armed with pistols robbed a jewellery store at the Gateway Shopping Mall, North of Durban, in Kwa Zulu- Natal. A group of five men forced their way into the jewellery store. The suspects broke the front glass window of the store and stole several items of jewellery and watches. The value of the jewellery taken by the suspects was unknown. A case of burglary had been registered at the Durban North police station. The robbery took place at the jewellery store after trading hours. There were no arrests made by the police (Shelley, 2019:1-2)

In another incident, as quoted by Somdyala (2019: 4-5), “robbers discharged a few rounds of ammunition at the security officer. He [the security officer] did not sustain any injuries. No items were stolen. This was a repeat attack on the store. In some instances, within a short period, heavily armed gangs subject jewellery stores to repeat attacks” (Somdyala, 2019: 4-5).

Sources within the Shopping Centre Security Initiative (SCSI), a multi-stakeholder initiative looking at shopping mall risk, revealed that 29 out of 90 shopping malls nationally are cause for concern as they are deemed the most vulnerable. The sources also revealed that 29 of 90 shopping malls nationally are cause for concern, being particularly vulnerable to potential attacks from cash heist gangs.

According to Wild (20115: 4-7), the presence and availability of automatic teller machines (ATMs) are both a blessing and a risk to shoppers. The physical attacks on ATMs have, in the recent past, seen an escalation. Banks have been attempting to make ATMs safer and more secure, further educating consumers on such safety. The criminal elements mainly use explosives to target ATMs to gain unlawful access to cash.

Another area of vulnerability is the shoppers that use the ATMs themselves. It is a common occurrence that unsuspecting consumers are “scammed” (Wild, 2015:4-7). Modern ATMs have improved design functionality that minimizes attacks and vulnerability, taking the user into account. The banking sector invests substantially in implementing technology and updated systems to dissuade fraudsters (Wild, 2015:4-7).

During an ATM robbery in Pretoria, a security officer was wounded when shot during an early morning ATM bombing at a shopping centre in Elarduspark. The robbery occurred on 12 July 2016 at around 02:30 am, and the criminals escaped with an undisclosed amount of cash. The security officer was stabilised at the scene and transported to a nearby hospital (Eliseev, 2016: 1-2).

According to Wicks (2013:4-5), gangs involved in shopping mall robberies are well-armed men. Their modus operandi and the robberies' execution lend themselves to the view that the perpetrators had training in either the armed forces, police, or paramilitary structures. Small towns were targeted, knowing that police response would be delayed or minimal. These gangs ensure that they recruit critical individuals for their criminal value chain, so-called accomplices such as security officers, cash-in-transit officers, and those from the mines with knowledge of explosives. This can be corroborated by media statements and police records on the arrest when SAP's personnel are said to be involved together with others trained in the paramilitary sectors.

Wicks (2013: 4-5), writing in an article in the Sunday Independent, reported on an incident that occurred in October 2012, where criminals struck an ATM in Nottingham Road, KwaZulu-Natal, in the early hours of the morning, using bombs to blow up the ATM. An unfortunate victim of this incident was a security officer deployed to guard a hardware store in the vicinity of the ATM. While on his way to the toilet, he had unsuspectingly stumbled upon the perpetrators as they lay their explosives. The unarmed officer was severely injured when the bombers shot him.

Armed robbery can be defined as a robbery at gunpoint (The Free Dictionary, 2003: 1). Violent crimes such as armed robberies are increasing annually at shopping malls and retail stores. This has caused retailers and shopping malls huge financial losses as well as the loss of lives. Perpetrators are aware that retail stores have substantial amounts of cash on hand at the store and have ascertained that the security is lax. Such stores become potentially

susceptible to armed robberies and theft. Cash registers, cash rooms and cash deposit runs are the main sources of the loot that armed robbers seek out. Serious injuries and loss of lives are sometimes the negative consequences of such armed robbery attempts (Hayes, 2007:95)

According to Hayes (2007:95), armed robbers can be classified into three categories, one being professionals, the second semi-professional, and lastly, amateurs. Professionals do not operate independently and often recruit organised crime groups and would frequently run off rather than use force. Semi-professional criminals plan their crimes, but compared to professionals, they do not have the same degree of skill, sophistication and timing in planning and executing the “jobs.” Semi-professionals are more prone to use violence and react to any attempt to stop them. Most of these robberies seldom go as planned. Amateur armed robbers such as juvenile thieves or drug addicts often look for “quick” access to items and cash that would meet their immediate needs and are more likely to steal from the local stores in the area, although the stores are known not to carry lots of cash. Amateur criminals can be dangerous because their crimes are not carefully planned, they have no experience, and they are influenced by the crimes they see on television or in the movies. Armed robbery tends to take longer to execute than the planning due to victims who do not always comply with the robber’s requests. Sometimes, victims have little or no valuables and cash on hand, which can cause the robbers to become agitated and act impulsively, which can sometimes be very detrimental.

Shoppers now demand security at shopping malls. Tenants and employees have become a major operating expense as security concerns have had a major impact on customer behaviour, as criminal activity has increased over several years, causing safety to become a priority today. Safety and security at shopping malls have placed tremendous demand for security managers to provide greater protection for shoppers and employees, and facilities at the malls. Identifying security concerns of shoppers at shopping malls and the impact of those security concerns will have a major impact on shoppers visiting those malls (Overstreet & Clodfelter, 2014:91-109).

3.3 THE RELEVANCE OF CRIMINOLOGICAL THEORIES

3.3.1 The relevance of criminological theories that are related to security measures at shopping malls

The importance of criminological theories applicable to safety and security cannot be ignored in this research. The researcher, therefore, acknowledged three theories, namely, Rational Choice Theory, Criminal Opportunity Theory of Crime, and Crime prevention through Environmental Design, as being most significant and relevant to this research. Okada (2015:33-50) states that a theory can be defined as logic, testable empirical support, and functionality. These theories are created to better understand why people behave as they do. The function of theories encourages some to continue to seek answers as to why people commit crimes. Crime is prevalent, but the causes of these crimes are not always known. Theories attempt to explain what is often inexplicable and examine people's criminal activities.

This chapter discusses the relevance of criminological theories to safety and security and how security measures may be improved at shopping malls.

3.3.2 Rational Choice Theory

According to Clark (1996:1-20), Rational Choice Theory seeks to present the crime from the offender's perspective. It concerns the thinking process of the offender and the reason for the offender trying to achieve his purpose through criminal activities and not through lawful means. The rational choice that offenders utilise to commit activities at shopping malls is to look for opportunities and take advantage of the situation. According to Levin and Milgrom (2004:1-25), the Rational Choice Theory considers time and space between the determined perpetrator, a suitable target, and the absence of a crime-fighting agency as factors that give rise to a crime occurring. Within this theory, there is a presumption that every offender calculates the cost and benefit of the prospective offence. Concerning the benefits of crime, money is the most desirable reward in criminal acts, as money is a means of self-gratification that many seek to achieve through the perpetration of a crime.

Geason and Wilson (1992: 7) see criminals and their behaviour as shaped by their circumstances, conditioning, and the environment in which they grew up. Criminals take into consideration risks rather than any expected proceeds of the crime. In other words, the criminal does a cost-benefit analysis when wanting to commit the offence.

Geason and Wilson (1992: 7) concurs with Levin and Milgrom (2004: 1-25) that the Rational Choice Theory offers offenders a choice to commit crimes. The immediate circumstances and situations that criminals find themselves in impact the decision to commit the crime. The

motivation to offend fluctuates but remains in the control of the offender. It is influenced by the criminal weighing up the pros and cons and calculating cost and benefit, rather than being some innate manifestation or psychological need to commit crimes.

The armed robbery at the jewellery store in the mall in Phoenix, North of Durban, as referenced in the section above(3.2), could be classified as an example of this theory. It was evident that the perpetrators made a conscious decision to execute this crime, as they had planned the attack, were well armed and even managed to evade the police.

The rational choice framework propounds that there are three basic concepts, which are “desire, belief and action” (Eriksson, 2011:30-43). This approach allows one to predict the action based on the desires and beliefs we ascribe to the offender. It suggests that people, including criminals, have desires and beliefs and act rationally in trying to ensure that they achieve their goals by weighing up the costs and benefits of various actions (Eriksson, 2011:30-43).

According to Reid (2009:58-59), Rational Choice Theory can explain all kinds of criminal behaviour and not specific criminal behaviour.

Although offenders think that they would gain from their efforts and would not be caught, and if caught, they would not be convicted, and if convicted, they would not serve a lengthy prison term, it is therefore “worth it” to commit crimes. In that sense, they make a rational choice, but their perception of what might happen is irrational. Offenders cannot make reasonable assessments of the risk of being arrested, did little planning for the crime, and were uninformed of the legal penalties. According to the Rational choice theory, offenders make rational decisions to commit crimes to gain something tangible but have non-rational motivations such as emotional release, tension relief, impulsiveness, desperation, and moral ambiguity.

Criminal behaviour, like all other behaviour, is a product of choice. Employing the cost-benefit analysis would solve the crime problem by establishing punishments that would outweigh the gains offenders receive from committing the offences. However, punishment should not be excessive or inhumane but should be calibrated to fit the crime. The concept of deterrence plays a large part in this theory. The criminal justice system tries to discourage people from committing crimes and advocates the Rational Choice Theory (Bartol & Bartol, 2013:93-128).

3.3.3 Criminal Opportunity Theory of Crime

Criminal Opportunity Theory purports perpetrators will choose to engage in crimes where there is little effort on their part but a maximum expected reward. According to Hannon (2011: 363-381), Criminal Opportunity Theory suggests that the lack of financial and other needs leads to economic deprivation, which has two offsetting effects on crime: firstly, it causes strain and secondly, disorder, which may encourage some individuals to offend. The inference is that crime will occur if at least one intent offender sees the “opportunity” from observing the environment or the conditions in the environment. If such an opportunity exists, and the circumstances are considered favourable, the offender will target the same. Malls, by their nature, would offer these opportunities, especially if there are “incapable guardians” in the form of lax management, poor security visibility, ineffective security measures, and insufficient information on shopper safety (Felson & Clarke 1998: 1-9). Felson and Clarke (1998: 1-9) refer to four main elements that impact the probability of a criminal attack. They include Value, Inertia, Visibility, and Access (VIVA).

Value: implies that offenders will only take an interest in items of value that could benefit them.

Inertia: refers to how heavy the items are and how that would impact their escape.

Visibility: refers to how easily perpetrators can spot items they intend to steal.

Access: refers to the ease at which the perpetrators can get to the targets.

According to Felson and Clarke (1998: 1-9), offenders will plan criminal activities based on the most opportune period and the daily movement of targeted items. Well-organised perpetrators will monitor the movement of the items (targets). The stores that carry these items need to be more vigilant and minimise the risk by paying attention to the abovementioned elements. They also pronounce the cyclical nature of crime and assert that one crime can produce more opportunities for others. Advances in the social and technological arena may produce more opportunities for crimes such as cybercrime. Opportunities for a crime can be minimized by minimising the opportunities.

3.3.4 Crime prevention through environmental design (CPTED)

The CPTED is an integrative approach to reducing crime through urban and environmental design (Saville & Atlass, 2019: 1-9). This integrative approach creates safer communities by

reducing victimization and further by encouraging neighbourhoods to ensure properties are maintained. It is also for the community to be vigilant and aware of surroundings and to create spaces that deter offenders as they would consider this too risky and rethink their attack. Crime prevention through environmental design is about the precautions or risk mitigation strategies considered when the building is being designed.

This environmental design depends on surveillance, access control and maximizing protectable and vulnerable space, ensuring that physical security is appropriate to the identified risk, and maintaining the aesthetics of an area. While these principles remain largely consistent, offenders do not consider these factors in their planning.

Just how likely a crime could probably occur in a particular area is influenced by the physical (built) environment. Changes to the physical environment, in a defined way, could create fewer opportunities for crimes to be committed or incidence of violence and can be significantly reduced in a particular area. This typifies CPTED and is a commonly practised approach. Crime prevention through environmental design emerged in the early 1960s when it was acknowledged that crime needed to be addressed by developing targeted interventions based on understanding the local conditions where crime occurs. CPTED would not only create initiatives to reduce crime but could also contribute to the enhancement of society. To address the challenges of crime effectively, CPTED needs to implement urban planning to promote development and support the integration of diverse communities. Aspects such as the transport system and buildings are considered in the design elements of CPTED (Kruger, 2001:1-13).

Nesbitt (2015:1-6) views CPTED as a useful strategy, especially in dealing with general public spaces. Over time, the number of incidents and attacks has increased. Stakeholders must examine how access is controlled, how defensible space is protected, and how territoriality is established.

Crime prevention through environmental design can create synergies that positively impact security arrangements at malls. Poor or insufficient maintenance of malls, little or no regard for surroundings, and no investment in shopper education and awareness all contribute to the opportunities for crime to be committed.

The CPTED encourages a multi-disciplinary approach to crime reduction (Armitage & Joyce, 2016: 1-6). It also provides architectural guidelines that can be used to design new urban residential complexes (Perry, 2012:1-10).

According to Perry (2012:1-10), people use space to claim ownership or occupancy of areas and possessions. They lay claim to their territory and act to protect it. People usually protect their space by using physical elements such as fences, signs, and landscaping to express ownership. Territorial reinforcement makes identifying intruders easier in a well-defined space (Hoon, 2003:1-5).

Hoon (2003:1-5) further advances that natural surveillance, doors, fencing, landscaping, and other physical elements are considered natural access control designed to keep unauthorised people out of a place if they do not have a valid reason to be there.

The propensity for reporting and identifying crime would depend on how threatened the observer feels and the degree to which the act has violated their personal or property rights, or the degree to which the observer was able to relate to the victim or property under attack if it was not themselves (Perry, 2012:1-10).

Perry (2012:1-10) further avers that surveillance is a perceived risk to offenders, increasing the risk to offenders when a potentially threatening situation develops. Surveillance is aimed primarily to keep intruders under observation and not to keep them out.

According to Atlas (2018: 3- 4), the protection of assets is an area of interest that should consider the design of security features in architecture.

3.4 SECURITY RISK MANAGEMENT

According to Vlajic (2013: 11), identifying vulnerabilities and taking steps to protect their components is referred to as 'security risk management' According to Smith & Brooks (2013: 62-63), security risk management consists of vulnerability assessments and threat assessments.

According to the Standards Association of Australia (2009:1-10), organisations are exposed to uncertainties regarded as risks to the organisation. Activities of an organisation involve risk, and organisations have to respond to risk by anticipating and deciding whether to accept, modify or remove the risks. This will depend on the severity and impact of the risk, measured

against factors such as cost, reputational risk changes to operations, and availability of other resources.

According to Govender (2018: 53), the International Standards Organisation (ISO) supports and propagates the ISO 31000:2009. The Risk Management Standard ISO31000:2009 provides principles, frameworks, guidelines, and processes for security risk management in organisations.

In addition, Van Wyk, Dahmer and Custy (2004: 259-276) positively affirm that in order to anticipate and mitigate risks, managerial responses (risk appetite) tend to include risk tolerance, awareness, and advances in business acumen and a low tolerance for corruption.

According to Govender (2018: 56-58), organisations use different models to conduct a security risk assessment. The aim is to manage security risks confronting organisations whose risks are mainly criminal. According to Rogers (2008:150-156), the security analysis is used to establish the problems posed by crime.

Fay (2011: 123- 124) posits that security assessments form the basis for the changes in risk. Risk is a reality in any form of business. Organisations must have a risk appetite and make reasonable suppositions about risks. It is also about identifying hazards that could negatively affect business continuity and sustainability.

The security risk assessment also assists in identifying the likelihood and severity of risks in business operations. The nature of business will influence the level of risk assessments. In larger organisations, with much more resources, an expanse of space, personnel, and business mix, such assessments will be widely used (Rouse, 2009:1-5).

In the security assessment process, the threats and vulnerabilities must be identified. These threats in the business are an important aspect of security. Security service providers should practically maintain a database to keep identified risks for measuring the costs of preventing their occurrence. It is important to conduct security assessments regularly, as this will assist the security risk manager to identify security risks (Govender, 2018:54-56).

According to Benson (2013:1-24), to deter a potential risk, it is important to implement Physical Protection Systems (PPS) that make it difficult to transgress, further discouraging would-be perpetrators from gaining unlawful entry into the facility.

Gracia (2013:11-39) mentions that one of the security risk management treatments is to deter. The purpose is to create a delaying factor, which acts as a barrier that allows time to lapse so that another protective measure takes effect; in the event of any attempted unauthorised access to an asset, a response will be activated.

3.4.1 Security Survey

From his experience as a security official, the researcher established that security surveys are important in assessing security measures at shopping malls in KwaZulu-Natal. The security survey is intended to identify crucial security risks and implement adequate security measures to manage these security risks and vulnerabilities. The security surveys are important as they provide valuable information on existing security measures at the KwaZulu-Natal shopping malls, from which inferences on their efficiency and efficacy can be made. It could also contribute to the overall risk management strategy of the mall, provided that mall management and service providers share such information. It allows for observation of deficiencies in existing security measures (Fennelly 2013: 41). According to Govender (2018:95-96), security officials are expected to share their own views and suggestions during the security survey. Once the security survey is concluded, recommendations for improving security measures should be immediately implemented (Harold & O'Rourke, 2013: 59-60).

3.4.2 Criminal case docket analysis

The researcher has established that in the South African context, crime case docket analysis is crucial in identifying crime trends, the frequency of the crime, and the impact that crime has on shopping malls, shoppers, employees, and security personnel in Durban, KwaZulu-Natal. Significant crime information is ascertained by identifying the crime trends at the shopping malls. By ascertaining this requisite crime information, relevant security measures are installed to minimise the security risks and vulnerabilities. Criminal investigators use case docket analysis to prepare crime information products to address crime threats (Govender, 2011: 121-122). Mistry, Snyman, and Van Zyl (2001:21) believe that case docket analysis can provide an insight into crime and the investigation process followed. The purpose of the case docket analysis is to expand one's knowledge regarding the crime. This view is supported by Canter (2000:4), who highlights that the case docket information is also needed to assist in decisions regarding the deployment of resources (Docket Analysis Learner Manual, 2002:2-3).

3.4.3 Vetting Security Personnel

Vetting is a process of conducting a thorough investigation of a person in order to ensure that they are suitable for a job requiring secrecy, loyalty, and trustworthiness (The Free Dictionary, 2003: 4).

Due to the considerable number of security officials in the security industry, the minister of police identified risks and threats within the security industry. According to the Private Security Industry Regulatory Authority (PSIRA), Security officers attempt to gain employment within the industry using falsified documents. Criminal infiltration within the security industry had reached a record high, resulting in security personnel being vetted through the South African Police Services (SAPS) Criminal Record Center (CRC). This resulted in security officers being flagged and possibly linked to criminal activities (Bosch, 2015:4).

Security officers must possess valid registration certificates as required by the Private Security Industry Regulation Act 56 of 2001 (Bosch, 2015:4).

3.5. APPLICATION OF PHYSICAL PROTECTION SYSTEMS (PPS) AT SHOPPING MALLS

According to Gigliotti and Jason (2013: 77-90), physical security can be categorised into five levels of security systems, namely:

- Level 1: Entry-level security,
- Level 2: Basic security,
- Level 3: Intermediate level security systems,
- Level 4: Advanced level security; and
- Level 5: Maximum level security.

An entry-level security system would comprise basic physical blockades such as normal doors and windows fitted with conventional locks.

Basic level security systems are created to hinder and reveal unauthorised external activity. Once basic physical blockades and locks are in place, low-level security can be augmented with other barriers such as reinforced doors, security locks, and simple lighting.

Inter-mediate level security systems would be designed to halt, detect, and assess most unauthorised internal activity. To achieve this level of security, it is necessary to:

- Include an advanced intrusion alarm system that identifies and alerts the intrusion at a remote location.
- Erect perimeter fencing that is penetration resistant and provides high-security physical barriers at least 2,5 meters high, topped with multiple strands of barbed wire that confines the target area.
- Use unarmed guards equipped with basic communication.

An advanced level of security system is designed to prohibit, uncover, and assess the most unauthorised external and internal activity. To achieve an advanced level of security, it is necessary to:

- Install technologically advanced closed-circuit television (CCTV).
- Install a perimeter alarm system monitored off-site at or near the high-security physical barriers.
- Install High- level advanced and intelligent lighting.
- Deploy appropriately trained armed guards who have been vetted during the employment process.

Maximum-level security systems are designed to provide the ultimate advantages in impeding, detecting, assessing, and neutralising all unauthorised exterior and interior activities. In addition to the measures in the other levels mentioned above, it would be important to:

- Install a sophisticated, superior alarm system in one or more protected locations that alerts to any tampering and has a backup power source for continuous monitoring and are monitored off-site.
- On-site 24- hour armed response personnel that are trained and have been vetted.

Security challenges and asset protection risks in various forms are common within the mall environment. In this sense, risk mitigation depends on the security measures adopted at the mall. Physical security is regarded as the primary feature of protection. Implementing physical security measures at shopping malls is the process of using a multi-faceted approach of physical protective measures to restrict unauthorised access and prevent harm and destruction of property. Security risk managers should outline the category of physical

security controls necessary to provide satisfactory levels of protection. Physical security measures for shopping malls should be designed during the construction phase. Implementing security controls from the external boundaries of the shopping mall to internal boundaries will permit security management to meet the identified security needs. The external tiers of protection for shopping malls begin with the erection of a structural barrier, which includes high fencing, walls, and gates. These barriers alone cannot absolutely prohibit access but are designed as deterrents by making it arduous for unauthorised persons to gain entry (Gigliotti & Jason, 2012: 77-90).

In the section below, several authors are cited, describing, and explaining the pivotal security features for shopping malls:

- **Fencing** is the most commonly used form of barrier at shopping malls. Fencing can be of various types, sizes, uses, and effectiveness. Fencing is more effective by erecting barbed wire, installing alarm systems, or double fencing with clear armed zones in-between (Kovacich, Edward, & Halibozek, 2012: 342-343).
- **Lighting** sufficiently provides good illumination. Lighting decreases the risks of accidents and injury and hinders potential intruders as they are unlikely to enter a well-lit area, afraid that they would be seen. Lighting should be adequately protected to prevent interference, tinkering, and breaking. Intelligent lighting does not need much attention because it can be programmed automatically to turn on and off at specific times. Such lighting can be susceptible to movement and heat and can be linked to existing security systems that trigger off should the motion be sensed and support CCTV camera footage to capture better images. Lighting, as a security measure, must have an uninterrupted power supply so that it continues to be operational even in the event of any power outage (Kovacich et al., 2012: 344)
- **Surveillance** at shopping malls serves as a core operational modality for security service providers to render services. Generally, surveillance is undertaken using security guards and cameras that are detailed to observe surroundings, watching out for any suspicious or unusual behaviours or incidents. Used in combination, security guards and cameras provide a formidable frontline security measure (Kovacich et al., 2012: 34).

- **Alarms** at shopping malls are an important part of the multi-layered protection in the mall security framework. Alarms are an alert mechanism that activates when there is an intruder or problem. The design phase of the mall, in particular the security architecture, should include detail of how alarm systems will feature in terms of incorporating security measures at shopping malls. They alert to security breaches or problems not curtailed or prevented by barriers and unseen by guards. Alarm systems draw attention to an immediate problem (Kovacich et al., 2012: 345-346).
- **Access Control (AC)** is a critical factor in the strata of security referred to previously as it is of vital importance to protect the properties and assets of the organisation. Effective access control reduces the risk of crime and unauthorised entry into the organisation. Proper access control requires incorporating various security functions that form part of the layers of defence (Kovacich et al., 2012: 347).
- **Closed Circuit Television (CCTV)** cameras must be mounted and positioned in specific areas to obtain effective surveillance and clarity. Good quality CCTV cameras must be capable of covering all angles of protected and restricted areas (Gigliotti & Jason, 2012: 87).
- **Skilled Security Officers** are allocated to specific areas at an organisation to maintain their duties. These areas (posts) can vary from access control at the main entrance of the organisation to foot patrols where movements can be observed and monitored. Security officers can be assigned specific duties such as directing traffic when vehicles enter the premises and monitoring centre duties. Monitoring centre duties can include monitoring Closed-Circuit Televisions (CCTV), monitoring alarm systems, and dispatching of response vehicles as well as irregularities and security risks at parking lots and high-risk areas in the organisation (Purpura, 2013:250).

3.5.1 Physical Protection Systems (PPS)

Physical Protection Systems (PPS) is a configuration of detection, delay, and response elements that can be analysed to determine system effectiveness (Garcia 2008:1-7). According to Clifford (2004: 123-141), security measures are a front-line defence that is put in place to help meet the overall security objectives identified for a target environment. Clifford (2004: 123-141) further avers that when considering physical protection systems, it should

deter, detect, and deny access. It is called Dynamic three “D’s. The priority of a physical security measure is to discourage a potential criminal. It is of interest to have the ability to detect an intruder who has tried to gain entry to a protected area. Should such a breach occur, the purpose of the security plan would be to ensure that access to the targeted area is denied. The interest in detecting the intruder is to apprehend them. Since security is provided in layers, which begins with the outer layer of the facility and then moves inwards towards the assets that need to be protected, it is referred to as the “onion Philosophy” (Clifford,2004: 123-141) Internal and external threats allow the security professional to concentrate on issues that originate from outside of the target environment target where threats present themselves from within.

Clifford (2004: 123-141) further suggests that physical protection is a combined system that involves people, procedures, and equipment for the protection of assets at shopping malls and other facilities against criminal activities such as theft, sabotage, or human attacks. It involves using various synergistic systems, including CCTV surveillance, security officers, protective barriers, locks, and access control protocols. The function of physical security is to prevent an adversary from committing crimes at shopping malls. This function can also be achieved through detection, delay, and response. Physical protection also acts as a reliable deterrence so that potential criminals will refrain from attempting to attack. In addition to the existence of physical security measures, as crime prevention measures, it is very necessary for criminals who attempt to breach these barriers to be apprehended and successfully prosecuted. The system must provide management with reliable information to be able to take action to manage and control these risks. Physical protection includes interior and exterior protection to help prevent criminal acts and protect customers and employees.

According to Coetzer (2007: 4), violent crimes at shopping malls are persistent, even though embattled shopping malls use sophisticated electronic surveillance as a prime crime preventative measure. Shopping mall managers and owners have a duty to protect and provide for the safety and protection of their stakeholders. CCTV surveillance allows the system to provide an early warning of violent crimes and incidents at shopping malls. Notwithstanding most malls having CCTV surveillance, there is an upsurge in crime at shopping malls. Coetzer (2007: 4) attributes this to poor CCTV control room management and inferior quality of images. Suitable physical protection systems would make customers

feel secure without being hindered. There should be a balance between physical security protection and customers accepting the restrictive measures in the belief that it is for their own protection and e-safety with the notion that they still have general freedom of passage (Coetzer, 2007:4).

Shopping malls with a physical protection plan in place tend to benefit the shopping mall managers and owners in that the planning and design, implementation, operation, and maintenance of the physical protection will create the value add that a mall is a safe place. When embarking on the physical protection system (PPS), whether it is CCTV surveillance, access control, or protective barriers, the management teams must consider and understand the purpose of the implemented physical protection. These physical protection systems (PPS) operators must be trained to operate these systems. A comprehensive risk, threat, and vulnerability assessment must be performed to identify where the emphasis needs to be placed (Oplinger, 2016: 1-7).

According to Clifford (2004:4), security preparations are essential to maintain a flourishing shopping mall. Some shopping malls have a more appropriate approach to security functions, such as physical protection, in order to function appropriately. Physical protection has many forms, varying from protective barriers, locked gates, safes, and vaults to security lighting. Shopping malls have excellent physical security systems (PPS) that are highly effective. Some shopping malls would only employ qualified security personnel that would take on a duty to keep the facility risk-free.

Shaikh (2018:4-11) highlights physical security as being inclusive of “protecting important confidential information, software, equipment, facilities, company’s assets, and personnel.” Shaikh (2018:4-11) avers that two factors impact security measures. The first is natural disasters such as storms, floods, fires, and power fluctuation. The second is attacks by ill-intended parties, including terrorism, vandalism, and theft.

Shaikh (2018:4-11) further stated that whilst physical security is necessary, most organizations usually overlook it. Physical security becomes relevant in the event when organisations do not want to risk valuable information being stolen or destroyed as a result of natural calamity or planned attacks. Perpetrators have different motives in wanting to infiltrate or attack a facility ranging from personal advantages, income sources, or taking vengeance. Critical to all this is proper maintenance of security measures as such measures

would be rendered useless if not properly looked after. Physical security upgrades are also necessary.

According to Hoskens (2018: 2-4), shopping malls that have been identified and ranked as the “most risky” countrywide have responded to vulnerability by raising the level of security at the respective malls. Detailed security measures such as functional CCTV cameras, liaison with the police, fingerprinting of all security officers and car guards, reporting suspicious vehicles or people, deployment of security personnel in strategic positions, the presence of panic buttons, and communication devices are necessary for these environments.

3.5.2. Access Control

According to Nelson (2013:257-268), access control systems must be implemented properly, controlled, and maintained to prevent unauthorised access. Appropriate access control procedures prevent destructive and dangerous devices, materials, instruments, and weapons that could be used to commission a crime from being brought into the mall. PPS furthermore minimize theft or unauthorised possession of material or recoded information through embezzlement, misappropriation, pilferage, or compromise. The control mechanisms that underscore this system include access control registers, personal recognition systems, Identification Document cards (ID), badge exchange procedures, and personal escorts that add to an effective access control system. Nelson (2013:257-268) further reiterated that “uncontrolled movements allow direct access to the intended item.” In addition to having systems in place for protection against the usual criminal activities prevalent in the mall environment, it is necessary also to have systems that afford a degree of protection against undercover activities, sabotage, or any such action affecting national defence. The restricted area provision must apply to these aspects as well. This also applies to parking areas for privately owned vehicles (POV’s) that are established outside of restricted areas. As far as possible, the number of vehicular entrances must be kept at a minimum for safe and efficient control. Physical protective measures, including fences and gates, should ideally be installed to prevent theft, damages, and vandalism (Nelson, 2013:257-268).

3.5.3 Closed-circuit television cameras (CCTV)

According to Coetzee (2008: 7-10), one of the growing threats to shopping malls is crime, which could be either opportunistic or well planned. One of the ways that can proactively mitigate this risk is the implementation of image technology. This offers a hi-tech, pre-emptive security system that can be successfully implemented in large shopping malls. Incorporating visual surveillance and detection sensors into a control user management command and control platform offers shopping mall owners and management the means to pre-emptively control and manages potential or actual incidents. High-definition CCTV cameras offer much more in terms of capacity to capture details than standard-rated cameras.

The use of high-definition CCTV cameras is increasing as retailers choose this system to “prevent, detect and document theft activities in their stores and distribution centres” (Hayes, 2007:61-70). As a secondary function, CCTVs can record other relevant incidents that mall managers must be cognizant of, such as slips and falls, abductions, purse snatching, violent crimes, robberies, and access control systems. This could provide a platform to address the shortfalls. CCTV can be installed externally to monitor parking lots and alleys and inside to monitor restricted areas. Prominent display of cameras in stores is important to dissuade crime. It is also important to consider that the visibility of the cameras is a crucial factor. Some offenders may not see the small hidden cameras, thus compromising their effectiveness (Hayes, 2007:61-70).

Van Maanenbergh (1995:179-181) further states that closed-circuit television (CCTV) is the most effective means to deter shop stealing offences. Retailers can significantly reduce loss rates when CCTV is well-managed and used to its full potential. When considering the use of a CCTV system, retailers should determine the objectives for the use of the CCTV and the manner in which these objectives can be achieved. The use of high visibility placed strategically around the store may provide enough deterrence to criminals who do not know whether the cameras are in use or not.

The above is further supported by Geason (1992:39-40) that CCTV in retail stores is widely used and serves a dual purpose as a management tool and a crime deterrent. The handling of cash in retail stores is covered by closed-circuit television cameras and monitors, which protect against cash snatches and employee thefts.

According to Gill (2013:1-5), CCTV can vary in terms of location where they are installed, areas they cover, and the reach of that coverage. Criminals will choose to operate in other areas if they are deterred by the effectiveness of CCTV. CCTV systems provide a means of successful deterrence. Perpetrators will want to conceal their activities, and CCTV systems seek to negate that (Kruegle,1995:281-295).

3.5.4 Biometrics

Biometrics are automated bodily characteristic measurements and calculations that can be used to determine or verify identity. Biometric security systems are regarded as a significant advancement in access control systems as they provide an opportunity to link an individual's event and are substantially more accurate than other forms of access control. Individuals who use the system will have no way of denying their presence in the area under scrutiny. Other forms of access control such as keys, cards, personal identification numbers (PIN), or passwords are riskier as these can be voluntarily handed over or forcefully taken, especially if access to restricted areas is the intention. Effective Biometrics systems will rely on the information captured and digitally stored and then compared with the information presented by a person attempting to gain access (Purpura, 2013: 189-190).

Fingerprinting is a popular form of biometric identification. In this type of biometric identification, the individual places a pre-selected finger (select beforehand) on a reflective plate (a flat surface that a finger is placed on a finger image capturing device) that are sized to accommodate individual fingers.

Voice verification is done by measuring the waveform, pitch, amplitude, and resonant frequencies of the voice. Handwriting identification is done when an individual provides his or her signature on a certain electronic device. An entry is stored for future comparison only if the characteristics of the stored signature are matched (Fay, 2011:188-189).

Biometric systems within the context of shopping malls would primarily be found in restricted access zones such as the Management offices, receiving and dispatch areas and the back office of the tenant stores and retailers. From a consumer's point of view, introducing biometric access at the point of entry to a store may appear to be obtrusive. However, high-impact areas, such as jewellery stores or banks that have a presence in the malls, could benefit from a biometric system.

3.5.5 Fencing

According to Winkler and Gomes (2017:1-6), fencing is a crucial element of perimeter security. A properly designed and constructed fence with the correct height can delay an intruder and serve as a psychological barrier. A fence should be installed after a risk analysis, evaluating the types of physical assets that need to be protected.

In considering the design of the fence and the type of material used, shopping mall management must balance the aesthetics and the need to provide a deterrent to an offender. With larger malls, the fences tend to be quite a distance away from the building itself and is potentially vantage point for offenders to scale over, undetected. Proper patrols and CCTV cameras' focus would be complementary to circumvent such instances. If appropriate, the height of the fence can deter casual trespassers and keep determined intruders out. Adding barbed wire on top of the fence increases security greatly (Winkler & Gomes, 2017:1-6).

Security fencing is installed and used mostly to demarcate the perimeter of protected areas such as restricted areas and entry access control points to provide a physical and psychological deterrent to entry and to prevent unauthorised personnel from entering such areas. The fence is also designed to safeguard personnel and delay or prohibit unauthorised access (Guyer & Fellow, 2014: 1-36).

Further, security fencing creates legal boundaries to the extremity of the outermost limits of the protected areas and also assists in ensuring that only authorized entries into secured and protected areas are permitted. Vehicles and personnel are then able to be channelled to established access control points. Properly constructed security fencing will also support installing additional detection equipment such as CCTV cameras, electric fencing, and patrolling sentry points. The security fence is a barrier that protects the property and prevents unwanted and unauthorised entry as it would require physical activity to scale over. This, combined with proper patrolling and surveillance, can thwart any attempt of unauthorised entry through the extremity of the premises (Guyer & Fellow, 2014: 1-36).

There are few malls, which formed part of the study, that actually have fencing. This could be attributed to the mall owners being human-centric and creating a feeling of ease and welcome, not just a "concrete jungle". Through the study, it was noted that the size of the malls influenced the proximity of the fence to the actual building. The smaller malls had the

fence closer to the building. The larger malls were found to have a distance between the fence and the actual mall structure, often with a larger open expanse designated a parking area. The observation also revealed that not the entire perimeter of one of the largest malls was fenced. This fenced side was adjacent to a Municipal Highway. In the study, one medium-sized mall in a residential area had no fencing on any side of the perimeter.

3.5.6 Lighting

Security lighting is intended to deter or detect an intrusion or other criminal activities on the premises. It can be used to create a sense of safety and plays an integral part in crime prevention through environmental design. Besides being used as a psychological deterrent, lighting should also be used alongside boundary fencing that is under continuous observation. Security lighting is not costly to maintain. The purpose of security lighting is to protect people and property and provide enough light over an area so that movement can be easily monitored (Rosenberg, 2019:1).

Good lighting is an effective security measure, and it is necessary for the premises always to have adequate lighting. One of the techniques of studying lighting deficiencies is to conduct an on-site observation of the premises at night to ascertain information on possible entry methods and to gauge areas where inadequate lighting will provide an opportunity for unauthorised entry (Purpura, 2013:245-249). Hayes (2007:178-179) concurs with Purpura's view that lighting is regarded as a discouragement to crime, as any individual attempting an unauthorised entry to a specific location runs the risk of being exposed. Proper lighting creates a sense of safety for bona fide stakeholders whilst, at the same time, creating vulnerability for potential offenders. It is important to have proper lighting internal and externally and particularly in areas where retailers wish to discourage unauthorised activity. Traditionally high-pressured sodium lights (HPSL) have been used for external lighting for large facilities such as shopping malls. However, in reality, it is better to utilise Light-emitting diode lights (LED), which are more energy-efficient, brighter, and offer instantaneous illumination. LED lights are also recyclable and can assist in carbon footprint. Lighting is an important weapon in the fight against crime and is regarded as a predominantly night crime-prevention measure.

Clark (2003:46-57) offers an alternate view that whilst lighting may be useful to allay fears and expose crime; it alone cannot deter crime. Sometimes lighting is advantageous to

criminals, especially in committing serious crimes, vandalism, and burglaries. Increased lighting at warehouses and commercial buildings can create risks as criminals pose as workers working a night shift enter the warehouse, load the contents, and make it appear legitimate work without arousing suspicion. This risk is manageable, and the popular view is that security lighting effectively prevents crime; statistically, it has been shown that good lighting results in a notable reduction in crime and other nefarious activities. Lighting is an integral part of the security package and, together with CCTV cameras and alarm systems, provides good protection.

Proper lighting improves safety, security and ultimately, sales.

The study revealed that most malls surveyed were well-lit and compliant with basic lighting principles from a security management point of view.

3.6 CHALLENGES IN THE IMPLEMENTATION OF SECURITY MEASURES

According to Pike (2019:1-8), security measures are intended to safeguard an organisation, the employees of the organisation, and its possessions. Whilst every endeavour is made to achieve this commitment, certain encounters are endured in the security sector. There can be an array of encounters, ranging from retrenchments to lack of reserves, including the restriction on finances. Employees skilled in the operation of these security measures are moreover posted to other places, or the organisation economizes on reducing employees. The technological knowledge of these skilled employees has direct effects on security measures. The technological knowledge that criminals develop applies this knowledge to commit crimes at shopping malls.

Pike (2019:1-8) further reiterated that break-ins and thefts frequently occur due to flaws in the security systems. When perpetrators commit an offence, they are aware of the organisation's security measures and the problematic areas in these security measures. Perpetrators, however, hastily act when committing an offence or crime. Crimes are often committed due to defective security measures and security systems. Ex-employees could use their unique identification data stored in the system, facilitating access to the organisation. This is likely to happen if their access rights are not instantly terminated upon departure from the company. Such an invasion may go unnoticed and abets unlawful entry into protected areas.

Another area of concern is office theft. Most malls have on-site office areas either for mall management or within retail stores. According to Mehl (2018:1-5), office theft can take the form of theft of material assets and data, including the loss of sensitive information the facility or store manager possesses. In some cases, former employees are responsible for or aid and abet data theft. Mehl (2018:1-5) further elaborated that hackers can also jeopardize valuable information if it is not properly protected.

Mehl (2018:1-5) goes on to assert that security in retail stores and other facilities within the shopping mall can experience physical as well as digital security breaches. Physical security breaches can contribute to the impact of other types of security breaches in the workplace.

Mehl (2018:5) advances that some disgruntled employees at shopping malls become involved in security breaches. This happens when employees or management at shopping malls do not take security awareness seriously, leading to disastrous results. There must be strict rules to follow the procedures without any exceptions.

Purpura (2013:209) maintains that security officers must be complemented with technology. There should be proper security officer patrols within the premises. In this way, the security officer will create an enhanced loss prevention atmosphere, especially in problematic and vulnerable areas. Security patrols should not only be a routine. Unannounced, out-of-routine patrols or random patrols can prevent theft by an employee as well as other losses. A vigilant and well-trained security officer would detect deviations such as merchandise hidden in unusual places.

3.7. SUMMARY

This chapter discussed various aspects of security measures at shopping malls in South Africa, with specific emphasis on physical protection systems and assessments of security risks at shopping malls. The importance of mitigating security risks, eliminating threats, and reducing vulnerabilities cannot be over-emphasised. By implementing the latest and most sophisticated physical protection systems, shopping malls would project a culture of safety and security at the malls and use this as marketing leverage. Mall customers would be more inclined to choose a mall that has their safety and security as a priority.

Physical Protection Systems, when properly implemented, are designed to deter potential criminals and, in this way, minimise the risk and impact of criminal activities. If a restricted

area is compromised, a security plan will ensure that access to the restricted area is denied. Through risk identification, it would be possible to consider risk mitigation measures such as improved security measures to create a safe space for all stakeholders.

CHAPTER 4

ANALYSIS AND INTERPRETATION OF DATA

4.1 INTRODUCTION

This chapter discusses how the collected data was analysed and interpreted in this study. The data was collected from thirty (30) security officials from the nine (9) shopping malls in Durban, KwaZulu-Natal. An interview schedule was designed and developed for the one-on-one interviews. The interview schedule of questions guided the researcher when interviewing the participants.

On-site observation of existing security measures was conducted at the nine (9) shopping malls. This was done to obtain data on the security measures implemented at the shopping malls. The data collected from the field notes were recorded in a journal.

The researcher studied thirty (30) criminal case dockets from police stations that geographically served the nine shopping malls. Case dockets were studied according to different categories of crimes, the modus operandi of perpetrators, and the type of weapons used in the commission of the crimes.

The researcher transcribed all the data by familiarising himself with the information collected to categorize the data into themes and patterns, thus justifying their relationship with the research questions. He then gave meaning to the data through interpretation. The data is presented descriptively in narrative format.

4.2 DATA MANAGEMENT AND ANALYSIS

Data was collected through interviews with security officials deployed at the nine (9) shopping malls in Durban, KwaZulu-Natal. The observation was conducted on security measures at the shopping malls. A case docket analysis was conducted on all the cases the SAPS investigated at the nine shopping malls for 12 months (01 January 2016 to 31 December 2016). The researcher protected the security of the data in lockable cupboards. All the collected data from the interviews, observation and case docket analysis were analysed using the thematic analysis process.

4.3 ANALYSIS AND INTERPRETATION OF DATA: INTERVIEWS

The analysis and interpretation of the interview data are presented in four (4) sections, namely:

- **Section A:** Biographical information, which included information such as gender, age, marital status, highest education qualifications, current security grades, current positions, and skills and abilities.
- **Section B:** Existing security measures at the shopping malls.
- **Section C:** Security risks at the shopping malls.
- **Section D:** Improvements in security measures at the shopping malls.

4.3.1. Section A: Biographical Information

4.3.1.1 (Q 1) What is your gender?

Distribution of participants by gender.

Males constituted a major part of the participants in this research.

Interpretation

There is a relatively large number of males employed at the nine shopping malls as opposed to females, which is ascribed to the fact that females perceive the profession of a security officer as risky and too dangerous and seldom seek this as a career choice.

4.3.1.2 (Q 2) What is your age?

Age distribution of participants.

The majority of the participants were between the age category 30-39 years old.

Interpretation:

About half of the participants were aged between 30-39 years, while the others featured in the 40 years and 20-29 years categories, respectively

4.3.1.3 (Q 3) What is your marital status?

Marital status of participants.

The majority of the participants were married, and others were single.

Interpretation:

The participants who were married outnumbered the single participants.

4.3.1.4 (Q 4) What is your highest educational qualification?

Highest educational qualification of participants.

All the participants had above grade 10 educational qualifications

Interpretation:

Although education was not a requirement to participate in this research, all the participants were well educated.

4.3.1.5 (Q 5) What is your current occupational position?

Current occupational positions of security personnel.

Most participants were patrol officers, and some were security mall managers, CCTV operators, security supervisors and security officers.

Interpretation

The participants were well represented in terms of their current occupational positions. The duties of patrol officers are to focus on the security risks that could adversely affect the shopping malls as well as the assets within the shopping malls (Broder, 2000: 1-6). Patrol officers also provide support when patrolling the interior and exterior of the premises, ensuring the possibility of threats to the facility is minimised and, at the same time, protecting the facility, its organizational assets, and the people within the premises. The responsibility of CCTV operators is to safeguard and protect the facility he/she is meant to protect, and to uphold the safety of the security staff, employees of the facility and the public. The CCTV operator is normally stationed at the command centre, from which he/she can monitor, view multiple locations, record, and retrieve video from the CCTV cameras (Fishman, 2012: 325-328). Incidents at a facility need to be reported to the security supervisor and the security mall manager on duty.

4.3.1.6 (Q 6) What skills and abilities do you possess to work at this mall?

Skills and abilities of security personnel that work at the shopping malls.

The majority of the participants are trained as security officers with “C” grade certification. They were also trained to operate and monitor CCTV cameras and conduct patrols. Some of the participants could operate two-way radios and clock-patrolling points. Only one of the participants was Grade “B” certified, and only two of the participants had firearm training.

Interpretation

According to Wright (2018: 1-4), security officers with Grade “C” certification at shopping malls should have the skill and ability to monitor and operate access control and patrol areas of high risk. Security officers with Grade “C” certification skills should be able to perform most of the duties at shopping malls as they are trained in various sectors to render security services at shopping malls, retail stores, and wholesale outlets. Security officers with Grade “B” certification are considered supervisors and team leaders who manage the shifts and delegate duties to lower-ranking officers.

Although the skills and duties of security officers vary, their primary focus is on preventing crime. A vigilant security force possesses the skills and training to deter potential criminals. Dowd (2018:1-3) maintained that part of the skills development and training of security officers with Grade “C” certification include searching the premises, monitoring CCTV cameras, customer service, ethics, firearm training, and arresting techniques. When searching the premises, the security officer needs to understand how to conduct the search, and proper protocol must be adhered to in order to ensure that the premises is safe and there is no harm to the officer and the people within the premises.

Some of the extracts from the participants were:

4.3.2 Section B: Existing Security Measures at shopping malls

4.3.2.1 (Q 7) Are shopping malls safe places to work in terms of security?

The majority of the participants indicated that shopping malls are not safe places to work, while the other participants felt that shopping malls were safe places to work.

One participant mentioned.

“The shopping mall is not safe to work when I am posted in the parking lots and conducting patrols.”

Another participant mentioned, *“It is safe to work in the shopping mall when I am conducting CCTV duties or administrative duties”*.

Interpretation

Security officials believe malls are not safe places to work due to the level of crimes committed at the malls, especially violent crimes. Environmental and design conditions also contributed to this perception.

According to Soard (1995: 1-3), simple additions to shopping mall security can make shopping malls a safe place to work. Positioning security officers at the entrance of the shopping malls can be a deterrent to would-be robbers and send out a strong message that crime will not be tolerated at the shopping malls. The installation of security cameras is an additional safety measure for security personnel (Vogt 2005:1-4).

4.3.2.2 (Q 7.1) If your answer is “Yes” to question 4.3.2.1, please state why do you think that these shopping malls are a safe place to work in terms of security?

Most participants indicated that shopping malls are safe places to work because security measures are in place, security policies and procedures, and adequate security personnel are employed at the shopping malls.

One participant mentioned: *“Security measures like perimeter fencing being very efficient and effective at these shopping malls”*.

Another participant mentioned, *“CCTV cameras were found to be an important security measure as it assists in monitoring and arresting criminals”*.

Interpretation

The continuous maintenance of effective security measures at shopping malls will benefit security personnel deployed at that shopping mall. This will make them feel safe and, in turn, more effective on the job. Installation of security measures, whether they be CCTV surveillance, access control, or protective barriers, in addition to creating a safer mall, also provides a safer working environment for the security personnel. The operators of security measures must be qualified to operate security technology so that there is an efficient and effective use of such technology in their efforts to maintain safety at the mall. Security technology is expensive, and users must be properly trained to operate this so that it does

add value. According to Banks (2018: 1-6), security personnel must be trained to be vigilant of their surroundings, which can mitigate risk and prevent unwanted incidents.

4.3.2.3 (Q7.2) If your answer is “No” to question 4.3.2.1, please state why you think that these shopping malls are not a safe place to work in terms of security.

In response to this question, many of the participants mentioned.

Lack of security measures

Access control is inadequately monitored

Inadequate shopping mall security

The perimeter fences, in some instances, were said to be broken or in disrepair.

Non-operational security lights, which could assist in preventing incidents, were also cited as reasons for judging the security measures as ineffective.

The pedestrian gates are not properly operated by security officers, which creates easy access to the shopping malls.

Interpretation

Due to the upsurge of criminal activities in parking lots and access control points, adequate security measures should be implemented to minimise the risks of such criminality. This is supported by Charney (2016:1-6), who states that shopping malls should implement parking lot security to protect vehicles against criminality. According to McDonald (2013: 1-2), if access control is not adequately monitored by trained personnel, the lives of security staff, mall employees and shoppers may be endangered.

4.3.2.4 (Q 8) What duties are performed by security officers at the shopping mall?

The majority of the participants performed guarding duties, while others performed access control, patrolling, site supervision, surveillance, and control room duties.

Interpretation

Due to the increase in shopping mall crime risk, security officers positioned in control rooms must be trained as CCTV operators. With the aid of experienced CCTV operators, over a thousand shopping mall criminals have been identified and profiled, utilising CCTV footage

and images. According to Bamfield (2012:165-176), Retail against Crime (RAC) had partnered with the police and identified and arrested fraudsters and brazen shopping mall robbers through CCTV cameras footages.

Security supervisors are trained to protect the property and buildings and the people doing business at these premises. They are also tasked with coordinating the shift's activities. Brown (2018: 7-10) supports this theory by stating that, regarding shopping mall security, the site supervisor oversees the guards that protect the shopping malls against theft and vandalism and ensures the safety of shoppers and employees of the mall. The site supervisor also monitors his staff by patrolling with them by auto or foot patrols.

The job specification of security guards specifies that security guards must be alert and aware of their surroundings. Lauren (2018: 1-7) goes on to say that the duties of guards at the shopping malls are to compile reports, observe movements, and surveillance activities. They also conduct patrols in and out of the shopping malls to ensure the safety and security of shoppers, employees, and retailers at the malls.

4.3.2.5 (Q 9) What is your understanding of the concept of "Security Measures?"

Most participants referred to security measures that are in place to make the premises a safe place to shop and work. Some participants referred to security measures as preventative measures making shopping malls a safe place to shop. Others referred to security measures as precautionary measures that deny unauthorised access to shopping malls.

Interpretation

According to Van Maanenbergh (1995:121), by enforcing good security measures at shopping malls, security personnel could deter, delay, and deny the opportunity for theft. Van Maanenbergh further explains that effective proactive security measures at shopping malls are a combination of good physical security measures, skilful use of anti-theft systems, and the implementation of sound policies and procedures. According to Hutter (2016:3-4), security measures need to increase productivity and revenue at shopping malls by protecting assets, employees, shoppers, and mall management so that they can feel safe, focus on their tasks, and minimise the risks.

4.3.2.6 (Q 10) Are the security measures at this mall effective?

The majority of the participants indicated that security measures were not effective at the shopping malls. The other participants stated that the security measures were effective.

Interpretation

Security measures may be present but, when not effective, leads to criminal activities and potential threats to assets, property, employees, and shoppers. According to Norman (2014:1-6), shopping malls are large public spaces where people congregate, and ineffective security measures could lead to security threats such as thefts, vandalism, and car-related crimes.

Security measures should be implemented to ensure that only legitimate employees have access to equipment, resources, and other assets, which consists of methods to deter potential intruders against theft, vandalism, natural disasters, and other malicious acts. Thakkar (2007:1-7) concurs with the above as he stated that security measures are implemented to protect against potential losses that can have a negative effect on a facility like shopping malls where assets, equipment, and property are at risk.

4.3.2.7 (Q 10.1) If your answer is 'YES' to question 4.3.2.6, please state why you think that the security measures are effective.

The participants who indicated that the security measures were effective responded as follows.

“Security measures like perimeter fencing being very efficient and effective at these shopping malls”.

“There are not many serious crimes as the security officers and car guards show lots of visibility”.

“CCTV cameras were found to be an important security measure as it assists in monitoring and arresting criminals”.

“Security officers are very proactive and observant”.

Interpretation

Security measures are implemented to achieve a specific objective at shopping malls. The vigilance of the security personnel and shopping mall employees is an essential protective measure as they know their work areas and should be encouraged to be alert and report unusual behaviour.

Effective security measures, from patrolling officers to CCTV cameras, have always been visible due to security risks and crimes at shopping malls. The police have collaborated with security personnel to enhance security measures. In order to mitigate these security risks and criminal activities at shopping malls, stakeholders have increased the number of monitoring systems, such as CCTV cameras, to help detect and hopefully deter security risks and threats (Chan, 2016:1-4).

4.3.2.8 (Q 10.2) If your answer is 'NO' to question 4.3.2.6, please state why you think that the security measures are not effective.

The participants who indicated that the security measures are ineffective responded as follows.

“Perpetrators know how to infiltrate the security measures”.

“The perimeter fencings in some instances were said to be broken or in disrepair.”

“Non-operational security lights which could assist in preventing incident were also cited as reasons for judging the security measures to be ineffective .”

“The pedestrian gates are not being properly manned by security officers, which creates easy access to the shopping malls.”

Interpretation

Participants who notice or perceive that security measures were/are not in place would feel insecure whilst performing their duties. This correlates with par **4.3.2.3** (question 7.2) above, where security officers indicated that malls were not safe places to work. Ineffective security measures at shopping malls would prejudice the safety of security personnel, shopping mall employees, and shoppers.

4.3.3 Section C: Security Risks at shopping malls

4.3.3.1 (Q11) What is your understanding of security risk?

The majority of participants indicated that security measures at shopping malls are compromised when people are exposed to violent crimes and when property and assets are exposed to potential damage. The other participants indicated that the mall is not a safe place, as shoppers, tenants, and management are at risk of being mugged, robbed, or assaulted. Some participants believed that security risks such as ATM fraud, vandalism, pickpocketing, shoplifting, and damages to security measures are potential dangers that put the mall at risk, whilst the remaining participants indicated that security risks are potential dangers that put the mall at risk.

Some of the participants responded as follows.

“The mall is not a safe place, as shoppers, tenants, and management are at risk of being mugged, robbed, or assaulted”.

“When the security measures are compromised, people are exposed to violent crimes as well as property and assets are exposed to potential damage”.

“Security risks are potential dangers that put the mall at risks, such as crime, ATM fraud, violent crimes, and shoplifting.”

“Risks like vandalism, pickpocketing, shoplifting, and damage to security measures such as lighting and CCTV cameras are potential dangers at this mall.”

Interpretation

Theft is one of the biggest risks facing shopping malls. Tenants at shopping malls have large quantities of valuable merchandise that are displayed. These merchandises are unprotected and vulnerable to theft. Without proper security measures, shoplifters and criminals can become a hindrance in shopping malls.

Shopping malls have too many entrances for shoppers, shopping mall employees, and deliveries. These different entrances can create challenges in monitoring who enters and leaves the malls. Without proper precautions, dangerous or unauthorised people could enter the shopping mall and pose a security risk.

Vehicle-related crimes are another security risk that is improperly monitored; unattended vehicles are vulnerable at shopping malls. The majority of the malls have large parking lots that are unattended for extended periods; vehicles are vulnerable to thefts and break-ins.

According to Purpura (2013:25), a security risk is “an intentional threat to a facility by a person or a group of people that are likely to commit acts of crime, threats or hazards.”

According to Greer (2010:12), employers should, by law, assess the risk of violence at shopping malls. This is the start of an objective that inspires the process for control measures, which includes training. Regarding the impact of violence as a safety risk, stakeholders must assess and classify this risk. Risk assessments must be undertaken at shopping malls. The risk assessments should highlight the situations in which violence could occur and provide risk mitigation strategies for illuminating and controlling such risks. Furthermore, the risk assessment will substantiate the need for additional security measures if found inadequate. Factors such as the location of the shopping malls, activities undertaken, and other environmental issues influence the likelihood of the risk of violence.

If unmanaged, these risks can have a significant negative impact on mall management, employees, retailers, mall management, shoppers, and security personnel.

4.3.3.2 (Q12) What is the number of incidents that were recorded at the malls per month?

The majority of the participants indicated that there were 15-20 incidents per month, while some indicated that there were 10-14 incidents per month. Other participants indicated 1-5 incidents per month. Some participants believed that there were 6-9 incidents per month, and only one participant believed that there were more than 20 incidents per month.

Interpretation

Most of the participants suggested that there was a high number of criminal incidents at the shopping malls. This could be attributed to security measures that may not be in place or such measures being ineffective.

Retail crime remains a serious problem facing shopping malls in both superstores and other retail stores. Incidents such as internal thefts, shoplifting, fraud, and organised retail crimes can significantly impact profitability and patronage. Criminal incidents such as organised retail crimes, fraud, shoplifting, and violent crimes at shopping malls expose shoppers and

employees to danger. These crimes also have a negative effect on the revenues at these shopping malls (Tyree, 2018:1-3).

4.3.3.3 (Q13) Identify the types of crimes you witnessed at the malls?

Most participants indicated that they had witnessed retail shrinkage and shoplifting, while some indicated armed robberies, Automatic Teller Machines (ATM) thefts, and cash heists. Other participants witnessed an assault, mugging and pickpocketing, malicious damages to property and vehicle-related crimes.

Interpretation

As defined by Bamfield (2012:98-99), retail shrinkage is “the deprivation of goods and stock arising from pilfering by employees, shoplifting and administrative errors.” Loss of inventory (shrinkage) that can be ascribed to factors such as employee theft, shoplifting, and administrative error, damages in transit or the store, as well as cashier errors that may benefit the customer”. Bamfield (2012:98-99) further advanced that retail shrinkage measures the sale the retailer ought to have made against the actual sales.

Haynes (2007: 3-13) maintains that employees at a store are the store’s greatest assets, but they can also be their worst enemies. Retail studies have indicated that employees account for many store losses. The majority of retail employees have easy access to all assets. They know where the cash is stored and have access to or learn the passwords, alarm codes, and combinations. Employees know when alert and cautious managers are on duty and when apathetic managers are on duty. Sometimes employees intentionally cause damage to merchandise so that the same can be classified as reject and intentionally mark it reject merchandise so they can purchase the merchandise at a lower price.

4.3.3.4 (Q14) What prevalent crimes were committed at these shopping malls?

The majority of the participants indicated that violent crimes such as armed robberies, ATM fraud and cash heists are prevalent crimes at shopping malls. Other participants indicated that mugging and pickpocketing, retail shrinkage, and shoplifting vehicle-related crimes and assaults were prevalent crimes at the shopping malls.

Interpretation

Violent crimes at shopping malls are real and seriously dangerous. Shopping malls are facilities that have limited protective security measures and therefore afford the potential for violent crimes.

Hoskens (2008: 1-2) reports that many shopping malls in Pretoria, South Africa, had increased their security levels after having been ranked among the riskiest in the country when it comes to violent crimes. Most shopping malls have increased security, ensured that all security measures like CCTV cameras are operational, liaised with SAPS continuously, fingerprinted, and security vetted all security officers and car guards, reported any suspicious vehicles and people and deployed security personnel at strategic points. Hoskens (2008: 1-2) further states that a documented report entitled the *Hot Spot Report*, dated September 12, 2008, indicated that shopping malls were under potential threat from robbers. The report also provided shopping mall owners with an overview of violent crimes such as robberies. Shopping malls were divided into three risk categories. The first is the low-risk category, where shopping malls have good security measures and are situated in areas where there are low crime rates; the medium risk is where shopping malls were repeatedly attacked and are situated in areas which have high crime patterns and the high-risk category, where concrete and vital information are received about very real and imminent threats against the shopping malls.

Violent crimes are mostly occurring in large shopping malls. This has prompted in-house and contract security organisations to adopt tailor-made security programmes to protect their properties from such a risk (Savard & Kennedy, 2014:254).

4.3.3.5 (Q15) What are the possible causes of crimes committed at these malls?

Most participants indicated that alcohol and drug abuse was the primary factor contributing to possible causes of crimes at the shopping malls. Other participants mentioned leakage of inside information by shopping mall staff and security officials. Lastly, the remaining participants mentioned that the location and design of the shopping mall's inadequate access control and specific security measures contributed to prevalent crimes at the shopping malls.

Interpretation

The possible causes of crimes are multifaceted. Some of the contributing factors that lead to possible causes of crimes are the unstable economy, which has led to high unemployment

rates, as well as alcoholism and substance abuse in the form of stupefying and psychedelic drugs, which alter the state of mind, resulting in inappropriate behaviour bravado, and misguided machoism. A pugilistic culture is perpetuated by viewing violent movies and peer pressure into gangsterism.

According to Bruce (2008:1-7), from the Centre for the Study of Violent and Reconciliation (CSVR), poverty contributes to the commission of crimes in South Africa. Bruce further avers that poverty was a factor in the commission of serious offences such as murder, rape, and aggravated robbery, as researched.

4.3.3.6 (Q16) Does the shopping mall keep a record of criminal and other incidents that occur?

The majority of the participants indicated that they do keep records of criminal incidents. Some participants were unsure whether criminal incidents were recorded or if a record of criminal incidents at the shopping malls was kept or not.

Interpretation

The need for recording incidents and information is significant as it provides crucial information for the operation of the business and case management support. When reported, there are records of such incidents and offences that would benefit the facility and law enforcement agencies.

Information gathering and recording of criminal incidents concerning threats to the security of shopping malls are very crucial because they provide warnings or pre-emptive indicators that could be the basis for the formulation and implementation of courses of action to prevent the occurrence of unlikely mall incidents, which may bring loss of lives and properties. Information is collected through surveillance, patrol, database, and inter-agency coordination (Purisima, 2014:12).

4.3.3.7 (Q17) What are the most common reasons for unlawful entry into the premises?

Most participants indicated that false representation was a major contributor to unlawful entry into the malls. Other participants indicated that inadequate or no CCTV cameras, assistance by security personnel, insufficient security personnel, and poor access control contributed to unlawful entry into the malls.

Interpretation

Gaining unlawful entry into shopping malls is a breach of security. According to Fennelly (2012: 44), the patrolling officer must inspect the doors, windows, lighting, and access control points and report security concerns. False representation is a deliberate effort to pass oneself off as another. Taking on the identity of another person for the purpose of self-gain or in order to harm another person is very prevalent in the commission of crimes.

4.3.3.8 (Q18) What are the factors that lead to criminal incidents being committed at this mall?

The majority of the participants indicated that alcohol and drug abuse are factors that contributed to criminal incidents being committed at shopping malls. Other participants indicated that shopping mall staff and security officials leaking inside information, inadequate security measures, poor access control, and unemployment contributed to criminal incidents being committed at the mall.

Interpretation

According to Nagelhout (2017:69-83), the economic recession is a major contributor to unemployment. Unemployment increases psychological and financial distress, which could lead to an increase in drug and alcohol use. Job losses may also lead to a feeling of being ostracized and socially excluded. People in this may cope with this loss of social status by consuming illegal drugs. These factors may influence the commission of a crime.

4.3.3.9 (Q19) What are the factors that lead to criminal incidents being committed at parking lots?

Most participants indicated that unemployment was the main contributor to crimes committed in the shopping mall parking lot. Other participants specified that alcohol and drug abuse, leakage of inside information from shopping mall staff and security officials, the location and design of the shopping malls, the lack of security measures and the lack of access control contributed to crimes being committed at the shopping mall parking lots.

Interpretation

A considerable number of criminal activities take place in parking lots. Unemployment, as well as alcohol and drug abuse, are the main contributors to parking lot crimes. This may be

due to economic recessions and the need for extra finance. Perpetrators look for opportunities in this space as they know this mall area is not as secure as within the structure itself. Improperly lit parking lots and the vast open spaces also make it easier for such crimes to be committed as the perpetrators have an easy escape, particularly in cases where fences are broken, or walls are low. It is also possible that most shoppers, by the time they reach their cars in the parking lot and since they have concluded their shopping, are more relaxed and are often not as vigilant as they ought to be.

Some of the criminal activities that typically take place at shopping mall parking lots include theft of motor vehicles, mugging, murders, and vandalism. In some instances, shoppers enlist the assistance of legal professionals to file claims against mall owners and property owners. They cite inadequate security measures as a basis for their claim and argue that shopping malls and property owners irresponsibly acted as they have not provided effective parking lot security measures such as CCTV surveillance, security officers, and proper lighting to shield customers and employees against criminal activities. (Charney, 2016: 1-6).

4.3.3.10 (Q20) What are the shortcomings or problems in physical protection?

Most participants specified that poor egress control contributed to risks at shopping malls. Other participants indicated that poor access control, perimeter fencing, security lighting, human/security guards, CCTV cameras, and defective alarm systems pose a security risk at shopping malls.

Interpretation

It is mandatory to have fire and safety egress routes, which allow occupants of the building to escape, should there be a fire or emergency incident, promptly. The design of these routes considers aspects such as factors the type of fire, number of occupants, proximity to an escape route, width of corridors and doorways, and minimum illumination. Some of the hazards in egress routes can be poor lighting, trip hazards including mats, broken tiles, and doors with broken handles, which must be rectified to create a safe passageway in case of emergencies (Smith & Brooks, 2013:96).

According to Stolarski (2012:1-13), management must have a backup generator to maintain critical elements when security lighting is not operational due to power outages. Security lighting also creates shadows, which allows criminals to hide.

According to Goodman (2017:1-11), perimeter fencing can be restrictive due to visibility and height. The higher the wall, the less visibility from the interior and outside. Perimeter fencing can also be weak, especially due to automotive ramming threats, vandalism, and unintended human entryways.

Security officers place their lives at risk whenever they are on duty. They confront threats that are present daily, as they are targets for individuals looking to commit crimes on the premises. Michelle (2018:1-4) states that security officers are exposed to physical violence, such as criminal attacks, bullying, and intimidation, while on duty. Unarmed security officers face higher risks when on duty, especially when they are up against armed criminals.

Designing a CCTV surveillance system can be a complex situation, which includes choosing the camera location for the surveillance system to be effective. The positioning of the camera is crucial in ensuring that the camera angles are correct, and that video surveillance is clear. According to Li (2019:1-11), CCTV cameras are widely used in shopping malls and are very expensive. However, they are ineffective in deterring crimes and theft. CCTV cameras can also be vulnerable as criminals are also technology savvy and can go undetected as they can disable and access CCTV Systems.

The potential risk of alarm systems being connected to a security company is that criminals can sever the telephone lines before entering the premises, resulting in loss of communication with the security company and a challenge of communication with the premises being monitored. It is advisable to install a cellular radio with the system, allowing communication with the alarm company even if the telephone line is cut. As Nick (2016:1-7) explains, alarm systems are poor burglary prevention as criminals are knowledgeable or learn about the common location of motion detectors. Signal interference is a challenge with some of the systems, and criminals utilize remote jamming as a means to disarm the system. Alarm systems may not operate during power outages, leaving the system vulnerable.

Inadequate security measures, such as insufficient lighting, lack of security officers in parking lots, and insufficient CCTV surveillance, as well as the perceived notion that mall management had not taken reasonable care in protecting employees and shoppers against criminal threats, can result in legal action. People alighting or entering their vehicles or walking to and from their destinations are targets for assault and other crimes in the parking lot. Linkov (2016:1-4) maintains that motorists must not park in the dark at remote parking

spots, especially when alone, as it would attract criminals. Valuables should not be left in motor vehicles.

The security risk associated with loading zones must be assessed continuously. Security measures such as Overhead Door Locks (ODL), existing vehicle restraints and landing gear, security systems, and the visibility and functionality of security cameras must be audited and assessed regularly.

According to Ruriani (2007:1-3), the point of entry into and out of the loading zone areas must be assessed. Roller shutter doors must be connected to the alarm system. Loading zone doors should be properly secured when not in use. The loading and offloading of trailer contents must be protected against product tampering and theft.

This can be achieved using Vertical Storing Hydraulic Dock Levers (VSHDL). Dock seals and shelter enclosures should be used to protect the loading zone area against criminal elements.

4.3.4 Section D: Improvement of Security Measures at shopping malls

4.3.4.1 (Q21) From your experience, can you tell which physical protection measures are in place to reduce or eliminate crimes at these shopping malls?

Participants mentioned the following physical protection measures.

CCTV cameras

Access control boom gates

Security staff

Lighting

Slam lock gates at strategic points

Car guards

Perimeter fencing

Most participants mentioned that Physical protection measures were in place to mitigate the risk of crimes at these shopping malls. In terms of the presence of security staff, participants indicated that security staff were in place. As the mall is a public space and experiences high volumes of foot traffic, it is not easy for security staff to distinguish a shopper from a potential

perpetrator. There is no standardisation in terms of the norms for security personnel at the various types of malls.

Some participants ranked CCTV cameras second in terms of the prevalence of security measures. The majority of the participants mentioned that perimeter fencing was in place as physical protection to eliminate crimes at these shopping malls. The crimes committed at the malls were not attributed directly to any compromise in the fencing, which primarily functions as a demarcation of the property and a potential deterrent.

Interpretation

Security measures involve planning the shopping mall's interior and exterior areas, access control, and contingency plans.

According to Frylinck (2017: 1-3), security measures are instituted to stay abreast of criminal activities and are costly but are important to ensure a safe environment for shoppers, tenants, and employees. Although the predominance of crime constantly shifts, retailers report that the largest threats are armed robberies, motor vehicle thefts, thefts from retail shops, and thefts from handbags.

Successful security measures, technology and workforce are being used together to deter and tackle crime. Security measures like CCTV cameras play a significant role for retail store tenants and shopping mall managers, as it becomes a way of managing and monitoring the premises and identifying perpetrators in a manner that can be used for successful apprehension and conviction of criminals. Shopper information, awareness and information are also important in the toolkit for improving security measures.

4.3.4.2 (Q22) From your experience, can you tell what security policies and procedures are in place to improve security measures at these shopping malls?

The majority of the participants specified that they were unaware of any security policies and procedures at the shopping malls. Some participants indicated they knew policies and procedures regarding loitering in the mall and parking lots. Other participants mentioned that they were aware of the policies and procedures regarding disaster management, fires, and emergency exits. The remaining participants) indicated that there are policies on first aid and medical emergencies.

Interpretation

Inadequate or the absence of policies and procedures is also a risk in an organisation. A workplace security policy and procedure are important in creating a secure organisation. The policies and procedures outline the company's goals concerning safety and security. Policies and procedures are management tools that control employees' decision-making and point out a particular way of doing something, and at the same time, it guides their actions. Security officers must also be trained on specific policies and procedures of the mall they serve.

In instances where workplace violence is identified as a risk, it would be necessary for employers to ensure that the requisite policies and procedures that address the prevention and management of this risk are in place and are communicated to all staff. Where work-related violence is a risk, an employer must have policies and procedures to prevent and manage these risks.

Policies and procedures indicate the employer's commitment to dealing with these risks and, at the same time, provide reassurance and support to staff. Standard operating procedures aligned with policies and procedures must be developed. All relevant stakeholders, including managers, staff, and shoppers, must be informed, and educated about their responsibilities in creating a safer environment (Greer, 2010:16).

According to Purpura (2013:176), policies and procedures are strategic documents that relate to governance and support accountability and transparency. It would be important for employers to ensure that these policies and procedures are communicated to employees through manuals and memos. It is through policies and procedures that employees are made aware of and internalize the organizational goals and objectives. It is the same policies that guide decision-making and behaviour. Policies and procedures must be regularly reviewed and updated to remain effective and relevant.

4.3.4.3 (Q23) From your experience, can you tell what concerns security officials experience whilst on duty at these shopping malls?

Interpretation

Most participants indicated that SAPS needed to show more visibility at shopping malls in high-risk areas, while others specified that more security officers must be deployed and that

security officers must be issued with personal protection equipment (PPE). The remaining participants indicated that security staff need to be paid better salaries.

Interpretation

Security officers at shopping malls are always walking and patrolling the premises. They play an integral part in the function of shopping malls.

Guilfoy (2017: 1-5) maintains that mall security officers have an important function in preventing criminal activity. The presence of security officers must serve as a deterrent to crime and invoke fear in would-be perpetrators as they (perpetrators) contemplate the consequence of their actions. As security officers are trained to handle crimes such as shoplifting in progress, they would be able to stop such activity and prevent loss to the retail store. Mall security officers are trained to be on the lookout for suspicious activities and respond appropriately.

Another integral duty of the mall security officer is patrolling during and after business hours. Patrolling assists them in identifying security breaches and responding appropriately, including advising mall management and their management of such identified issues. Once the mall is closed, they ensure that all doors and rear entrances are locked and secured, providing added protection.

4.3.4.4 (Q24) How do you think that safety and security measures at malls can be improved?

Participants responded as follows:

“Install more CCTV cameras”

“Deploy more security personnel during busy times.”

“More visibility by SAPS”

“Restrict access control.”

“Improve lighting”

“Raise perimeter fencing height.”

“Lock up gates at loading zones.”

“Encourage tenants to use alarms.”

“Enhance training of security personnel.”

“Improve communication between mall management, tenants and security officers/companies.”

Interpretation

Most shopping malls have security measures in place. Security officials are au fait with and have been able to articulate the security measures necessary at shopping malls. If these measures are in place, it would ease the pressure on the security officials and create a greater sense of safety for shoppers and retailers. The existence of security measures acts as a deterrent and minimises the opportunity for incidents of criminal activity

Despite such measures, there seems to be an upsurge in criminal activities at shopping malls. Such measures must be upgraded or improved over time.

4.3.4.5 (Q25) From your experience, what further improvements should be made to increase security measures at shopping malls?

Participants responded as follows:

“Repair perimeter fencing Repair and install more CCTV cameras.”

“ Install more security lighting.”

“ Lock mall doors and toilet doors after hours.”

“ Security personnel and car guards must be more vigilant at the parking lot.”

“Mall requires more security personnel.”

“Security lights are to be repaired.”

“Additional CCTV cameras to be installed”.

“Hawkers and vagrants must be removed from the mall.”

“Have strict control on pedestrian gates. “

“Lock access control doors after hours.”

“ Deploy more security personnel.”

Singh (2020:1-6) maintains that shopping malls are easy targets for criminals like armed robbers due to poor security measures evident in many shopping malls.

Perimeter security is an important first line of defence. All entry and exit points should have security personnel and CCTV cameras installed.

It is important for security managers to conduct security risk assessments regularly to determine the impact of risks on assets and high-risk areas. In order to improve security measures at shopping malls, specific crimes such as fraud, robberies, corruption, and burglaries must be properly investigated.

4.4 ANALYSIS AND INTERPRETATION OF DATA: OBSERVATION

4.4.1 Onsite Observation Analysis of the shopping malls

Most malls had only one access control point, while some had more than one. In most malls, security officers operated the access control point, whilst the other malls had access control points that security officers did not operate.

The majority of the malls did not have armed security officers at the access control points. Only one of the shopping malls had an armed security officer. Most shopping malls had access control registers at the access control point. One of the shopping malls had no access control registers at the access control point.

The majority of the malls did not have technological aids. Only two of the malls had technological aids. Furthermore, most malls did not have dedicated security officers to search vehicles, and one of the malls had a dedicated security officer to search vehicles. Two of the shopping malls had vehicle control points, while most of the shopping malls did not have vehicle control points.

Many pedestrians do not have their own access to the malls. However, in the other malls, these pedestrians do have their own access to the shopping mall. In the majority of the shopping malls, managers and staff vehicles have their own entrances. Most malls did not have dedicated times for deliveries, whilst the other malls had dedicated times for deliveries. In the majority of the shopping malls, security staff members did not receive training in the processes that must be complied with by drivers and staff when goods are to be delivered to the premises, whilst at the other malls, security staff members received training in the processes that must be complied with by drivers and staff when goods are to be delivered to the premises. At all shopping malls, security staff members had mirror scanners and computers at the main access control point linked to stock receiving and stock removal, and security staff members were vetted before they could be appointed.

Most of the malls had fences or walls that were 2.4 to 2.6 meters high, while the other malls did not have fences or walls that were 2.4 to 2.6 meters high. About half of the shopping malls had “Y” fencing posts over 2.4 meters high, while the others did not have “Y” fencing posts over 2.4 meters high. At most of the malls, all support posts were inside the fencing, whilst the other malls had support posts that were not inside. The majority of the malls had guarded openings in the perimeter fencing, whilst the other malls had unguarded openings in the perimeter fencing.

At most of the malls, the gates were not locked or guarded, whilst at the other malls; the gates were locked or guarded. The majority of the malls have proper drainage panels or holes in the walls, whilst only one of the malls did not have proper drainage panels or holes in the walls.

Regarding the fencing being compliant with the South African Bureau of Standards (SABS) specifications, only one of the malls was compliant, whilst the majority were not compliant. All the shopping malls had alarms on the electric fencing. The electric fencing alarms are monitored in a 24-hour control room with armed response. Once there is an alarm activation, the armed response officers respond to the alarm activation. There are warning signs on the perimeter fencing, and the alarm system was tested regularly. In most shopping malls, the area around the perimeter fencing is properly lit up at night and patrolled regularly. Most malls do not have “No Trespassing” notices displayed. “No trespassing notices were visible at the

other shopping malls. The Majority of the shopping malls had goods stacked near fences and walls made, whilst only one of the malls did not have goods stacked near walls or fences.

In most shopping malls, the illumination of the lights reaches the fencing and walls, whilst only one of the malls did not illuminate the fencing and the walls of the shopping mall.

At most of the shopping malls, there was no dense vegetation growing nearby or on the fencing, whilst at the other malls, there was dense vegetation growing nearby or on the fencing.

At all of the malls, the patrol routes were brightly lit up. Majority of the shopping malls, static guard points are in darkness, whilst at the other malls, the static guard points are brightly lit. In the majority of the shopping malls, the security checkpoints and the vulnerable areas were well lit, whilst only in one of the malls the security checkpoints and the vulnerable areas were not well lit. In all the malls, the outside storage areas were well lit, had emergency lights available, and the secondary power supply could be switched on and off. In most malls, the security light was protected against damages, whilst only in one of the malls the security lighting was not protected against damages. In most of the malls, the security lighting was separately wired, whilst in only one of the malls, the security lighting was not separately wired.

All of the shopping malls had strong rooms, safes, and vaults. The strong rooms, safes, and vaults had security locking mechanisms installed. These strong rooms, safes, and vaults are fire resistant and have intruder alarm systems, which are under 24-hour surveillance and have access control registers.

Interpretation

The purpose of the onsite observation was to verify the risks identified by the various participants and for the research to pinpoint further safety and security breaches and compromises to provide recommendations and suggestions to improve protection. The researcher tailored the onsite observation questions based on the characteristics and needs of each shopping mall, as guided by Purpura (2013:66-67). Broder (2006:6) provides further insight that onsite observation must be rational and orderly in approach and must also be a tool to identify problems and assess the possibility of occurrence comprehensively.

According to Gigliotti and Jason (1996:177), decisions about accessibility and admissibility to designated or restricted areas must be made. The protected and the vital areas should be clearly indicated and include areas such as the perimeter fencing, the emergency generator rooms, the vaults or strong rooms, electrical substations if applicable, the security office, and any other area considered to be restricted, and that is necessary for the protection and operation of the shopping malls. It is also important to make decisions regarding access to designated areas and general access. Designated or protected areas will include the mall itself and the areas around it up to and including the perimeter fence, which ideally should be penetration-proof. Other vital areas include vaults, strong rooms, alarm stations, emergency generator rooms, and other areas designated by management which could be considered vital. These vital areas should be clearly marked with appropriate signage indicating restricted access.

According to Purisima (2014: 12-15), security lighting is a deterrent to violators and is an essential tool of physical security, especially at night. Well-lit parking spaces or alleys may reduce the opportunity for criminal elements to perpetuate their nefarious activities. Security lighting enables security officers to observe without being noticed. It should not only be used alone, as it is an integral part of security measures.

Purisima (2014: 12-15) further advanced that safes and vaults serve as storage areas for vital documents, cash, equipment, and other material of significant value. There are two measures that the safes and vaults can provide, protection against fire and protection against robbery and burglary. Safe combinations should be changed at least every twelve (12) months or earliest.

4.5 DATA ANALYSIS, INTERPRETATION AND DEDUCTION: DOCUMENTARY STUDY (CRIMINAL CASE DOCKET ANALYSIS)

4.5.1 CRIMINAL CASE DOCKET ANALYSIS

4.5.1.1 What are the types of crimes committed at these shopping malls?

Thirty (30) criminal case dockets were analysed in this study. The criminal case dockets are from all the police stations that geographically served the nine shopping malls. Crimes registered at the nine shopping malls during the period 01 January 2016 to 31 December

2016 include Robbery(5), Shoplifting(13), Theft of motor vehicles and theft from out of motor vehicles(5), Common assault(2), Burglary (4), Credit Card Fraud and ATM Fraud (1).

Interpretation

Shoplifting was the most common crime for the period under review at the malls in the study. Shoplifting occurs typically by concealing a store item on one's person in pockets, bags or under clothes and attempting to leave the store without paying for the item.

4.5.1.2 Number of crimes committed per mall from 01 January 2016 to 31 December 2016.

Three of the crimes were committed at the shopping mall "A," whilst five of the crimes were committed at the shopping mall "B." Shopping mall "C" contributed to three of the crimes, and there were four crimes at the shopping mall "D." At Shopping mall "E," there were three crimes, and the same number of crimes were committed at the shopping mall "F." Only two of the crimes were committed at the shopping mall "G," and three of the crimes were committed at shopping mall "H." Shopping mall "I" accounted for four of the crimes.

Interpretation

The South African Council of Shopping Centers (SACSC) has partnered with the South African Police Services (SAPS) and private security in combating criminal threats at shopping malls to ensure a safe environment for retailers and shoppers. (Stops, 2014: 1-11).

4.5.1.3 Times of crimes committed

Times of the day when crimes are committed at the shopping malls.

The results show that majority of the crimes were crimes committed between 09:00 hours and 15:00 hours. The least crimes (two) were committed before 09:00 hours, and seven of the crimes were committed after 15:00 hours.

Crimes from 09:00 to 15:00 ranged from robberies, credit card fraud, shoplifting, motor vehicle crimes, common assault, and burglaries. There is a clear indication that most of the crimes(fourteen) were committed in the stores at the shopping malls between 09h00 and 15h00, whilst five store crimes were committed after 15h00, and one store crime was committed before 09h00.

Most of the parking lot crimes (four) occurred between 09h00 and 15h00, while two of the parking lot crimes occurred after 15h00, and the least (one) of the parking lot crimes occurred before 09h00.

The crimes that took place outside the main entrances of the shopping malls were before 09h00, which constituted one crime and one between 09h00 and 15h00. One crime that took place at the mall's exit was between 09h00 and 15h00.

Interpretation

From the above, it can be deduced that most crimes occur during the operational hours of the mall, including the midday period. This is a period when shoppers visit the malls during their lunchtime to do their purchasing for the day. This is also a period when shoppers want to have lunch whilst at the mall.

Organised attacks frequently occur at shopping malls and outlets as criminals prefer to attack when shoppers and retailers are not security conscious of their surroundings (South African 2016 Crime and Safety Report) (Schurman 2016:1-11).

4.5.1.4 Seasons during which crimes were committed.

Most of the crimes were committed between the summer months of December and February. From March to May, which is autumn, and September to November (spring), five crimes were committed respectively during those months. The least of the crimes were committed between June and August (three), which is the winter season.

Interpretation

The analysis can lead one to conclude that shopping hours are long during the summer, and shoppers would want to shop until late in the evenings. There could also be a possible link to the festive period and increased crime, whereby shoppers would be more relaxed and not be security conscious.

It was evident that crime was most prevalent during the holiday periods. There is an upward trend in the increase in crime during the summer holidays, which is December to February. Crime is also prevalent during March and May, which is during the Easter period. During winter, shopping hours are short, and shoppers want to finish shopping as quickly as possible.

Both violent and property crimes have been consistently increasing since the mid-1980s. According to the Institute of Security Studies (ISS), robbery is the most prevalent crime in metropolitan areas. Violent crimes, as well as property crimes, peak over the Christmas and Easter holiday periods. The Institute of Security Studies further stated that violent crimes such as robbery and assault occur more frequently over the weekend, i.e., Fridays and Saturdays, than any other days of the week. This could be attributed to increased alcohol consumption on weekends and holidays (Schönteich and Louw, 1999: 1-7).

4.5.1.5 Analysis of crimes committed per mall from 01 January 2016 to 31 December 2016.

Crimes committed at these shopping malls identified for this study can be categorised into shoplifting and other crimes. Of the thirty(30) crimes, thirteen (13) shoplifting cases were reported at these malls in the period under review. In shoplifting cases, the perpetrators were identified and dealt with in terms of the law.

The other crimes (17) were mainly related to theft/ robbery, assault, mugging and credit card fraud. From the analysis of other crimes(other than shoplifting) committed per mall during this period of review, shopping malls “A,” “B,” “C,” and “D” recorded two reported incidents of crimes, but there were no arrests. At shopping mall “E,” three incidents of crimes were reported with no arrests. At shopping malls “F” and “H”, despite the reporting of the two criminal incidents, there were no arrests. At the shopping malls “G” and “I”, “there was a report of one crime being committed at each mall, but there was no arrest.

Interpretation

Shoplifting is an opportunistic crime but also a crime that is riskier to commit. The introduction of security measures such as searches, CCTV camera footage, scanners and the vigilance of the security personnel contribute to success in identifying and dealing with such perpetrators. Other crimes, such as vandalism, mugging and theft, pose a greater challenge, especially since the mall is a wide, vast space that aids perpetrators in escaping.

One conclusion that can also be reached is that security officers themselves may be involved with the criminals, as it is evident that no arrests were made during the commission of some of these crimes.

Most people hold the view that security officers are honest, drug-free, and attentive to the tasks to which they are assigned. However, many employers have discovered that some security officers are not as honest as they perceive themselves. It is rare that “Internal Theft syndicates” (ITS) do not involve security staff. Large percentages of thefts begin in storerooms, and warehouses, where security guards are posted, and they are no less corrupt than other workers in the storerooms and warehouses (Montez, 2018: 1-2).

The Consumer Goods Council of South Africa (CGCSA) has intimated concern over the recent spike in armed robberies aimed at retailers, including jewellery and cell phone stores, situated within shopping malls. Most violent crime incidents at shopping malls involved cash and robberies at tobacco, liquor, and jewellery stores.

Through collecting and analysing crime information, the CGCSA has formulated relevant practices to assist retailers in mitigating crime incidents. (Wright, 2014: 1-3).

4.5.1.6 Outcome of crime cases committed at the shopping malls:

From the results concerning the outcome of cases shown, thirteen arrests were made in the case of shoplifting. Of the remaining cases, seventeen were undetected.

Interpretation

Security companies, working together with mall management and the law enforcement agencies, in following due process, are critical to ensuring that perpetrators get caught.

The South African Police Services try to solve a crime and bring criminals to book and must be commended for their efforts in prosecuting criminal cases at shopping malls, ensuring a safe and crime-free environment for retailers and shoppers.

4.5.1.7 Types of weapons used in committing crimes at these shopping malls.

No weapons were mentioned to be used in the majority of the cases. Knives and firearms were used in two of the crimes, but only in one of the crimes were other weapons used (not named in the case docket).

Interpretation

Most of the case dockets indicated that no weapons were used in the commission of crimes. This indicated that those crimes were non-violent crimes such as shoplifting.

According to Nxumalo (2017: 1-3), shopping malls are targeted by criminals, given that it is easy to access, and the proceeds of crimes are high.

According to Zawitz (1995:1-7), most retail crimes were committed with handguns, which are easily available to criminals.

4.5.1.8 Modus operandi of crimes committed at these shopping malls

The most popular methods used to commit crimes at shopping malls were shoplifting, which accounted for thirteen cases. In the case of shoplifting, perpetrators simply walked in, posing as shoppers and committed the offence. Gaining access by climbing over perimeter walls (six) cases was the next highest method of access, followed by poor access control, contributing to five cases. Theft of motor vehicles and out of motor vehicles occurred in the parking lots, which are easily accessible to all. In the case of credit card fraud, the perpetrator was guilty of false impersonation. It was also found that, in four of the 30 total cases, security personnel assisted the perpetrators in gaining entry and conducting their nefarious activities cases, whilst inadequacy or lack of CCTV cameras contributed to four cases.

Interpretation

The above information points to a degree of poor security, given the rate of crimes committed at shopping malls. Criminals have sufficient time to commit crimes at the malls as they know the vulnerabilities.

According to Harrah & Carrol (2017:1), changes in the technological environment and other factors influence the modus operandi of criminals and methods of operation. The available hi-tech cellular phones and other devices assist criminals in communicating inconspicuously with each other. Criminals also know the area and the stores they will hit as they probably would have scoped out the particular retail store.

Shopping mall criminals do not work alone. Each person involved has a role to play. This includes individuals (mules) who are designated to carry the stolen merchandise from the store and not go directly to their vehicles. They walk past their vehicles first, then turn back, creating an impression that they missed their vehicle, thereby diverting any attention or suspicion.

4.5.1.9 Months of the year between 01 January 2016 and 31 December 2016, during which crimes were committed.

Between January and March 2016, robbery contributed to four of the crimes, there were no robberies between April and September 2016, and there was only one incident of robbery between October and December 2016.

Shoplifting and retail crime contributed to eight crimes between January and March 2016; there was a decline in the same, which was two crimes between July and September 2016, whilst between October and December 2016, there were three crimes of shoplifting and retail shrinkage.

Between January 2016 and March 2016, there were three incidents of theft of motor vehicles and theft from out-of-motor vehicles, whilst between April and June 2016, there were two incidents of theft of motor vehicles and theft from out-of-motor vehicles.

There was only one incident of common assault crime that was committed between April and June 2016, whilst there was also only one of the same crimes that were committed between October and December. Burglary contributed to two of the crimes between January 2016 and March 2016 and the same amount between April 2016 and June 2016. Credit card fraud, which was one, was committed between January 2016 and March 2016.

Interpretation

Upon closer analysis, it can be established that most of the crimes occurred between January and March. According to Nagelhout (2017:69), psychological distress due to the poor economy, unemployment, and limited purchasing power could lead to increased crimes.

4.6 Summary

With shopping malls across South Africa being targeted by criminals, shoppers, tenants, and employees must be safe, as criminals seemingly have no boundaries, as they are aggressive, armed, and not afraid to use violence. The researcher divided the analysis into three sections, the first being interviews with security officials, the second section being the observation of the sampled shopping malls and a documentary study analysis of the criminal case dockets on crimes committed at the nine (9) shopping malls. The data collected from interviews,

observation, and the documentary study was analysed and interpreted. The findings and recommendations will be discussed in Chapter 5.

CHAPTER 5

RESEARCH FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

5.1 INTRODUCTION

The researcher was motivated to conduct this research due to the spike in violent crimes at shopping malls across Durban, KwaZulu-Natal. The need for effective security measures was identified, emphasising eliminating vulnerabilities and reducing opportunities for violent crimes at shopping malls. Appropriate, efficient, and adequate security systems will be strong deterrents to the perpetrators that have intentions to commit any mall-related crimes that are commonly experienced. This study is also important as it amplifies security information that could be shared with professional bodies and shopping mall stakeholders. The study was primarily aimed at assessing existing security measures at shopping malls in Durban KwaZulu-Natal, identifying security risks and making recommendations for improving security measures.

This chapter will provide an overview of the research conducted, discuss research findings in accordance with the research questions, and provide recommendations to improve security measures at shopping malls in Durban, KwaZulu-Natal.

5.2 RESEARCH OVERVIEW

This study is significant and relevant to both the security industry and the shopping mall industry as its primary focus is on the adequacy and efficiency of security measures relating to victim protection, loss, and risk management. The purpose of conducting this study was to undertake an assessment of the security measures at shopping malls in Durban, Kwa Zulu-Natal so that security risks could be identified, and the security measures may be improved. Nine (9) shopping malls, 30 participants, and 30 case dockets were sampled for this study. The researcher obtained research data through in-depth interviews, observation, and documentary study (criminal case docket analysis).

Data were qualitatively analysed and interpreted to make findings relevant to each research question. This involved analysing the volume of raw data and information collected through

interviews, observation and case docket analysis. and to make findings and recommendations as per the research questions, which are discussed hereunder.

5.3 FINDINGS

5.3.1 Biographical Information

It was found that:

Most of the participants were males. This is reflective of the gender bias that prevails in the security industry. There has always been a perception that the job of security officers is risky and too dangerous and is better suited to males who often demonstrate more physical prowess and aggressiveness when confronted with threats and dangerous situations. The majority of the participants were between the ages of 30-39 years. This reflects a fairly young cadre and is attributable to the availability of employment opportunities in the security industry. The highest educational qualification of the majority of the participants was grade 12 (standard 10).

Many participants were patrol officers because of the primary need for patrol officers to conduct 24 hours of random patrols at the shopping malls to prevent criminal activities and look for suspicious activities. They also secure the premises, ensuring that the perimeter fencing is appropriately secured, and access control points are properly monitored.

Most of the security personnel deployed at the shopping malls were trained as security officers with grade “C” certification. Security officers with grade “C” skills perform most of the duties at shopping malls as they are trained in various sectors to render security services at shopping malls, retail stores, and wholesale outlets. The responsibilities of a grade “C” security officer include supervising and controlling security officers with grades “D” and “E” certifications. The skills of a grade “C” officer includes driving a motor vehicle to transport other security officers and supervising and controlling grades “D” and “E” officers.

5.3.2 Research Question 1 What security measures are currently being implemented at shopping malls in Durban, KwaZulu-Natal?

It was found that:

Security measures at shopping malls include perimeter fencing, access control, security lighting, safes, and vaults. Security personnel are a fundamental part of the day-to-day

operations at shopping malls. By patrolling the malls during business hours and after hours, they show visibility and act as a deterrent to potential criminals. An important function of security officers at shopping malls is deterring and preventing criminal activities. Criminals are less likely to commit offences when a security officer is visible. When malls are closed, the security officers ensure that all entrances are locked and secured.

The most prevalent security measure was visibility in terms of security personnel. This was followed by the existence of CCTV cameras. Security lighting on the premises and other measures such as perimeter fencing was also highlighted as prevalent security measures

Security measures at shopping malls are compromised when people are exposed to violent crimes and when property and assets are exposed to potential damage. High-level criminal activities such as vehicle thefts, thefts out of vehicles, murders, and armed robberies occur in parking lots.

Criminals thrive on inadequate security measures at shopping malls, knowing they can commit these crimes easily without being apprehended. Most of these crimes occur at shopping malls between 09.00 hours and 15.00 hours. This correlates to the hours of operation of most shopping malls. The case docket analysis indicated that most crimes at shopping malls occurred between December and February of a calendar cycle. It was evident that more crime was recorded during this period, known as the festive period of the year, compared to other times. This correlates to the period being referred to as the summer holidays in South Africa. KwaZulu-Natal, as a province, is a popular holiday destination and experiences many visitors who frequent these shopping malls.

Most susceptible to the above criminal activities are the Open-air Retail malls with stores that are situated specifically at the forefront of the shopping malls, as well as multi-use mega malls that hold speciality stores and boutiques surrounded by departmental stores, restaurants, and motion-picture theatres. Criminals know that shopping malls are busy, stores are known to have cash on hand, and security staff is busy conducting their patrol and other duties at the shopping malls.

Knives, firearms, and other weapons were used to commit these crimes at the shopping malls. The methodology used by criminals to perpetrate these crimes involved taking advantage of poor access control systems through misrepresentation, the assistance of and

collusion with security personnel, climbing over perimeter fencing, and at points where there is inadequate or no CCTV camera coverage. These crimes are a reality and pose a seriously dangerous threat to shopping malls. Some shopping malls have limited protective measures, which creates an opportunity for violent crimes. Violent crimes at shopping malls are increasing annually, creating a negative outlook on retailers from an economic perspective. Some criminals use impersonation and disguises to commit criminal activities at shopping malls. These criminal activities include armed robberies, credit card and ATM fraud, and opening accounts on another person's credentials. The location and design of the shopping malls, which lack security measures and access control, contributed to crimes committed in the shopping mall parking lot.

Armed robberies, cash-in-transit heists, shoplifting, credit card and ATM fraud, motor vehicle crimes, assault, burglaries, and vehicle hijacking are the most prevalent crimes at shopping malls. Some of these crimes occur in shopping mall parking lots.

5.3.3 Research question 2 What are the security risks at shopping malls in Durban, KwaZulu-Natal?

It was found that:

Poor access control at shopping malls is the epitome of opportunity for crimes at shopping malls. The lack of access control personnel, technological aids, and access control policies and procedures contributed to the poor access control at shopping malls. Security officers operating at access control points are also not armed. Due to the pedestrian gates not being operated by security officers, shopping malls could be at risk. At some of the shopping malls, perimeter fencing was found to be broken and exposed. This created easy access to shopping malls.

Egress control routes, unobstructed routes situated at vital points of the shopping malls, were inadequately lit. There were trip hazards such as broken tiles and loose mats, which pose further challenges, especially if an incident requires evacuation. These conditions can create delay, injury, panic, and confusion in the event of an emergency.

There were inadequate or no CCTV cameras in certain sections of the shopping malls, which contributed to unlawful entry into the shopping malls. The perpetrators may have taken advantage of the fact that there were inadequate or no CCTV cameras in certain sections of

the shopping malls. These were some contributing factors that led to the criminal incidents being committed at the shopping malls. The Control Monitoring Centre (CMC), which monitors the operation of the CCTV cameras and the Automatic Number Plate Recognition System (ANPR), was understaffed.

The security lighting was not functioning at some of the shopping malls.

Unemployment was the main contributor to crime in shopping mall parking lots. Although not reported by the participants in this study, bag snatching, and mugging would be typical crimes that could also be committed by petty thieves who were seeking a quick way to access money or items that could be sold. Mugging incidents involve using a weapon such as a knife or a gun, where the victim would feel threatened and hand over items such as bags, cell phones or wallets. The perpetrator would be able to make a quick getaway, often on foot, before the victim can report or raise the alarm for a security officer to respond.

Alcohol and drug abuse were the second major contributor to crimes being committed at the shopping mall parking lot; thirdly, inside information from shopping mall staff and security officials also contributed to crimes being committed at the shopping mall parking lots.

5.3.4 Research question 3: What should be done to improve security measures at shopping malls in Durban, Kwa-Zulu-Natal?

It was found that:

Implementing effective security measures and technology and security personnel can discourage and curtail crime at shopping malls.

It is necessary to install a state-of-the-art CCTV remotely monitored perimeter alarm system at or near the high-level-security physical barriers. There must be elevated security lighting and highly trained armed guards who have been screened when employed and deployed at key points. Perimeter fencing at shopping malls could have the impact of enhancing and securing the area. As another first line of defence, it can act as a deterrent to criminal elements and offer a sense of security without creating the feeling of the enclosure; however, perimeter fences require regular maintenance, can decay over a period, and can create easy access into shopping malls by potential criminals.

Access-controlled points, when properly monitored, can minimise the risk of potential criminals and retail staff stealing and gaining easy access out of the shopping malls without being detected.

Parking lot security, such as boom gates and paid parking, when properly implemented, to protect vehicles, shoppers, and employees, can minimise the risks of criminality as most criminal activities occur at the mall parking lots.

The role of SAPS working with stakeholders at shopping malls is to focus on high visibility and specifically on vehicle-related crimes and cash-in-transit heists. The visibility of SAPS at shopping malls also assists in reducing crime, mitigating the risks at shopping malls, and reacting to criminal incidents.

Security officers themselves may be involved with the criminals, as they are known to be involved in criminal activities where they are aligned with criminal syndicates.

Therefore, security officers must be vetted to check their previous involvement in a crime.

Using technology such as CCTV cameras creates an impression of a safer environment for shoppers and employees at shopping malls, even from a psychological perspective.

5.4 Recommendations

It is recommended that:

There should be gender balance in the security industry. According to Wu & Cheng (2016:1-15), treating males and females equally in the workplace improves productivity growth and can lead to better relationships among the genders and create equity in the organisation. Gender equality could stimulate more compatible surroundings in the workplace. It is important to promote gender diversity in the security industry. The security industry should passively employ, retain, and promote females at all levels in the security industry (McLeod, 2018:1-7).

The requirement that security officers employed within the security industry in South Africa must be registered with the Private Security Industry Regulatory Authority (PSiRA) must be enforced at all times. One prerequisite to being registered with PSiRA is that security officers must be graded according to their qualifications, experience, and training. The roles and responsibilities of security officers differ and depend on the grade the security officer has

obtained. If necessary, they should be trained and retrained in performing the duties and obtain certificates for that specific training they obtained (Horn, 2019:15-19).

The presence of security officers at shopping malls is a visual deterrent to potential criminals. They (security officers) need to be observant of their surroundings and be proactive in performing their duties. Uniformed security officers serve as ambassadors for shopping malls. They should be able to offer friendly and informative assistance to shoppers and retailers, as they are familiar with the layout and operations of the shopping mall. Risk management and incident reporting are core activities of the security officer at shopping malls. It is important to provide a safe environment for shoppers, employees, and retailers (Johnson, 2018:1-8).

Security measures must be implemented by shopping mall management and the security staff. This includes access control to the banking halls, which can be controlled by keys, entry cards, and other specialised entry systems. In addition, there should be rigid opening and closing procedures as it is during this time that banks are most vulnerable to attacks. (Barnes, 2008:1-7).

Barnes further avers that banks must also employ numerous tough strategies that will make the interior of the bank appear unfavourable to potential criminals. These include longer distances between entrances and tellers, single-door entrances and exits, and physical barriers. (Barnes, 2008:1-7).

High-security areas should be ideally positioned at the back, and access should be strictly controlled. However, it is important to note that criminals can force their way in by taking hostages and demanding employees to let them in, using force and weapons to force their way inside.

Retailers avoid keeping unnecessarily large amounts of cash in the cash register since robbers are after cash and jewellery. It is advisable to keep the nominal amount required for the business. Excess cash should be deposited in a drop safe or in the bank. In the event of any armed robbery, cooperate with the robbers, and do not resist and do anything that could put employees or customers at risk (Nicasio, 2019:1-9).

Shopping malls should install the Automatic Barrier System (ABS). With the automatic barrier system, access to certain areas is restricted to keep people and infrastructure safe. The Automatic Barrier System (ABS) forces drivers to be subjected to security checks before

entering a restricted area. Only the people with a code or access card may enter (College, 2020:1-5).

Shopping mall management should introduce the Automatic Number Plate Recognition (ANPR) system at access controls points where patrons are entering the shopping malls. The Automatic Number Plate Recognition (ANPR) system can read number plates from all provinces at any angle and fast enough to delay entry should the registration plate come up as questionable. This is an important system that can be utilised to curb vehicle thefts and identify vehicles that are not registered as well as suspicious. The access control system can grant or deny access based on the information sent to the camera whenever the license plate information is captured (Coetzer, 2020:1-3).

Integrated electronic access control systems should be implemented as it simplifies the management of access control in shopping malls. The integrated electronic access control system will enable retailers to access their own retail outlets and storage areas. Retailers can also manage access to their own staff (Yost, 2020:1-4).

Biometric security systems should be installed at shopping malls as these systems link events to a particular individual. It would be most applicable to any individual employed in the mall. The biometric security system can link a person's individual identity through fingerprint scans, "hand geometry and iris scans" (Purpura, 2013: 189-190).

Quick access to and from the building should be implemented since egress routes are critical when dealing with an emergency or situation. Poor egress routes violate the law as it concerns people and property. Keton recommends that egress routes be safe and effective to prevent intentional or unintentional accidents. These egress routes must lead to an exit outside the facility. The exit route doors must be left open inside and not controlled by restrictive alarm systems. A risk assessment should be undertaken to identify all egress hazards within the facility (Keton, 2015:1-5).

Perimeter fencing is the first line of defence against intruders, people, and assets. According to Mazzara, Swamson and Nicholas (2003:1-2), sensor fences are low-cost and low-maintenance that are reliably used in large, secured premises like shopping malls and industrial facilities. The sensor fence, which vibrates when disturbed, is operated by converting the fence into a detector. These vibrations are transmitted via a tension wire that

sends signals to the computer. The sensor software can detect vibrations produced by somebody climbing over the fence, cutting through, or damaging the fence and has passive detectors designed to reject environmental noises from rain, wind, and storms.

According to the chain-link manufacturer's institute, chain-link fencing is a popular choice among shopping malls due to the product's strength, rust resistance, and transparency. They further assert that such fencing also helps control unauthorised entry into secured areas and deters unauthorised entry. The chain-link fencing also supports surveillance, detection, and other vital security functions that support a zone for installing Intruder Detection Equipment (IDE) and close circuit television. This type of fencing also deters intruders from accessing a secured area that requires observable action to enter (Fennelly, 2013, 269-276).

Pedestrian gates can be installed to control access from bus stops and taxi stops that are within the configuration of the mall. Such gates, being narrow, can restrict movement into the shopping mall and, if properly manned by security officers, can prevent potential intruders from entering. It also aids in preventing intruders and perpetrators from entering the facility due to restricted movement, especially during quiet periods and after shopping hours. Continuous staffing and monitoring of pedestrian gates make shoppers feel safe when in the malls (Mesa, 2014:1-3).

The use of CCTV cameras is an important aid in curbing shoplifting and employee theft. Closed Circuit Television (CCTV) surveillance cameras are successful deterrents to potential criminals and detect and apprehend criminals.

Shopping malls and retailers should install high-definition CCTV cameras rated 1600 X1200 pixels to capture much more detail than Phase Alternating Line (PAL) standard cameras. The new HD cameras with video displays and graphics reinforce shopping mall management and security staff to maintain a safe environment (Coetzer, 2008:1-2).

According to Groenewald (2020:1-5), and as quoted in www.asmag.com, "the DS-2CD7153-E network mini dome camera offers features that make surveillance for shopping malls a key priority." The camera is based on a Complementary Metal Oxide Semiconductor (CMOS) image sensor that offers High Definition (HD) resolutions and dual real-time video streams.

Rosenberg notes that security lighting provides little light pollution and a safe environment. Light pollution would spoil the natural effect, and the high energy levels have greater electrical

power consumption. Effective security lighting must act as a deterrent to intruders and detect intrusion when attempted. Perimeter lighting is positioned 2.0 meters apart inside the fence line, thus not aiding intruders in gaining unauthorised access to the premises (Nelson and Broder, 2017:1-7). Lighting equipment must be shielded so that the wind loading of the fixture is not increased. Lighting fixtures must be easy to mount and secure. The wiring compartments should have convenient openings for conduit entry. Lighting fixtures should be tamperproof and vandal-resistant (Rosenberg, 2019:1-4).

Shopping mall management must ensure that the lighting in parking lots is improved. Well-lit parking lots can significantly deter criminal activities as good lighting systems minimise hiding spaces and increase peoples' awareness of their surroundings. Good illumination creates a sense of safety, as bright illumination would minimise hiding spaces and areas where criminals try to conceal themselves. Security officers patrol the parking lot areas to increase the safety of those using the facility. The installation of CCTV cameras makes it easier to monitor activities within the parking areas. Emergency phones and panic buttons are installed as a safety tool in highly effective areas in parking lots to discourage crime and ensure that assistance is readily available in the event of emergencies (Morton, 2015:1-14).

Shopping malls should introduce smart parking solutions in their parking lots. The smart parking solution is a barrier technology with automated number plate recognition (ANPR) cameras that makes entering and leaving parking lots very efficient. In this way, vehicles are identified, which in turn sends the information to the intelligent barrier cameras. By utilizing intelligent barrier cameras, there is a steady flow of vehicles, minimising vehicle queues and improving productivity. Intelligent parking guidance is utilised in parking lots. One camera can focus on the visibility of multiple spaces and detect whether the parking bays are occupied. The information is transmitted to the guidance terminal, which calculates the amount of occupied and vacant parking bays. This informs shoppers via guidance screens at the entrances of critical junctions to efficiently locate their vehicle using a touch screen at the parking lot's entrance. In order to locate their vehicles, Shoppers simply enter their vehicle license details that direct them to the schematic floor map where the vehicle can be found. The system will give them the shortest and quickest route to their vehicle (Hanzou, 2020: 1-5).

Loiterers and suspicious persons hanging out in shopping mall parking lots should be under surveillance.

False representations could be minimized by greater vigilance from store assistants and security officials.

At all times, Mall Management, together with Security service providers, must ensure that all risks(actual and potential) are assessed, corrected and improvements made.

5.5 Recommendations for further research

It is recommended that there should be further research on victims of shopping mall crimes so that there could be proactive and reactive strategies in place. Such research should focus on individuals and their experiences and can provide valuable insight into the psychology of fear and the impact of future habits or patterns is important to inform crime prevention strategies and improve awareness and education of shoppers. It could also lend itself to looking at the role of shopping mall stakeholders in victim support.

5.6 SUMMARY

To attract and retain large amounts of shoppers and retailers at shopping malls, management at these shopping malls need to evaluate the existing security measures to identify the vulnerabilities and security risks that are both generic and peculiar to their environments. Shopping mall security managers should consider implementing appropriate security risk control measures to create an assurance of safety. The researcher assessed the security measures and identified security risks at the shopping malls. Recommendations were made to improve security measures to reduce security risks and vulnerabilities. If implemented, the findings and recommendations of this study can assist shopping mall management and security personnel in improving security measures at shopping malls.

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ANNEXURES

ANNEXURE "A" ETHICAL CLEARANCE CERTIFICATE.



COLLEGE OF LAW RESEARCH ETHICS REVIEW COMMITTEE

Date: 2016/06/14

Reference: ST 140 (2015)

Applicant: N. Lallupersad

Dear N. Lallupersad
(Supervisor: Prof D. Govender)

DECISION: ETHICS APPROVAL

Name	N. Lallupersad
Proposal	Safety and security at shopping malls in Durban, KwaZulu-Natal: an assessment of existing security measures
Qualification	MTech

Thank you for the application for research ethics clearance by the College of Law Research Ethics Review Committee for the above mentioned research. **Final approval is granted.**

The application was reviewed in compliance with the Unisa Policy on Research Ethics.

The proposed research may now commence with the proviso that:

1. *The researcher will ensure that the research project adheres to the values and principles expressed in the Unisa Policy on Research Ethics which can be found at the following website:*

http://www.unisa.ac.za/cmsys/staff/contents/departments/res_policies/docs/Policy_Research%20Ethics_rev%20app%20Council_22.06.2012.pdf

2. *Any adverse circumstances arising in the undertaking of the research project that is relevant to the ethicality of the study, as well as changes in the methodology, should be communicated in writing to the College of Law Ethical Review Committee.*



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ANNEXURE "B" APPLICATION FOR GATEKEEPERS PERMISSION TO INTERVIEW SECURITY OFFICIALS.

PERMISSION LETTER

Request for permission to conduct research at shopping malls that Fidelity ADT provides their services.

Research Title: AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS: CASE STUDY FROM DURBAN, KWAZULU- NATAL.

11 April 2018

MR. Louis du Plessis

Regional Guarding Manager

Kusela KZN

Acacia Building

Forest Square

11 Derby Place

Derby Down

Westville

3630

Dear Mr. Louis Du Plessis,

I, Neolkishore Lallupersad am doing research with Professor Doraval Govender, a Professor in the, Department of Criminology and Security Science (Programme Security Management), (DLitt et Phil) at the University of South Africa.

The aim of the study is to:

1. To establish the existing security measures at shopping malls in Durban, KwaZulu- Natal.
2. To identify the existing deficiencies in security at shopping malls in Durban, KwaZulu- Natal.
3. To identify security measures for the protection of security malls in shopping malls in Durban, KwaZulu- Natal.

Your company has been selected because it provides security services at various shopping malls in Durban, KwaZulu- Natal.

The study will entail establishing existing security measures, identifying different types of security measures and identifying security measures for the protection of shopping malls in Durban, KwaZulu- natal.

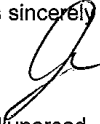


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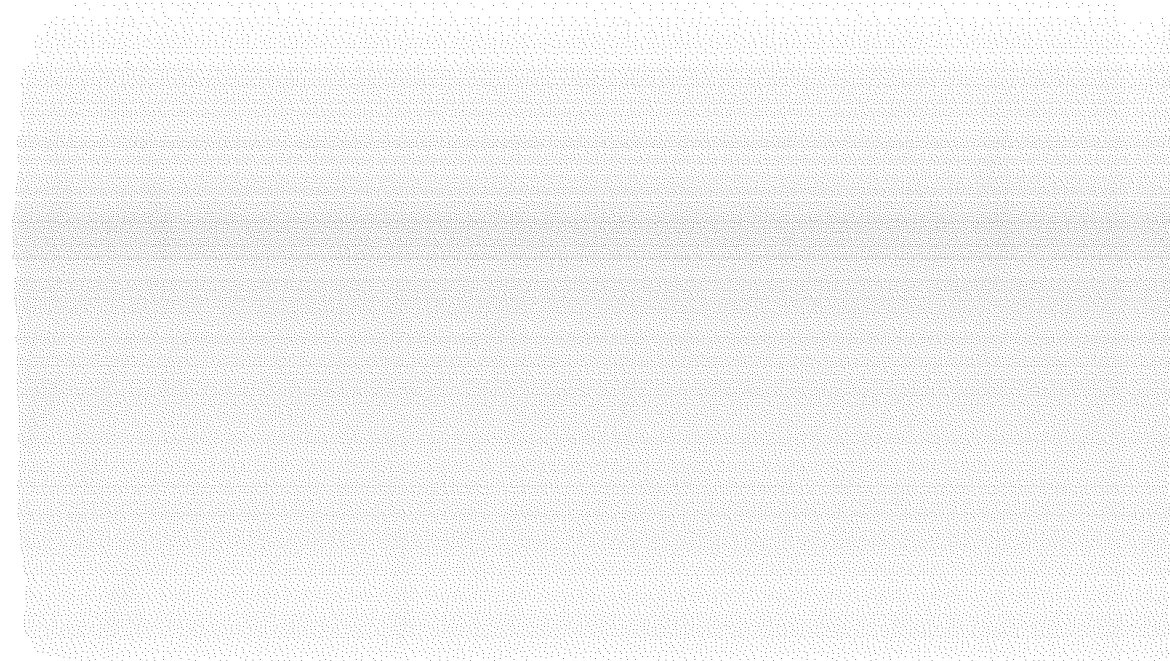
Mr. Lallupersad request permission to conduct research at shopping malls that Fidelity ADT provides their services.

The title of his research is: "AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS: CASE STUDY FROM DURBAN, KWAZULU- NATAL".

Yours sincerely



N. Lallupersad
Investigation & Compliance
Fidelity ADT (KZN)



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ANNEXURE "C" APPROVED GATEKEEPERS' PERMISSION TO INTERVIEW SECURITY OFFICIALS.

APPENDIX A



www.fidelitysecurity.co.za | www.adt.co.za | KEEPING YOU SAFE | SECURING YOUR ASSETS

01 November 2017

Mr. N. Lallupersad

Permission Letter

This letter serves to confirm that Mr. N. Lallupersad is an employee of the Fidelity ADT Security Group and was granted permission to conduct interviews with the respective security officers at the shopping malls that Fidelity ADT provides their services.

Should you require any further information, please do not hesitate to contact me on 0832727397.

Regards,

Louis du Plessis
Regional Guarding Manager Kusela KZN

Directors WJ Bartmann | VS Maharaj | IP Magošana* (Ms) | NK Ndwandwe (Ms)
(*non-executive) Secretaries Co/Secv CC represented by GA Raw (Mrs)



Registered Office: Fidelity Corporate Park, 104D Mimosa Street, Heidekruin,
Rondepoort 1724 Postal Address: Private Bag X5, Westgate 1734
Tel: +27 860 100 911 Fax: +27 11 542 4907
Fidelity ADT (Pty) Ltd Registration Number: 2000/029969/07
PSIRA Number: 765528 VAT Number: 4890203732

Fidelity ADT (Pty) Ltd is a proud member of the Fidelity Security Group (Pty) Ltd

ANNEXURE "D" PARTICIPANTS INFORMATION SHEET



PARTICIPANT INFORMATION SHEET

Ethics clearance reference number: ST 140 {2015}

Date: 11 April 2018

Title: AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS: CASE STUDY FROM DURBAN, KWAZULU- NATAL.

Dear Prospective Participant

My name is Neolkishore Lallupersad and I am doing research with Professor Doraval Govender, a Professor in the Programme Security Management, Department of Criminology and Security Science (DLitt et Phil) at the University of South Africa.

PURPOSE OF THE STUDY.

The purpose of this study is:

1. To establish the existing security measures at shopping malls in Durban, KwaZulu- Natal.
2. To identify the different types of security measures at shopping malls in Durban, KwaZulu- Natal.
3. To identify security measures for the protection of security malls in shopping malls in Durban, KwaZulu- Natal.

WHY AM I BEING INVITED TO PARTICIPATE?

You were approached to conduct this study as both you as well as the researcher are employed for the same organisation. As a Regional Guarding Manager you have obtained extensive knowledge and experience in the planning, organizing and controlling of security personal in the guarding division.

WHAT IS THE NATURE OF MY PARTICIPATION IN THIS STUDY?

As the Regional Guarding Manager for Kusela (KZN), it is ethical to obtain permission before conducting the study.



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The study involves: audio/video taping / questionnaires / surveys / focus groups / semi-structured interviews,

The duration of the interviews would be 30-45 minutes.

CAN I WITHDRAW FROM THIS STUDY EVEN AFTER HAVING AGREED TO PARTICIPATE?

Participation is voluntary and that there is no penalty or loss of benefit for non-participation. Participating in this study is voluntary and you are under no obligation to consent to participation. If you do decide to take part, you will be given this information sheet to keep and be asked to sign a written consent form. You are free to withdraw at any time and without giving a reason.

WHAT ARE THE POTENTIAL BENEFITS OF TAKING PART IN THIS STUDY?

The benefits of taking part in this study are that it gives a comprehensive perspective on the security measures at the shopping malls. The participants might discover things that no one else had paid attention to and that previously went unnoticed.

WILL THE INFORMATION THAT I CONVEY TO THE RESEARCHER AND MY IDENTITY BE KEPT CONFIDENTIAL?

You have the right to insist that your name will not be recorded anywhere and that no one, apart from the researcher and identified members of the research team, will know about your involvement in this research [*this measure refers to confidentiality*] OR your name will not be recorded anywhere and no one will be able to connect you to the answers you give [*this measure refers to anonymity*]. Your answers will be given a code number or a pseudonym and you will be referred to in this way in the data, any publications, or other research reporting methods such as conference proceedings [*this measure refers to confidentiality*].

The anonymous data may be used for other purposes, such as a research report, journal articles and/or conference proceedings. The researcher will endeavor to take into account all relevant ethical consideration especially in relation to the nature of the research and privacy. [E.g.] *A report of the study may be submitted for publication, but individual participants will not be identifiable in such a report*. Please keep in mind that it is sometimes impossible to make an absolute guarantee of confidentiality or anonymity, e.g. when focus groups are used as a data collection method.



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Telephone: +27 (0) 2111 555555 Fax: +27 (0) 2111 555555

While every effort will be made by the researcher to ensure that you will not be connected to the information that you share during the focus group, I cannot guarantee that other participants in the focus group will treat information confidentially. I shall, however, encourage all participants to do so. For this reason I advise you not to disclose personally sensitive information in the focus group.

HOW WILL THE RESEARCHER(S) PROTECT THE SECURITY OF DATA?

Hard copies of your answers will be stored by the researcher for a period of five years in a locked cupboard/filing cabinet at the premises of UNISA for future research or academic purposes; electronic information will be stored on a password protected computer. Future use of the stored data will be subject to further Research Ethics Review and approval if applicable. Indicate how information will be destroyed if necessary [e.g. *hard copies will be shredded and/or electronic copies will be permanently deleted from the hard drive of the computer through the use of a relevant software programme*].

WILL I RECEIVE PAYMENT OR ANY INCENTIVES FOR PARTICIPATING IN THIS STUDY?

There were no financial rewards.

HAS THE STUDY RECEIVED ETHICS APPROVAL

This study has received written approval from the Research Ethics Review Committee [Reference: ST 140 (2015), Unisa. A copy of the approval letter can be obtained from the researcher if you so wish.

HOW WILL I BE INFORMED OF THE FINDINGS/RESULTS OF THE RESEARCH?

If you would like to be informed of the final research findings, please contact Mr. Neolkishore Lallupersad on 0832728904, e-mail: nlallupersad.kzn.za@fidelity-adt.co.za

Should you require any further information or want to contact the researcher about any aspect of this study, please contact him on the above contact details.

Should you have concerns about the way in which the research has been conducted, you may contact Professor Doraval Govender, from the Programme Security Management, Department of Criminology and Security Science (DLitt et Phil) at the University of South Africa.



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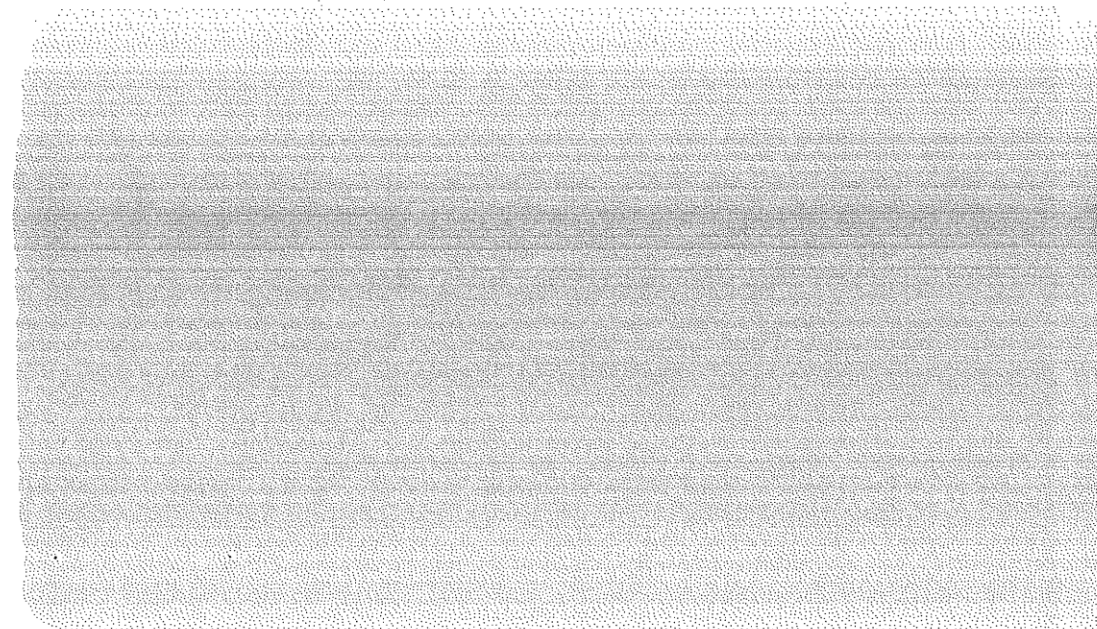
Thank you for taking time to read this information sheet and for participating in this study.

Thank you.

Yours sincerely



N. Lallupersad
Investigation & Compliance
Fidelity ADT (KZN)



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ANNEXURE “E” INFORMED CONSENT FORM

INFORMED CONSENT

Department of Criminology & Security Science – University of South Africa

TITLE: SAFETY AND SECURITY AT SHOPPING MALLS IN DURBAN, KWAZULU- NATAL: AN ASSESSMENT OF EXISTING SECURITY MEASURES.

Purpose of the research study:

The purpose of this study is to evaluate the effectiveness of the existing security measures at shopping malls in Durban, KwaZulu-Natal in an effort to identify the security risks associated to shopping malls in order to make recommendations on security measures.

Your participation will assist in determining the following;

- What security measures are currently being implemented by shopping malls in Durban, KwaZulu-Natal?
- What are the different types of security risks confronting shopping malls in Durban, KwaZulu-Natal?
- What should be done to improve the security measures at shopping malls in Durban, KwaZulu-Natal?

Procedures:

The researcher will ask you a series of questions. Your participation in this research study is voluntary. You can choose whether or not you would like to be interviewed. You can also withdraw from the research study at any time up to the point when the findings will be published. The information you provide will be treated with confidentiality. The researcher and his supervisor (**Prof. Doraval Govender**) will be the only people to have access to the raw interview data. Your name or any other form of identification will not be printed on any other document. There will be no remuneration should you decide to participate in the study. You are welcome to contact the researcher on **(031) 7165561, Cell: 0832718904** or my supervisor Prof D Govender **(012) 4339482** should you have any enquiries.

I..... (**name and surname**) hereby agree and give permission to be interviewed as part of the research study as explained above. The purpose of the research has been explained to me. I understand that my participation is voluntary and that I can withdraw from the interview at any time if I so wish (up to the point of publication). I understand that my identity will not be revealed in the study and will not be published. I have read and understand the above and all my questions have been answered and I therefore agree to:

1. Participate in the interview: **YES/NO**
2. Be audio taped: **YES/NO**
3. Agree that the information I provide might be used in the research report: **YES/NO**

Signature of Participant..... Date:.....Place:.....

Signature of Researcher..... Date..... Place.....

ANNEXURE "F" INTERVIEW SCHEDULE

Semi-Structured Interview Schedule

RESEARCH TITLE: AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS: CASE STUDY FROM DURBAN, KWAZULU- NATAL.

Section a: (demographic details)

The following questions are for stastical purposes only.

1. GENDER

Male	1	
Female	2	

2. AGE:

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

3. Marital status:

Single	1	
Married	2	
Divorced/Separated	3	
Widow/Widower	4	

4. Highest education qualification:

Standard 8/Grade 10	1	
Standard 9/Grade 11	2	
Standard 10/Grade 12	3	
Certificate	4	
Diploma	5	
Degree	6	
Postgraduate	7	
Other (Specify)	8	

5. What is your current position in the company?

Security Officer	1	
Patrol Officer	2	
Security/Shopping Mall Manager	3	
CCTV Operator	4	
Security Supervisor	5	

6. What skills and abilities do you possess at this mall?

SECTION B: (Existing measures at this mall).

7. Is the shopping mall a safe place to work (in terms of security).

Yes	1	
No	2	

7.1 If your answer is "yes", please state why you think that malls are a safe place to work.

7.2 If your answer is "no", please state why you think that malls are a safe place to work.

8. What duties do you perform at this mall?

Access Control	Patrol Duties	Guarding Duties	Supervision	Surveillance/ Control Room
1	2	3	4	5

9. What is your understanding of the concept "security measures"?

10. Are the security measures at this mall effective?

Yes	1	
No	2	

10.1 If you answered 'YES' to question 10, please state why you think the security measures are effective?

10.2 If you answered 'NO' to question 10, please state why you think the security measures are effective?

SECTION C: (Security risk at this shopping mall)

11. What is your understanding of security risk?

12. What number of incidents were recorded at the mall per month?

1-5 incidents	1	
6-9 incidents	2	
10-14 incidents	3	
15-20 incidents	4	
Above 20 incidents	5	

13. Which of the following crime(s) have been or are being experienced at this shopping mall?

(You can indicate a single or multiple crimes with a cross (X) in the appropriate box, i.e. you are not restricted to one).

Armed robbery, ATM and cash heists	1	
Assault	2	
Malicious damage to property	3	
Mugging and pickpocketing	4	
Rental shrinkage and shop lifting	5	
Vehicle hijacking, vehicle theft and theft outside vehicle.	6	

14. Which are the most prevalent crimes affecting the shopping malls?

Armed Robbery, ATM and cash heist	1	
Assault	2	
Malicious damages to property	3	
Mugging and pickpocketing	4	
Rental shrinkage and shop lifting	5	
Vehicle hijacking, vehicle theft and theft outside vehicle.	6	

15. What are the possible causes of crime committed at these malls?

Alcohol and drug abuse	1	
Location and Design of the shopping mall	2	
Lack of security measures	3	
Inside information from shopping mall staffs and/or security officials	4	

Lack of access control	5	
Unemployment	6	

16. Does the shopping mall keep a record of criminal (and other) incidents that occur?

Yes	1	
No	2	

17. Some of the more common methods of gaining unlawful entry into the premises have been listed below. From your own experience, indicate by means of a number (1-5), which method is used to gain unlawful entry at this shopping mall?

Poor access control	Assistance by staff or security personnel	Little or no CCTV cameras	Insufficient security personnel	False impersonation
1	2	3	4	5

18. What are the factors that lead to criminal incidents being committed at this mall?

Alcohol and drug abuse	1	
Unemployment	2	
Lack of security measures	3	
Inside information from shopping mall staffs and/or security officials	4	
Lack of access control	5	

19. What are the factors that lead to criminal incidents being committed at parking lot?

Alcohol and drug abuse	1	
Location and design of the shopping mall	2	
Lack of security measures	3	
Inside information from shopping mall staffs and/or security officials	4	
Lack of access control	5	
Unemployment	6	

20. What are the short comings or problems in any of the physical protection systems mentioned below? Indicate your answer by inserting a number (between 0-3) along each measure? 0= no risk, 2= moderate risk and 3= high risk.

PHYSICAL PROTECTION SYSTEMS	RISK CATEGORY
Access Control	
Egress Control	
Perimeter Fencing	
Security Lighting	
Human/ Security Guards	
CCTV Cameras	
Loading Zones	
Alarm Systems	
Parking Areas	

SECTION D: (Improvements of security measures at the shopping mall).

21. From your experience, can you tell me which physical protection measures are in place to reduce or eliminate crimes at this shopping mall?

22. From your experience, can you tell me what security policies and procedures are in place to improve security measures at this shopping mall?

23. From your experience, what concerns do you as a security officer experience whilst on duty at the shopping mall?

24. How do you think that safety and security measures at this shopping mall can be improved?

25. From your experience, what further improvements should be made to increase the security measures at this mall?

ANNEXURE "G" OBSERVATION CHECKLIST

112"

OBSERVATION CHECKLIST

**TITLE: AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS:
CASE STUDY FROM DURBAN, KWAZULU- NATAL.**

OBSERVATION CHECKLIST

Security measures surveyed:			
Shopping Malls Durban, KwaZulu-Natal			
Name of shopping mall			
Date of Observation:			
Time of Observation:			
ACCESS CONTROL			
	Yes	No	Comments
1. Is there more than one access control points?			
2. Is the access control manned by security officers?			
3. Are the security officers manning access control armed?			
4. Are there relevant security registers at the access control points?			
5. Are there security technological aids at the access control points aiding security officers in their performance of duties?			
6. Is there a dedicated security officer to search vehicles?			
7. Is vehicle access control point fitted with vehicle barriers such as rising bollards, rising wedges, cable beams or any related barriers?			
8. Do pedestrians have their own barriers?			
9. Do managers' vehicles and staff have their own entrance?			
10. Are there dedicated times when deliveries are to take place?			
11. Have the security staff members received training in the procedures that must be complied with by drivers and staff			

when goods are to be delivered to the premises?			
12. Do security staff members have mirror scanners?			
13. Do security staff members have a computer at the main access control point that is linked to stock receiving and stock removal computer?			
14. Are security staff members vetted before they can be appointed			
PERIMETER SECURITY FENCING			
	Yes	No	
FENCE SPECIFICATIONS			
15. Is the fence or wall 2.4 to 2.6 m high?			
16. Is "Y" fencing provided over 2.4m?			
17. Are all support posts inside the fence?			
18. Does the fence have an unguarded "opening" in it?			
19. Are all gates locked or guarded?			
20. Are locks strong enough?			
FENCING CONDITION			
21. Are all uprights firmly planted?			
22. Is the wall panel or mesh secure?			
23. Are all walls or mesh repairs as strong as the original?			
24. Is the "Y" loose or bending?			
25. Do walls have drainage panels or holes?			
26. Are drainage panels large enough for all water flows?			
27. Are drainage panels crawl-proof?			
28. Is the palisades panel or mesh badly rusted?			

NON- LETHAL ELECTRIC FENCE			
29. Does the fencing comply with SABS specifications?			
30. Are there warning signs?			
31. Does the fence have an electric alarm?			
32. Is the alarm effective?			
33. Does the alarm sound at 24-hour control room?			
34. Does the alarm produce a fast reaction?			
35. Is the alarm regularly tested?			
FENCING ENVIRONMENT			
36. Is the fencing area lit at night?			
37. Is it regularly patrolled?			
38. Is it inspected daily for holes?			
39. Are "NO Trespassing" notices in place?			
40. Are goods stacked near the fence/wall?			
41. Is there dense vegetation nearby or near the fence?			
SECURITY LIGHTING			
	Yes	No	
42. Do security lights reach the wall/fence?			
43. Are patrol routes lit up?			
44. Are static guard points in darkness?			
45. Are security checkpoints well lit?			
46. Are all vulnerable areas well lit?			
47. Are outside storage areas well lit?			
48. Are lights protected against damages?			
49. Are lights automatically switched on/off?			
50. Is lighting protected at all points?			
51. Is there a secondary power supply?			
52. Are portable emergency lights available?			

53. Are security lighting separately wired?			
STRONG ROOM/VAULTS			
54. Are there safes and strong rooms?			
55. Is security locking mechanism installed at the strong room or vaults?			
56. Are safes/vaults fire-resistant?			
57. Are the safes/vaults under surveillance for 24 hours?			
58. Are safes/vaults fitted with intruder alarm systems?			
59. Is the cash stored in the appropriate safes?			
60. Is access control register available?			
Subtotal			
A: Total "yes" answers:			
B: Total "no" answers:			

ANNEXURE “H” APPLICATION FOR GATEKEEPERS’ PERMISSION TO CONDUCT CASE DOCKET ANALYSIS IN SAPS.



SECURITY MANAGEMENT PROGRAMME DEPT. OF CRIMINOLOGY & SECURITY SCIENCE SCHOOL OF CRIMINAL JUSTICE, COLLEGE OF LAW <i>Prof. D Govender</i> Tel: (+27) (0)12-433 9482 Cell: 0828174111 Email: govend1@unisa.ac.za F0-81 Brooklyn House, 337 Veale St, Brooklyn.	<u>Muckleneuk Campus</u> Preller St Muckleneuk Ridge, Pretoria PO Box 392 UNISA 0003 City of Tshwane Gauteng, South Africa
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01 November 2016

The Divisional Commissioner: Research
South African Police Service
Private bag X94
PRETORIA
0001

Dear Sir/Madam

RE: REQUEST FOR PERMISSION TO UNDERTAKE RESEARCH IN THE SOUTH AFRICAN POLICE SERVICE, DURBAN, KWAZULU-NATAL

MR. Lallupersad (**Student Number: 37271725**) is currently a Masters student in the Department of Criminology and Security Science (Programme Security Management), School of Criminal Justice, College of Law at the University of South Africa (UNISA), and is busy with his research study title : “ **SAFETY AND SECURITY AT SHOPPING MALLS IN DURBAN, KWAZULU-NATAL: AN ASSESSMENT OF EXISTING SECURITY MEASURES**”.

I would like to request formal permission for Mr Lallupersad to undertake interviews with investigators from the South African Police Service and to conduct case docket analysis on reported crimes related to shopping malls in Durban, Kwa Zulu Natal, to obtain information which can be of assistance in his Mtech research.

The research is aimed at conducting a security assessment of the existing security measures at shopping malls in Durban, Kwa Zulu-Natal so that security measures may be improved. The key objectives of this research project are to:

- To establish the existing security measures at shopping malls in Durban, KwaZulu-Natal.
- Identify the different types of security risks confronting shopping malls in Durban, Kwa Zulu-Natal?
- To identify security measures for the protection of shopping malls in Durban, KwaZulu-Natal.

The researcher will develop specific interview questions to inform the three key objectives of the research study. The researcher would like to study thirty (30) case dockets for the last twelve (12) months, which will be obtained from various SAPS stations that geographically serve the nine (9) shopping malls under study.

University of South Africa

Once permission is granted to Mr Lallupersad to undertake the research in the SAPS please inform him accordingly. Mr. Lallupersad will then be in touch directly with you or a representative of your organisation for the scheduling of any appointments for the interviews as well as to make the necessary arrangements to access the identified case dockets.

Mr. Lallupersad can be directly contacted at the following:

Cell: 0832728904
Email: nlallupersad.kzn.za@adt.co.za

In his research the researcher will endeavour to take into account all relevant ethical considerations, especially in relation to the freedom from physical or psychological harm; disclosure about the nature of the research; and privacy. Participation in the research interviews will also be on a voluntary basis. All the information that is received from the participants or respondents will be treated with the utmost confidentiality (i.e. respondents will remain anonymous and no reference will be made in the research report to their identity or name of the company/organisation for which they work).

The final dissertation (research report) once accepted will be placed in the UNISA library and therefore in the public domain and can be accessed by interested parties.

If any confirmation or other information is needed I can be personally contacted at the above telephone, cell number and e-mail address.

Attached for your further information is the approved research proposal.

Thanking you
Regards



Prof D Govender
Programme: Security Risk Management
Department of Criminology & Security Science
School of Criminal Justice, College of Law

APPROVED/ NOT APPROVED

Date:

Messrs' Rohine Moodley
The Provincial Strategic Management, KZN
South African Police Service

ANNEXURE "I" APPROVED GATEKEEPERS' PERMISSION LETTER FROM SAPS FOR CASE DOCKET ANALYSIS.

G.P.-S 002-0222

SAP 21

SUID-AFRIKAANSE POLISIEDIENS



SOUTH AFRICAN POLICE SERVICE

Privaatsak/Private Bag
Poëbus/Post-Office-Box X94

Verwysing Reference	26/1/1
Navrae Enquiries	Col LH Watermeyer
Telefoon Telephone	(012) 360 1206 082 778 2845
Faksnummer Fax number	(012) 347 2309

CRIME REGISTRAR
HEAD OFFICE
PRETORIA

1 August 2017

TO WHOM IT MAY CONCERN

INFORMATION PERTAINING TO CRIME COMMITTED AT SHOPPING CENTRES IN AREAS SURROUNDING DURBAN

1. This letter serves to confirm that the Crime Registrar of the SA Police Service provided Mr Ray Lallupersad with information pertaining to crimes reported during the period 1 January to 31 December 2016 at shopping centres surrounding Durban.
2. Permission is granted to Mr Lallupersad to utilise the information made available to him for research to be contained in his Master Degree dissertation.

Kind regards.

A handwritten signature in black ink, appearing to be 'MJ Mahlangu'.

BRIGADIER
F/HEAD: CRIME REGISTRAR
MJ MAHLANGU

Date: 2017-08-01

ANNEXURE "J" CASE DOCKET ANALYSIS CHECKLIST.

DOCKET ANALYSIS CHECKLIST

TITLE: AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS:
CASE STUDY FROM DURBAN, KWAZULU- NATAL: IN DURBAN,
KWAZULU- NATAL:

THE FOLLOWING VARIABLES WERE EXPLORED DURING THE ANALYSIS OF THE
SOUTH AFRICAN POLICE SERVICE CRIMINAL CASE DOCKETS.

- a) Date
- b) Time
- c) Place
- d) Name of shopping mall
- e) Nature of crime
- f) Modus operandi
- g) Number of perpetrators involved
- h) Number of perpetrators arrested
- i) Weapons used
- j) Number of witnesses
- k) Injuries or fatalities reported
- l) What was the outcome of the criminal case?
- m) How was the criminal case disposed of by SAPS?

Date:

Time:

Name of Police station:

ANNEXURE "K" CONFIRMATION OF LANGUAGE EDITING.

REGCOR

ENTERPRISES PTY LTD

(2015/375453/07)

Date: 14/10/2020

Dear Sir/Madam

This letter is to certify that I, Sarah Louise Cornelius, of Regcor Enterprises Pty Ltd, have completed the initial editing of the dissertation titled *AN ASSESSMENT OF SECURITY MEASURES AT SHOPPING MALLS: CASE STUDY FROM DURBAN, KWAZULU- NATAL, South Africa* by Neolkishore Lallupersad.

I have ten years of experience in the field, having worked on multiple doctorates. Currently, I am a member of the Professional Editor's Guild (PEG).

This has been an initial (first-time) edit and all recommendations and errors have been noted in the comments. Any changes or lack of corrections done to the document after editing is not a reflection of the editing services provided. Students are welcome to send the document for a further proofread before the final submission.

Kind Regards

Sarah Louise Cornelius

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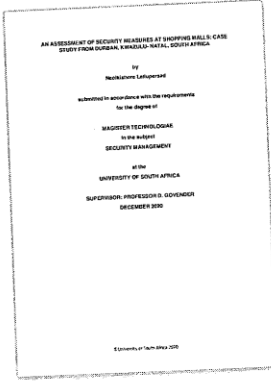
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