The roles and responsibilities of the safety and security industry during protest action in Tshwane, Gauteng

by

RABOYA MABOA

Submitted in partial fulfilment of the requirements for the degree

MAGISTER TECHNOLOGIAE

In the subject

SECURITY MANAGEMENT

at the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR:

Dr SK Jansen van Rensburg

Date of submission:

January 2022

DECLARATION

Name: Raboya Maboa

Student number: 3255984-4

Degree: Magister Technologiae in Security Management

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THE ROLES AND RESPONSIBILITIES OF THE SAFETY AND SECURITY INDUSTRY DURING PROTEST ACTION IN TSHWANE, GAUTENG

I declare that the above dissertation is my own work and that all the sources used or quoted have been indicated and acknowledged by means of complete references.

I further declare that I submitted the dissertation to originality checking software and that it falls within the accepted requirements for originality.

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DEDICATION

This dissertation is dedicated to men and women in uniform, who keep up their strength daily working long hours. May the good Lord give you courage as he gives his hardest battles to his strongest soldiers; you are the most powerful weapon on the earth. May you find the strength and courage to serve and protect.

ROMANS 8:18

“For I reckon that the suffering of this present time is not worthy to be compared with the glory which shall be revealed in us.”

Our Greatest Fear

“Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure.

It is our light, not our darkness that most frightens us.

We ask ourselves, who am I to be brilliant, gorgeous, talented, fabulous?

Actually, who are you not to be?

You are a child of God.

Your playing small does not serve the world. There is nothing enlightened about shrinking so that other people won't feel insecure around you.

We are all meant to shine, as children do.

We were born to make manifest the glory of God that is within us. It's not just in some of us; it's in everyone.

And as we let our own light shine, we unconsciously give other people permission to do the same.

As we are liberated from our own fear, our presence automatically liberates others.”

—Marianne Williamson—

ACKNOWLEDGEMENTS

I wish to express my sincere thanks and appreciation to:

- God Almighty, for opening the doors that needed opening, who gave me ability, providing me with strength and perseverance, and for assuring me that I am capable of the impossible through faith.
- My wife, Mpho and the kids, for not complaining when I had to spend late evenings and weekends working, for your contagious belief in me, and for the stability and calm you bring to my restlessness. You are a true gift from God.
- My late father, Phillimon Maboa who always believed and instilled in me the sense of personal responsibility. Thank you for your constant love and support. Mom, thank you for the long phone calls, the words of assurance, your devoted love and for making me believe and keeping my family together.
- My sisters and brothers: thank you for your constant encouragement and support, but most of all for never letting me feel alone.
- Dr Jansen van Rensburg: thank you for the time you have put into guiding and supporting me throughout my dissertation. I deeply appreciate your patience, expertise and knowledge, and the ability you possess to calm and inspire. Thank you for asking how I am, and genuinely caring about the answer and for not only believing in me, but for helping me believe in myself.
- Sibusiso Nkosi, my friend, brother, thank you for reassuring me, praying for me, listening to me, and for your consistency.
- The University of South Africa, for granting me the bursary that allowed me to complete this dissertation.
- To Barbara Shaw, thank you for language editing, reference checking and formatting of this dissertation.
- Lastly, to all the participants of this study. Your expertise and knowledge are the reason this study was possible. Thank you for your commitment.

ABSTRACT

The purpose of this study was to analyse the roles and responsibilities of the safety and security industry during protest action in Tshwane, Gauteng. These roles and responsibilities include that of Private security officers (PSOs), South African Police Services (SAPS) and Tshwane Metro Police Department (TMPD). PSOs are the first line of defence for their clients despite being confronted with potentially violent situations during protest action. The private security industry performs functions similar to those of the SAPS however its role in security obligations is determined by the customer, based on contracts and motivated by profit. It is also subject to legal restrictions which include the security function of crowd management that is strictly a function of SAPS. In South Africa, protest action often occurs in places such as government-owned property and universities. However, there is uncertainty regarding the roles and responsibilities of PSOs, in comparison to the SAPS and the TMPD during protest action.

The study implemented a qualitative approach and used non-probability sampling, purposive and snowball techniques to select research participants. A total of 31 research participants made up the sample used in the study. Semi-structured interviews were held individually with each research participant. Ethical considerations were actively applied throughout the duration of the study.

The raw data collected were analysed utilising the steps of thematic analysis. The process of coding was identified by key words which were categorised according to the relevant themes that emerged from the participants' experiences as the participants shared their lived experience and knowledge pertaining to protest action. During this stage, the researcher used his notes and transcripts to analyse and interpret the data.

The study explored the following key themes: crowd management and crowd control training. It also analysed the involvement in policing protest action, types of protests, protest conceptualisation, the roles and responsibilities of the safety and security industry during protest action, and challenges encountered during protest action.

The study reviewed the role of the media, attitudes of research participants, legal

implementation, awareness and education, equipment for police protest activity, communication, manpower and resource shortages. Furthermore, it investigated the efficiency of the safety and security industry in policing protest action in Tshwane and carried out observation in Tshwane, Gauteng to record the challenges and details of policing protests.

The study's findings revealed that, when it comes to dealing with protests action, the safety and security industry has a variety of challenges, the most significant of which is a lack of resources, manpower, equipment, and communication. The incapacity of law enforcement to use the techniques they had been trained for made it difficult to handle the vast number of protests taking place in Tshwane. Despite the challenges, law enforcement may be able to learn from the best practices of other countries. Furthermore, law enforcement must campaign and raise awareness of the high tolerance levels required during protest action in South Africa and implementation of legislation.

The research will be of benefit to the safety and security industry, the community of Tshwane and national governing body, as well as scientific research.

ISIFINQO

Inhloso yalolu cwaningo kwakuwukuhlaziya izindima nemisebenzi yemboni yezokuphepha nezokuvikeleka ngesikhathi sokubhikisha eTshwane, eGoli. Le misebenzi nemisebenzi ihlanganisa lezo zezikhulu zezokuphepha ezizimele (ama-PSO), uMbutho Wamaphoyisa aseNingizimu Afrika (i-SAPS) kanye noMnyango Wamaphoyisa KaMasipala waseTshwane (aziwa nge-TMPD). Ama-PSO ayindawo yokuqala emkhakheni wokuzivikela kumakhasimende awo, naphezu kokubhekana nezimo ezingase zibe nodlame ngesikhathi sokubhikisha.. Imboni yezokuvikela ezimele yenza imisebenzi efana neye-SAPS; nokho, indima yayo ezibophweni zokuphepha inqunywa ikhasimende, ngokusekelwe ezinkontilekeni futhi eshukunyiswa inzuzo. Futhi kungaphansi kwemikhawulo engokomthetho ehlanganisa umsebenzi wezokuphepha wokuphathwa kwezixuku - umsebenzi we-SAPS oqinile. ENingizimu Afrika, imibhikisho ivame ukwenzeka ezindaweni ezifana nezakhiwo eziphethwe uhulumeni kanye namanyuvesi. Nokho, kukhona ukungaqiniseki mayelana neqhaza kanye nezibopho zama-PSO uma kuqhathaniswa ne-SAPS kanye ne-TMPD ngesikhathi sokubhikisha.

Kwasetshenziswa indlela yekhwalithi noma yesimo futhi kwasetshenziswa amasampula okungewona amathuba, inhloso kanye namasu nawesinobholi asetshenziswa ukuze kukhethwe ababambiqhaza bocwaningo. Isamba sabahlanganyeli bocwaningo abangama-31 benze isampula elisetshenziswe ocwaningweni. Izingxoxiswano ezihlelwe kancane zabanjwa ngazodwana nomhlanganyeli ngamunye wocwaningo. Ukucatshangelwa kwezimiso zokuziphatha kwasetshenziswa ngenkuthalo kuso sonke isikhathi socwaningo. Kwaqoqwa kwedatha engahlungiwe yahlaziywa kusetshenziswa izinyathelo zokuhlaziya isihloko. Inqubo yokubhala ngekhodi ikhonjwe ngamagama abaluleke kakhulu ahlukaniswa ngokwezindikimba ezifanele ezivele kokuhlangenwe nakho ngabahlanganyeli njengoba ababambiqhaza babebelana ngolwazi lwabo oluphilayo nolwazi oluphathelene nesenzo sokubhikisha. Kulesi sigaba, umcwaningi usebenzise amanothi nemibhalo yakhe ukuze ahlaziye futhi ahumushe idatha.

Izindikimba ezibalulekile zokuphathwa kwezixuku nokuqeqeshwa kokulawulwa kwezixuku zihlolisisiwe kulolu cwaningo. Kuhlaziywe ukubamba iqhaza esenzweni

sokubhikisha kwamaphoyisa, izinhlobo zemibhikisho, ukucabanga ngemibhikisho kanye neqhaza nezibopho zemboni yezokuphepha nokuvikeleka ngesikhathi sokubhikisha, kanye nezinselelo okuhlangatshezwane nazo ngesikhathi sokubhikisha.

Iqhaza labemithombo yezindaba, izimo zengqondo zabahlanganyeli bocwaningo, ukuqaliswa kwezomthetho, ukuqwashisa nokufundisa, izinto zokusebenza zemibhikisho yamaphoyisa, ukuxhumana, izinsiza zabantu kanye nokushoda kwezinsiza kuye kwabuyekezwa. Ngaphezu kwalokho, kwaphenywa ukusebenza kahle kwemboni yezokuphepha nokuvikeleka embhikishweni wamaphoyisa eTshwane, futhi kwaqashelwa iTshwan, eGauteng ukuze kuqoshwe izinselele kanye nemininingwane yemibhikisho yamaphoyisa.

Okutholwe yilolu cwaningo kuveza ukuthi, uma kubhekwana nesenzo sokubhikisha, imboni yezokuphepha nekuvikeleka inezinselelo ezahlukene, okubaluleke kakhulu ukuntuleka kwezinsiza, izinsiza zabantu, amathuluzi nokuxhumana. Ukungakwazi kwabomthetho ukusebenzisa amasu abawaqeqeshelwe kwenza kube nzima ukubhekana nenqwaba yemibhikisho eyenzeka eTshwane. Naphezu kwezinselelo, abomthetho bangakwazi ukufunda ezenzweni ezinhle kakhulu zamanye amazwe futhi ngaphezu kwalokho kufanele bakhankasele futhi baqwashise ngamazinga aphezulu okubekezelela adingekayo ngesikhathi sokubhikisha eNingizimu Afrika, kanye nokusetshenziswa komthetho.

Lolu cwaningo luyoba usizo embonini yezokuphepha nokuvikela, umphakathi waseTshwane kanye nebhodi elilawulayo likazwelonke, kanye nocwaningo lwesayensi.

KAKARETŠO

Maikemišetšo a nyakišišo ye ke go sekaseka mošomo le maikarabelo a intasteri ya polokego le tšhireletšo ka nako ya ditšhupetšo tša boipelaetšo ka Tshwane, Gauteng. Mešomo ye le maikarabelo e akaretša le bahlankedi ba tšhireletšo ya poraebete (PSOs), Tirelo ya Maphodisa ya Afrika Borwa (SAPS) le Kgoro ya Maphodisa ya Toropokgolo ya Tshwane (TMPD). Mošomo wa diPSO ke go netefatša tšhireletšo le polokego ya diklelaente tša bona, go sa šetšwe maemo ao ba lebanago le wona a dikgaruru ka nako ya ditšhupetšo tša boipelaetšo. Intasteri ya tšhireletšo ya poraebete e dira mešomo ye e swanago le ya SAPS; le ge go le bjalo, mošomo wa bona go tša tšhireletšo o laetša ke moreki, ka mokgwa wa tumelelano gomme e hlohleletšwa ke profiti. Gape e swanetše go latela dithibelo tša molao tšeo di akaretšago mošomo wa tšhireletšo go taolo ya lešaba – mošomo wo o dirwago ke SAPS fela. Ka Afrika Borwa, ditšhupetšo tša boipelaetšo gantši di direga mafelong a go swana le meago ya mmušo le diyunibesithi. Le ge go le bjalo, go na le go se hlake mabapi le mošomo wa diPSO le maikarabelo a bona ge ba bapetšwa le SAPS le TMPD ka nako ya ditšhupetšo tša boipelaetšo.

Nyakišišo e šomišitše mokgwa wa khwalithethifi go kgetha dikemedi, go kgetha ka morero le ka mokgwa wa go šomiša dikemedi go kgetha batšeakarolo ba nyakišišo. Palomoka ya batšeakarolo ba 31 e bile dikemedi go nyakišišo ye. Dipoledišano tšeo di sego tša rulaganywa di dirilwe le motšeakarolo wa nyakišišo yo mongwe le yo mongwe. Mekgwa ya boitshwaro ya go dira dinyakišišo e ile ya šomišwa nako ka moka ya nyakišišo. Datha ya mathomo ye e kgobokeditšwego e sekasekilwe ka go šomiša dikgato tša go sekaseka datha ya khwalithethifi. Mokgwa wa go šomiša dikhoutu ka go hlaola mantšu a bohlokwa go beakanya datha ka dintlha tše di kgobokeditšwego go tšwa go maitemogelo a batšeakarolo ge ba bolela ka maitemogelo le tsebo ya bona mabapi le ditšhupetšo tša boipelaetšo. Ka nako ye, monyakišiši o šomišitše dinoutse tša gagwe le dingwalwa tša gagwe go sekaseka le go hlatholla datha.

Dintlha tše bohlokwa tša taolo ya lešaba le tlhahlo ya taolo ya lešaba di ile tša sekasekwa go nyakišišo ye. Nyakišišo e sekasekile hlapetšo ka nako ya ditšhupetšo tša boipelaetšo, mehuta ya boipelaetšo, kgopolo ya boipelaetšo le mešomo le maikarabelo a intasteri ya polokego le tšhireletšo ka nako ya ditšhupetšo tša

boipelaetšo, le mathata ao ba kopanego le wona ka nako ya ditšhupetšo tša boipelaetšo.

Nyakišišo e sekasekile karolo ya baphatlalatšaditaba, maitshwaro a batšeakarolo ba nyakišišo, go bea molao, temošo le thuto, didirišwa tša maphodisa tša mošomo ka boipelaetšo, kgokagano, tlhaelelo ya bašomi le methopo. Nyakišišo e sekasekile gape bokgoni bja intasteri ya polokego le tšhireletšo bja go netefatša tšhireletšo ka nako ya ditšhupetšo tša boipelaetšo ka Tshwane, gomme dikutullo ka Tshwane, Gauteng tša šomišwa go rekhota mathata le dintlha ka botlalo tša go dira mošomo wa go hlapetša ka nako ya boipelaetšo.

Dikutollo tša nyakišišo ye di tšweleditše gore, intasteri ya polokego le tšhireletšo e na le ditlhohlo tše dintši ge e swaragane le ditšhupetšo tša boipelaetšo, bjalo ka tlhaelelo ya methopo, bahlapetši, didirišwa le poledišano. Go se kgone go šomiša dithekniki tšeo badiredi ba molao ba filwego thlahlo go tšona go dira gore go be thata go swaragana le palo ya godimo ya boipelaetšo ka Tshwane. Le ge go na le ditlhohlo, badiredi ba molao ba ka ithuta go tšwa go mekgwa ye mekaone ya dinaga tše dingwe gomme ba swanetše go dira lesolo la go fa temošo ya maemo a godimo ao a nyakegago ka nako ya ditšhupetšo tša boipelaetšo ka Afrika Borwa, le phethagatšo ya molao.

Nyakišišo e tla hola intasteri ya polokego le tšhireletšo, setšhaba sa Tshwane le sehlongwa sa taolo sa bosetšhaba, gammogo le dinyakišišo tša mahlale.

UNIVERSITY OF SOUTH AFRICA

Title of dissertation:

THE ROLES AND RESPONSIBILITIES OF THE PRIVATE SECURITY INDUSTRY DURING PROTEST ACTIONS IN TSHWANE, GAUTENG.

KEY TERMS: Crime scene; Demonstration; Metropolitan police department; Private security officer; Private security industry regulatory authority; Private security; Protest action; Protest; Security

LIST OF ABBREVIATIONS

ANC: African National Congress

CBD: Central Business District

CPA: Criminal Procedure Act

DoE: Department of Education

ICCPR: International Covenant on Civil and Political Rights

MPD: Metro Police Department

NPA: National Peace Accord

NCPS: National Crime Prevention Strategies

NSFAS: National Student Financial Aid Scheme

ORS: Operational Response Service

PMT: Platoon Members Training

POP: Public Order Police

POS: Private Security Officer

PSI: Private Security Industry

PSIRA: Private Security Industry Regulation Act

SAPS: South African Police Service

SASSETA: South Africa Safety and Security Sector Education and Training Authority

SCA: Supreme Court of Appeal

SCAD: The Social Conflict in Africa Database

SALGA: South African Local Government Association

TMPD: Tshwane Metro Police Department

TRT: Tactical Response Team

TUT: Tshwane University of Technology

UCT: University of Cape Town

UFS: University of Free State

UKZN: University of KwaZulu-Natal

WITS: University of Witwatersrand

RU: Rhodes University

UNISA: University of South Africa

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CHAPTER 1
INTRODUCTION TO THE STUDY AND GENERAL OVERVIEW

1.1 Introduction

Protests are a topic of debate around the world and they have long been a part of political expression in South Africa (September & Beukman, 2017: np; Tait & Marks, 2011: 15). In South Africa, protests ranging from community, labour, and student demonstrations, have increased in recent years (Nkosi, 2021: np; Tait & Marks, 2011: 16). From July 9 to July 18, 2021, huge protests erupted in South Africa's KwaZulu-Natal and Gauteng Provinces prompted by the conviction of Former President Jacob Zuma for contempt of court. The anti-incarceration protests led to the looting of shops while layoffs and economic inequality worsened due to the COVID-19 pandemic. More than 330 people died across these provinces during a week of violence protest action that only ended after the army was deployed. It was the most violent protest action in South Africa's democracy since the end of apartheid (Charles, 2021: np; Makhafola, 2021: np; Wroughton, 2021: np).

During the apartheid era in South Africa, the military and the police were entrusted with suppressing and using force to regulate political opposition protests (Hornberger, 2014: 17). After 1994, there were significant changes in policing protest action in South Africa. A new public order policing policy based on a human rights strategy and public safety was included in a plan to deal with protest action and public protection (September & Beukman, 2017: np).

The Constitution of the Republic of South Africa is the supreme law of country. The South African Police Service (SAPS), Tshwane Metro Police Department (TMPD), and Private Security Officers (PSOs) are guided by the Constitution when performing their functions (Republic of South Africa [RSA], 1996: 125–126). Section 17 of the Constitution states that everyone has the right to protest peacefully and unarmed. This includes protests that are disruptive. The right to protest is an important means for individuals to stand in opposition to the issues that affect them and ensure that the government and private institutions listen to their concerns. Thus, protests are an important tool used for political expression in South Africa. Chapter 11 of the Constitution states that the national security of individuals and the nation is the duty of

the government (RSA, 1996: 122). Furthermore, the Constitution highlights that there are security services mandated by the Republic that protect the nation in section 199 (1), which consists of a single defence force, a single police service and any intelligence service established in terms of the Constitution (RSA, 1996: 122).

Any other armed service that is not directly controlled by the state is covered under the Constitution. In terms of national legislation, these services must be recognised, regulated, and managed (RSA, 1996: 122). Thus, the Private Security Industry Regulation Authority (PSIRA) was established (Republic of South Africa, Private Security Industry Regulatory Act 56 [RSA], 2001: 6). During the apartheid era, the crime rate escalated stretching government resources that led to the increased utilisation of private security companies as opposed to the police for the protection of people, property, and businesses. In South Africa, the Private Security Industry (PSI) has grown to the point where it now requires regulation (Gumedze, 2015: 8; Gichanga, 2015: 9). Hence, the PSIRA was promulgated, to exercise effective control, regulate, maintain and safeguard interests of individuals and businesses (RSA, 2001: 2).

The PSI, unlike the police, works for their clients rather than the general public. This means that security personnel, hired by companies, take instructions from and are accountable to the entities contracted to them. PSOs may lawfully protect, for example, a government building or a university's property to defend its interests. They do so upon the entity's instructions and in terms of contracts between the security companies they work for, the government and/or the university (Fischer, Halibozeck & Walters, 2013: 95). Moreover, the security service provider's code of conduct specifies that the security officer may not encroach on the rights of any person as provided in the Bill of Rights. This includes but is not limited to PSOs not being able to enter the premises, search, seize, arrest, detain, cross examine, delay, undermine, harm or cause the death of any individual, request information, invade privacy of individuals, except if such act is reasonably necessary under the circumstances and is allowed by the law (Republic of South Africa, Code of Conduct for Security Service Providers [RSA], 2013a: 9).

The roles and responsibilities of protective agents are often blurred when policing protest action. For instance, the role and responsibilities of the PSI during the Marikana commission and #FeesMustFall student protests evoked key concerns within the private security debate (Bodnar, 2012: 3). Although the mandate of crowd management falls within the SAPS, there were elements of crowd management that private security providers inadvertently provided during the protest action that included community, labour and student protests (Pitt & Mitchley, 2018: np). For example, during protest action in KwaZulu-Natal and Gauteng Provinces where the provincial and municipal roads were barricaded and vandalised, businesses were looted, and property was damaged. This protest action showed the commercial industry as well as the public that looting and violence can take place unexpectedly. Because the situation in these provinces was unstable, the safety and security industry was unable to monitor it all (Charles, 2021: np; Makhafola, 2021: np; Wroughton 2021: np).

Often, security guards do not ensure peaceful order without infringing or appearing to encroach on the rights of people. This may manifest in applying disproportionate force to the level of resistance encountered. For example, a security official was arrested for attempted murder during a protest at the Tshwane University of Technology (TUT) after allegedly shooting live ammunition at TUT students during protest actions (Nicolson, 2016: np). Furthermore, Bateman (2016: np) states that private security guards allegedly threw teargas at a group of student protesters at TUT, Soshanguve North Campus. Five students were treated for teargas inhalation. The teargas was tossed at the student protesters as they approached the PSOs. Nicolson (2016: np) further elaborates that student protests have escalated across the country and ongoing dangerous and violent altercations exist. Thus, the role of PSOs during protests has been frequently questioned.

Against this backdrop, the study analysed the role and responsibilities of the safety and security industry during protest action. This chapter introduces the study and gives background information. It discusses the study's problem statement, rationale, and delimitations of research study and demarcates the aims and objectives of the study and research questions. Finally, it delineates the value of the study, definitions of concepts and outline of the dissertation.

1.2 Problem statement

PSOs, generally referred to as security guards, in Tshwane area, are often the first responders at scenes of public protests (Ngeope, 2016: np). PSOs are the first line of defence for their clients despite being confronted with potentially violent situations during protest action. In South Africa, protest action often occurs in places such as government-owned property and universities (Gichanga, 2015: 10; Lancaster, 2018: 30; Ngeope, 2016: np). Local news agencies report that, in many instances, PSOs do not follow the correct procedures of crowd management as indicated by applicable legislation and guidelines (Nicolson, 2016: np).

During protest action at the University of Witwatersrand (WITS), PSOs were found to be carrying pepper spray and paintball guns (September & Beukman, 2017: np). September and Beukman (2017: np) explain that these are irregular practices and inadequate tools to use in self-defence. PSOs who are not well-trained, ill-equipped and uninformed often produce destructive results. As crowd management is not their core responsibility, PSOs are not trained to deal with crowd dispersal tactics. Currently, crowd disbursement is the exclusive duty of the SAPS because only their agents receive training for his function (September & Beukman, 2017: np). During the #FeesMustFall protest action, some of the challenges were universities that employed unregistered private security companies. In these cases, security companies sub-contracted a significant portion of their work to unregistered companies. Irregular practices, such as these, expose PSOs, their employers and the clients to security risks (Nicolson, 2016: np).

The escalation of crime and the safety and security industry's failure to manage crime successfully has resulted in the public and private industry looking for alternative safety and security measures (Gumedze, 2015: 8–9). The 1996 National Crime Prevention Strategy (NCPS, 1996) developed procedures for safety and security industry organisations to combat crime in country. However, there is there is ambiguity about the roles and responsibilities of safety and security during protest action. The PSI, in its effort to reduce crime during protest actions, has been subject to criticism from the SAPS, Tshwane Metro Police Department (TMPD) public and the media. Criticism of the industry ranges from claims of fraud and corruption to incompetence

(Ngeope, 2016: np).

A developing society of lawlessness and violence during protest actions, including ignoring state authority, continues to be a danger to the development of a peaceful and well-functioning nation. Solid working relationships and trust should be built between the PSI and law enforcement so that the sharing of security information will assist in combatting crime (Nemeth, 2010: 89).

The recommendations of this study can assist the security industry in ensuring that it functions optimally within the ambit of legislation during protest action. Furthermore, the study hopes to assist the security industry to recognise and understand its roles and responsibilities during protest actions. Moreover, this study offers an outline for working relationships among the safety and security industry based on the relevant legislation and policies.

1.3 The rationale of the study

DeCuir-Gunby and Schutz (2017: 46–47) explain that a rationale for a study needs to be specific and clearly motivated. This research provides an outline of some of the regulations in South Africa regarding protest actions and how PSOs should deal with protest actions. An analysis of the roles and responsibilities of the safety and security industry during protest actions is required to ensure that they function optimally within the ambit of legislation. Ngeope (2016: np) argues that the role and the responsibilities of the safety and security industry during protest action has been criticised by various quarters. This means that PSOs must know and understand their role in protest actions. The study aimed to empower PSOs by developing practical guidelines for security policies and procedures during protest actions. This was done within the context of the challenges of dealing with the protest actions in open spaces and to provide possible solutions to assist all the relevant stakeholders.

The researcher was further motivated to conduct the study as he views it as resource which is valuable to the public by demonstrating how to use their rights during protests without infringing on others' rights or breaking the law. The results of the study can assist the security industry practically through the implementation of procedures to be followed by PSOs when dealing with protest action. It also provides a framework for

working relationships amongst the safety and security industry according to the relevant legislation. In this way, the safety and security industry partners will work together towards reducing crime.

The researcher selected the Tshwane policing area because the researcher is a police official stationed in the area. Moreover, the researcher is a resident of the City of Tshwane and is concerned about the protest actions in Tshwane. The study hoped to contribute to the effective and efficient improvement of policing protests.

1.4 Delimitation of the study

The scope of a research project is defined by its delimitations. Its results are limited in how far they can be generalised, and how reliable they are (DeCuir-Gunby & Schutz, 2017: 46–47). The study's narrow scope acknowledges that its conclusions may not be applied to all contexts and may not address all pertinent topics (DeCuir-Gunby & Schutz, 2017: 46–47).

Protests happen all around the world, and while the study's conclusions are not meant to be generalised, they may serve as a model for future research. The research was carried out in Tshwane, Gauteng Province.

The study was delineated by the following sources of information gathering:

- International and national literature regarding protest action.
- Empirical data obtained from the sampled PSOs, SAPS and TMPD officials.

The aims and objectives of a study play a significant role as they guide the study. The following section discusses the study's aims and objectives.

1.5 The aims and objectives of the study

Gray (2014: 53) maintains that an aim is a statement of study intent and direction in research. Flick (2011: 89) explains that a research study anticipates the creation of new knowledge and theories. Mills and Birks (2014: 204) indicate that the aim of the study is to explain the researcher’s intentions.

1.5.1 Aim of the study

To explore the roles and responsibilities of the safety and security industry during protest action.

1.5.2 Objectives of the study

According to De Vos, Strydom, Fouche, and Delport (2011: 93), the study's objectives should be clearly specified and specific. The research objectives are detailed steps that the researcher must follow to attain the study's goal (De Vos et al, 2011: 94). In addition, objectives can be exploratory, descriptive, explanatory, or predictive (De Vos et al, 2011: 94). The objectives of this study were:

- To determine the roles and responsibilities of the safety and security industry (SAPS, TMPD and PSO) during protest action.
- To describe the role of the PSI during protest action in comparison to other stakeholders (SAPS and TMPD).
- To explore factors that promote and/or hinder the ability of the safety and security industry to carry out/execute their function during protest action.
- To determine best practices pertaining to protest action in Tshwane, Gauteng.

The research process requires research questions that influence the stages used to conduct the research by specifying what the researcher is trying to find out.

1.6 Research questions

Bezuidenhout (2011: 40) explains that research questions are used to attain an in-depth understanding of human behaviour and the reasons that control or influence that behaviour. They limit the study to answering specific questions set by the researcher (Creswell, 2013: 110). Alvesson and Sandberg (2013: 32) explain that research questions must be clear and detailed to address the research problem. Primary research questions are concerned with the study's overall purpose, whereas secondary research questions are concerned with the study's specific targets (Thyer, 2010: 46). The research questions below are based on the study's aims and objectives.

1.6.1 Primary research question

- What are the roles and responsibilities of the safety and security industry (SAPS, TMPD & PSO) during protest action?

1.6.2 Secondary research questions

- What are the roles and responsibilities of the safety and security industry (SAPS, TMPD & PSO) when dealing with protest action?
- What are the factors that promote and/or hinder the effectiveness of the security function when dealing with protest action?
- What is the best practice pertaining to protest action in Tshwane, Gauteng?

1.7 The value of the research

Davies and Francis (2018: 7–11) state that the value of research is a systematic process of acquiring, evaluating, and interpreting data to expand the researcher's knowledge of a subject under study. De Vos et al (2011: 94) maintain that the study must contribute new knowledge to relevant role players. Kothari (2009: 5) believes that an inquiry creates questions that are primarily based on ambiguity about a phenomenon, and that uncertainty carries the importance of the research because it reveals the study's value. Consequently, the value of the study provides an explanation for conducting the research. The study provides value to the following multidisciplinary stakeholders: the PSI, SAPS, TMPD and academia.

1.7.1 Private security industry

This research offers guidelines for enacting laws and following the code of behaviour during protest action. The study also contributes to practical implementation of ideas that could aid the security industry in controlling protests and reducing crime during protest action. The results of the study will allow the management in the security industry to alert PSOs on their designated roles and responsibilities during protest actions. Furthermore, the results of the study will provide management with knowledge to improve its collaboration with the safety and security industry. The study's value contributes to a greater understanding of the security industry's duties and responsibilities during protest action in South Africa.

1.7.2 South African Police Service

The value of this research is that it highlights the difficulties of dealing with protest actions that could help the SAPS build a framework for effectively managing protests. The results of this study will also provide the management of the safety and security industry with essential knowledge to improve their services in areas where law is being implemented or enforced. The goal of this study's findings was to ensure that, once implemented, the safety and security industry upholds the Constitution in dealing with protest action (September & Beukman, 2017: np). The results of this study provide insight into the implementation of the Constitution, relevant legislation, and the Code of Conduct when policing protest action in South Africa.

1.7.3 Tshwane Metro Police Department

This study's findings can assist the management of the TMPD to overcome challenges related to the policing of protests. The findings also enhance the interpretation of the Regulation of Gathering Act 205 of 1993 (RSA, 1993) concerning the TMPD. Furthermore, the findings enhance efficiency and effectiveness in policing during protest actions and encourage the sharing of information amongst the members of the safety and security industry.

1.7.4 Academia

The research provides a scientific contribution to the safety and security industry, academia, and society. The study contributes to curriculum development and to the body of knowledge in the field of security science about protests. This study's findings serve as a response to community needs. Furthermore, the study endeavours to enhance the application of the current policy, regulation, and legislation.

To enhance shared meaning, the concepts of the study are clarified below.

1.8 Definition of concepts

Definitions promote the use of mutual communication and shared meaning (De Vos, Strydom, Fouche & Delport, 2005: 32). They enhance the understanding of concepts to avoid uncertainty. The following terms are used in this research study:

1.8.1 Crime scene

Gehl and Plecas (2017: 302) state that a crime scene is the site, place, location, or area where a crime or incident occurred. Guijun (2012: 135) states that a crime scene is a synthetic investigative act in which investigative organs or investigators, in accordance with the law, investigate sites or bodies related to a crime with the purpose of collecting evidence.

1.8.2 Crowd management

Crowd management is an activity regulated in terms of the Regulations of Gatherings Act, 1993 (RSA, 1993). Section 9 of the act deals with the management of protests and is the provision that empowers members of the police to deal with gathered crowds. However, the private security industry is mandated by the client to protect and safeguard persons and property, irrespective of the role of SAPS or other policing agencies in terms of the RGA (RSA, 1993: np).

1.8.3 Demonstration

According to the Regulation of Gatherings Act 205 of 1993 (RSA, 1993), a demonstration is any protest by one or more people, but not more than 15, in support of or opposition to a person, cause, action, or failure to act (RSA, 1993). A demonstration is a group of people representing a complaint or disagreement with, supporting something or someone in public or demonstrating in the form of marches or rallies (Concise Oxford Dictionary, 2008, sv ‘demonstration’).

1.8.4 Metropolitan Police Department

A Metropolitan Police Department is a division of the South African Police Service that exists independently of the SA Police Service and is under the direct supervision of a local municipality (Marais, 2003: np). A municipal police service is defined as a municipal police service formed under section 64A of the SAPS (South African Police Service Act 68 of 1995 [RSA], 1995b: 46).

1.8.5 Private security officer

A private security officer is any natural person who is engaged by another person, including an organ or department of the State, and who receives or is entitled to receive any remuneration, reward, fee, or benefit from such other person for delivering one or more security services according to Section 1 (1) of PSIRA (RSA, 2001: 6).

1.8.6 Private Security Industry Regulatory Authority (PSIRA)

The Private Security Industry Regulation Act 56 of 2001 (RSA, 2001) establishes a regulatory authority for the South African private security industry (PSIRA). PSIRA's main goals are to govern the private security industry and to exert effective control over the practice of the security service provider (RSA, 2001: 2).

1.8.7 Private security

Private security is the non-government agencies that provide security services to their clients (Lombaard & Kole, 2010: 57). The private security industry, as defined by the Private Security Industry Regulation Act 56 (RSA, 2001), is defined as the business conducted by security specialist organisations.

1.8.8 Protest

Paret, Runciman and Sinwell (2017: 126) state that a protest is a significant means of bargaining with the state to achieve higher levels of service delivery or government responsiveness. A protest is a planned public discord or demonstration actioned by its mandate for change (Concise Oxford Dictionary, 2008, sv ‘protest’).

Section 17 of the Constitution (RSA, 1996) states that a protest is a right if it is done peacefully and unarmed. The right to protest is a means for people to communicate about issues that concern them and ensure that government and private organisations pay attention to their concerns (RSA, 1996: 9). For this study, a protest is a popular means to mobilise people in support of a collective cause or grievance.

1.8.9 Protest action

According to section 77 of Labour Relations act, protest action is a form of collective

bargaining that exerts pressure on an employer or defined group (Republic of South Africa, Labour Relations Act 66 of 1995 [RSA, 1995: 46]).

1.8.10 Safety and security industry

Safety refers to the state of being safe against bodily, community, spiritual, monetary, political, emotional, work-related, mental, educational, or other sorts of failures, risks, accidents, harm, or other undesirable events (Chen, Reniers & Khakzad, 2019: 9). Security is the process or means of delaying, preventing, and otherwise defending against external or internal defects, risks, losses, criminals, and other individuals or activities that endanger, damage, or destroy an organisation's “steady state”, or robbing it of its stated purpose for being. Security also means the degree of danger, harm, loss, and criminal activity protection (Chen et al, 2019: 9).

For the purpose of this study, safety and security is defined as the role players involved in ensuring the safety, security and protection of the people living in Tshwane, Gauteng.

1.8.11 Security

Security is the safeguarding of data or people’s property by private security personnel (Adam, 2009: np). The Private Security Industry Regulation Act 56 (RSA, 2001: 7) states that security is the protection of persons or their property and information by security personnel by providing advice on safeguarding their premises and institutions.

The outline of the dissertation is given below.

1.9 Chapter layout

Chapter 1: Introduction and rationale for study

This chapter presents the background for study. It discusses the problem statement, rationale and delimitations of the study. Moreover, the aim, objectives and research questions which guided the study are demarcated. Furthermore, the chapter reviews the value of the study, definitions of concepts and the outline of the dissertation.

Chapter 2: Literature Review

This chapter focuses on a comprehensive literature review pertaining to the roles and responsibility of PSOs, the SAPS and the TMPD during protests. This chapter discusses protests, types of protests and reasons for protests. Moreover, an overview of South African protest action, a global overview of the policing of protests, South African legislation pertaining to protest action and an overview of the private security industry is briefly outlined. In order to demarcate these roles and responsibilities adequately, the roles and responsibilities of the SAPS and TMPD are also explored.

Chapter 3: Research Methodology

This chapter covers research design, research methodology, sampling, population, data collection methods, and data analysis. It concludes by discussing the study's ethical and trustworthiness implications.

Chapter 4: Research Findings

This chapter discusses the research findings and how they were interpreted considering the study's aim and objectives. The study's findings are divided into the following themes: the role of media; negative attitudes; legal implementation; awareness and education; equipment for policing protests, communication, shortage of manpower and a lack of resources.

Chapter 5: Recommendations and Conclusions

This chapter provides a discussion of how the aim and objectives of the study were achieved. Recommendations derived from the study's findings are presented and future research is suggested.

1.10 Conclusion

The right to protest is a significant method for people to express their concerns about issues that affect the society and to ensure that the government and other organisations pay attention to their concerns. It is an important tool for expression in South Africa. The constitution, legislation and other policies have guidelines and procedures that need to be implemented by the safety and security industry. This evokes the need for decision-makers at management level within the safety and

security industry to police protest actions efficiently.

The following chapter focuses on the relevant literature pertaining to protest action.

CHAPTER 2
LITERATURE REVIEW

2.1 Introduction

The aim of this study was to analyse the roles and responsibilities of the safety and security industry during protest action. This chapter presents the literature review of the topic under study.

The literature review accomplishes several purposes such as providing insight into other studies that are closely related to the current one (Creswell & Creswell, 2018: 26). A literature review is an ongoing dialogue around a subject to substantiate research gaps and validate previous research (Cooper, 2010: np; Rossman, 2016: np). The most important purpose for conducting a literature review is to discover information, which is connected to the conceptual focus of the research problem (Adams, Khan, Raeside & White, 2007: 53; Du Plooy, 2009: 60).

The Constitution of the Republic of South Africa, section 17 (RSA, 1996) protects everyone's right to protest peacefully and unarmed and further states that people have the right to assemble, to demonstrate and to present petitions. This includes protests that are disruptive (RSA, 1996: 122). Protest actions happen frequently in South Africa, particularly prevalent within the scope of higher education (Pitt & Mitchley, 2018: np; September & Beukman, 2017: np; Tait & Marks, 2011: 15).

This chapter provides an extensive literature review pertaining to the roles and responsibilities of the security industry, in particular, PSOs, who are directly involved in protest action. To understand the role of PSOs, the roles of SAPS and TMPD respectively are demarcated to provide a holistic representation of protests in South Africa. The chapter is arranged as follows: an overview of protests and policing is discussed. Thereafter, the roles and responsibilities of PSOs, SAPS and TMPD during protest action are reviewed.

2.2 An overview of protests

In the past few decades, protests have continued to increase globally (Tarrow, 2011: 39; Banks & Wilson, 2017: np). South Africa is one of the protest centres of the world

(Rodrigues, 2010: np). A protest is a worldwide phenomenon happening in both developed and developing nations. Throughout the years, protests have ranged from being peaceful to disruptive (Shah, 2011: np). Paret et al (2017: 126) state that a protest is a method of bargaining with the state to achieve elevated levels of responsiveness concerning service delivery. Furthermore, Paret et al (2017: 126), explain that a protest is a gathering where individuals show their disappointment or dissatisfaction about a specific viewpoint or issue. Furthermore, Marshall (2000: 1) concurs that protests occur when there is something that the general public does not like that include the law or social conventions or practices that are wrong or unreasonable. For instance, in Hong Kong, anti-government protests have shaken the state and their current state shows no indication of improvement. Hong Kong's protests were held in opposition to the government permitting extradition to China. Protestors protested to retain the “one country, two systems” principle. Since 1997, Hong Kong has been administered by England as a province. However, China is one country administrated by two set of rules and this was the cause of the conflict. The bill was withdrawn in September 2019; however, the set of rules still apply and now the protesters request a full popular government and an investigation into police activities (Monod, 2019: np).

In South Africa, the matter of SATAWU v Garvas highlighted section 17 of the Constitution that stipulates that the freedom of assembly is part of an individual’s fundamental rights. It gives a voice to vulnerable and helpless people, and political parties that do not have financial influence. Additionally, it offers people a channel to express their concerns and propel human rights (Gichanga, 2015: 10; Lancaster, 2018: 30).

In the United States of America (USA), people took to streets protesting about various issues such as social distress, socio economic and political issues, social injustice, economic discrimination, racism, and the continuation of movements against patriarchy (Kilgo, Harlow, García-Perdomo & Salaverría, 2018: 12). A massive protest action rocked the USA in 2017, which drew attention from the whole world, soon after President Donald Trump was newly elected. They were protesting against changes to the legislation, for example, to immigrants’ rights that included the legislation of federal restrictions of immigration law enforcement, the Travel Ban (“Muslim Ban”), Mexican

border wall and the Day without Immigrants. There was another fierce debate about football players in the USA kneeling against police brutality in black America during the national anthem (Kilgo et al, 2018: 12–13). In China, society adopted a variation of methods when they protested against corruption, forced eviction, unpaid wages, human rights abuses and one party rule, as well as nationalist protests against foreign countries (Qin, Stromberg & Wu, 2019: 3). They utilise a variance technique to document the effect of network interactions on protests and strikes. In China, for example, they retweet a complaint from users in one city to other cities to spread the message (Qin et al, 2019: 3).

Political instability was rife in South Africa during the 1990s. Protest action increased in townships, rural areas, private suburbs and business territories as a threat to the apartheid government however, the government destabilised the violent protests and criminality to maintain order. The state, in response to the violent protests, arranged for political parties to communicate with their followers to stop the violence. The government proposed the National Peace Accord (NPA) while the Goldstone Commission of Inquiry was investigating violent protest action. During the investigation, it was discovered that a small number of SAPS employees were involved in offering services for mass assassinations of ANC members, which were carried out by Inkatha-affiliated hostel tenants. For instance, in Boipatong and Sebokeng, forty-five (45) people lost their lives (Lamb, 2018: 12).

The Goldstone Commission proposed guidelines and regulations to govern protests. The Bill was proposed as the Regulation of Gathering Bill (RSA, 1993), which was only endorsed after the 1994 elections, and specified that the SAPS may utilise powers once the community uses violence during protest action.

Violent protest has also been used to bring about social and economic changes. The number of protests decreased during the 1990s after the announcement of the release of the former President Nelson Mandela. It rose in 2004 and also after 2008 for service delivery (Bohler-Muller, Roberts, Struwig, Gordon, Radebe & Alexander, 2017: 82). In addition, the Social Conflict in Africa Database (SCAD) reported a continued increase in the number of protests in South Africa between 2016 and 2017 (Bohler-Muller et al, 2017: 82).

In 2015, a student protest movement, identified as the #FeesMustFall campaign, spread throughout the entire country, as a response to an increase of fees in South African tertiary institutions. Protests started at the University of the Witwatersrand (WITS) and rapidly spread to other institutions of higher learning across the country. Although the main reason for these protests was an increase in student fees, additional grievances included a lack of funding, accommodation and an absence of transformation, particularly addressing financial and racial imbalances. The student protest was accompanied by violence and crime, including, intimidation, assault, arson, and malicious damage to property (Nkosi, 2015: np).

The University of Cape Town (UCT) made an application for leave to appeal the decision of Supreme Court of Appeal (SCA) to uphold an interdict against protesters who had partaken in the so-called “Shackville” protest in the UCT in support of the national #FeesMustFall Movement. The Constitutional court, in the matter of Hotz and others vs UCT, passed judgment saying that the “Shackville” protest fought for an essential concern of the difficulties experienced by numerous students, like paying student fees and finding suitable accommodation for disadvantaged students. The student protests involved building a shack in the middle of UCT's premises. The protesters painted mottos of warfare on the buildings with images and artwork which was removed from the structures and burnt. Additionally, streets entering and around the campus were barricaded (Furlong, 2016: np).

The pattern of protests by community, students or workers is mostly the same. Although in Europe, protests are characterised by passive confrontation, this does not apply in South Africa. The history of protests in South Africa, as was evident in the early 1980s and 1990s, indicates that protestors believe that violence is the only way to get a response to their demands (Gichanga, 2015: 18; Nkosi, 2015; SAPS, 2014: 15–16).

The training of Public Order Police (POP) includes the theory of Le Bon’s regression that crowd dynamics cause individuals to lose their identity and behave as one unit. Le Bon’s “loss of identity” for people in a crowd is seen, for example, at a protest action or a soccer game where individuals become part of the group and exhibit mass anger or mass excitement (South Africa Police Service, Crowd Management Manual [SAPS],

2014: 5). In the context of #FeesMustFall, individuals who would not normally burn a library took part in the protest because they lost their identity in the crowd. For instance, during the #FeesMustFall incident at Wits, stones were thrown by students and, in retaliation, private security officers threw stones back at them. The PSO manager withdrew from his supervisory role out of fear and was not available to give direction and there were no police on campus at that time. The PSOs who were on duty had no training to provide crowd control therefore the violence escalated to a point where petrol bombs were thrown at buildings on campus.

2.2.1 Types of protest

Protests take place in various forms. The types of protests are discussed below.

2.2.1.1 Peaceful protest

A peaceful protest, known as nonviolent resistance or nonviolent action, is the demonstration of disapproval through a statement or act without the use of violence (Mukumba & Imraan, 2017: 54). Peaceful gatherings, demonstrations, picketing, and the presentation of petitions are quick and convenient ways to ensure an accountable and responsive government. Mukumba and Imraan (2017: 54–55) explain that peaceful protests do not include physical violence against individuals or property. A protest that causes physical harm to individuals or includes burning, destroying, vandalising or defacing public or private property is not legitimate in terms of the Constitution. In some instances, the threat of violence alone will be enough to make a protest lose its constitutional protection (Paret et al, 2017: 126). However, protestors will not lose their rights to protest if violence is carried out by only a few protestors. The Constitutional Court maintains that a protest cannot merely be viewed as unlawful if a few protestors are associated with violence or crimes (Furlong, 2016: np).

The Regulation of Gathering Act (RGA) 205 of 1996 has been applied incorrectly to minors exercising their freedom to protest. Equal Education (EE) campaigners and high school students attempted to create a unique type of protest outside the provincial Department of Education (DoE) offices in Pietermaritzburg on July 11, 2017. The demonstration was held to draw attention to the situation of students who require scholar transportation and the government's failure to provide it. The protest's goal

was to host a video screening about the subject, which would be projected onto the exterior walls of the Department's offices. The peaceful protest was illegal despite following all appropriate procedures, according to the PSO of DoE and a member of SAPS. The protesters, many of whom were minors, were threatened with physical harm, including tear gas, by the Head of security of DoE and the police. The protest was ultimately halted (Matandela & Naidoo, 2017: 21). Moreover, the protesters took the matter to High court at Kwazulu-Natal Division, Pietermaritzburg (Equal Education vs MEC for Education and Police Commissioner KwaZulu-Natal 2017: np).

2.2.1.2 Unarmed protest

The Constitution further highlights that protests should be unarmed (RSA, 1996: 122). This means that protestors should not carry or use weapons during a protest. This includes dangerous weapons, such as guns or knives, and even “defensive weapons” such as shields (Farlam, Hemrai & Tokota, 2015: np). The requirement that protestors be unarmed is closely related to the requirement that a protest must be peaceful because violence includes both actual physical violence and the real threat of physical violence (Farlam et al, 2015: np).

This does not mean that every group of protestors that shouts or chants threats would automatically be considered violent. However, depending on the context, police or PSOs might see protestors carrying weapons as a threat that the protestors will use violence or as an attempt to raise the levels of aggression (Farlam et al, 2015: np). For example, in Senekal, in the North-West Province, during a court hearing in a murder case that exposed racial tensions, white farmers and black protesters screamed offensive threats at each other (Cooks, 2020: np).

2.2.1.3 Disruptive protest

Alexander, Runciman and Maruping (2016: 41) state that the Constitution does not protect violent protests, but it does protect forms of protest that are disruptive. Protests are disruptive if they disturb or interrupt an event, activity or process. Protests sometimes aim to be disruptive to incite a meaningful effect. Without causing some disruption to the daily functioning of society, protestors may struggle to communicate their message effectively. Disruption is often the only way for people who are ordinarily

excluded from the decisions that affect their lives to convey their grievances. Employees may, for example, participate in protected strikes to disrupt their employer's work regimes and draw attention to wage dissatisfaction or unfair working conditions (Mkhabela, 2020: np).

The legal degree, form and length of disruption will depend on the circumstances. While not all disruptions will be constitutionally protected, not all forms of disruption will be illegal. For instance, the disruptive protest at Rhodes University (RU) in April 2016, where students at the institution staged a protest against gender-based violence. On social media, the names of suspected rapists were published and trending. The protest started peacefully but then escalated to being disruptive when student protesters started blockading the roads entering the university. During this time, unlawful acts were reported such as assault and kidnapping (Alexander et al, 2016: 41).

2.3 Violent behaviour during protests

Violent behaviour during protests includes physical activities that either inflict immediate harm to some individuals or property or have a high probability of doing so. Thus, in addition to the more obvious signs of violent behaviour during protests, such as the burning down of properties or other structures, looting of shops, and other similar acts, such as throwing rocks at passing motorists or burning tires to blockade roads, other similar acts have been included as violent protests (Paret et al, 2017: 126; Hall, 2016: np; Karodia, Soni & Soni, 2016: 76).

Almost all the country's tertiary institutions witnessed violent student protest action (Bawa, 2016: np; Hall, 2016: np; Karodia et al, 2016: 76). Bawa (2016: np) further states that the University of Johannesburg experienced loss and damages estimated at over R100 million as a result of violent protests. Violence in South African universities includes damaging works of art, such as statues, clashes with PSO and police, the burning of buildings and ruthless arguments between groups of students. This violence is an inheritance of racial discrimination and colonialism, high unemployment, and widespread and growing income inequality. Protests began at Tshwane University of Technology in 2015 when students with outstanding debts were

prevented from enrolling. The financial dilemma faced by many tertiary students was compounded by the inability of the state loan and grant agency's National Financial Aid Scheme (NSFAS) to fulfil its obligations. The protests continued on other campuses and took various forms. At the University of Cape Town, they explored the legacy of colonialism symbolised by the monument to Cecil John Rhodes, while at Stellenbosch they distributed a haunting film "Luister" (Listen), describing the daily experiences of discrimination and racism by black students (Hall, 2016: np).

During the 2015 and 2016 protest actions, some students were taken into custody, while others were injured. Students at the University of Cape Town started protesting by setting fire to cars, burning artwork, breaking into residences, and bombing the vice chancellor's office. While police attempted to maintain stability, eight students were detained. Five students were charged, a court order was issued to prevent further protests, and charges were filed against the #RhodesMustFall campaign leaders (Hall, 2016: np). Both the bus fire at the University of the Witwatersrand and the destruction of property at North-West University were condemned by the Higher Education Department due to security concerns (Badat, 2016: 18). Violent student protests broke out at Walter Sisulu University and proceeded to KwaZulu-Natal University (UKZN). As tensions escalated, some protesters resorted to violence by entering apartment buildings, erecting burning barricades, burning portraits and other works of art stolen from homes, general vandalism and intimidation of members of the institutions (Hall, 2016: np; Badat, 2016: 18–19).

The #FeesMustFall movement has been violent, with some university buildings burning and chaos across the republic. Even though the country's president publicised those fees would be dropped for universities in the 2016 academic year, violence continued at some universities (Karodia et al, 2016: 76) allegedly linked to intimidation and violence by some students, PSO and the police. Observers, who support student protest movements, believe that some students justified their use of force to achieve their goals (Badat, 2016: 18). Although the police cannot be completely faulted for the violence of the high education protests, informants acknowledged that the police and PSO fired rubber bullets and stun grenades without first engaging with the protestors. Thereafter, the protestors retaliated by damaging university property (Langa, 2016: 10).

The campus of the Cape Peninsula University of Technology PSO used brutal forms of violence towards students that caused harm to physical structures and social relationships on campus (Langa, 2016: 26). Protesters were shot, physically assaulted and detained and stun grenades were used to disperse protesters, including in enclosed apartment buildings. They searched student dormitories and maintained strict entry restrictions (Malabela, 2016: 115). Additionally, at Limpopo University, violence started when management asked PSO on campus to disperse students who had gathered in Thami Square for a nightly vigil for #FeesMustFall. There was a confrontation between the PSO and the students, violence erupted then PSO called the police who, upon arrival on campus, arrested the student leaders. The students intensified the violence because they wanted their leaders released. The police responded with violence and fired rubber bullets at the protesting students (Ndelu, 2016: 26; Malabela, 2016: 115).

The above discussion serves as an example of the violent nature of student protests as experienced in South Africa. Additionally, as South Africa fights the Covid-19 pandemic, in KZN, the supporters of the former president, Jacob Zuma, protested peacefully against his 15-month jail sentence for contempt of court. The protest action soon degenerated into violence and spread to Gauteng Province where shops were looted, and set alight and roads were barricaded (Charles, 2021: np; Makhafola, 2021: np). The following section deals with the reasons for protests.

2.4 Reasons for protests

2.4.1 Psychological

According to Aratani (2020: np), two questions are raised concerning the psychological reasons for protests: (1) Why do some individuals want to change society while others want it to stay the same? (2) What drives certain people who are concerned about political and social issues to take action in support of their beliefs? In response to the police shooting of George Floyd in Minneapolis (Minnesota, USA), for example, protestors flooded the streets of cities across the United States and around the world, demanding an end to racial injustice and police brutality. Thousands of people protested in the middle of the Covid-19 pandemic. Factors, such as being cooped up

in their homes for several weeks and having more time to consume social media and follow news reports, may have invoked emotional accountability and responsibility to be involved in the protest action. In modern society, many people have access to smartphones (Aratani, 2020: np) that have made it easier to reach online communities through the sharing of vivid and emotive images of unjust treatment (Aratani, 2020: np). Additionally, through social media platforms, many people form part of the protest thus enlarging the physical capacity of the protests. For example, people on social media platforms criticised the police reaction to peaceful protests which continue to happen.

2.4.2 Mob Mentality

Mob mentality is the desire that some people have to be a part of a large group, often at the expense of their own feelings and adopting the behaviours and actions of those around them. The term "mob mentality" refers to how people can be influenced by their peers to adopt certain behaviours based on emotions rather than logic. Individuals who are affected by mob mentality may make decisions that they would not have made individually (Chiantera-Stutte, 2018: 157; Isenberg, 2021: np; Moyo-kupeta, 2021: 3; Sanderson, 2021: np).

At the beginning of the 19th century, the psychologist Gustave Le Bon believed that being part of a crowd turns ordinary people into creatures (Le Bon, 1908: np). Le Bon understood that when a person became part of the crowd, a person loses their sense of self, control, reasoning ability and they do things that they would never do as individuals. This theory of mob mentality that crowds make people act out of character still applies therefore, this theory of collective violence and loss of identity is used to explain violent protest action.

Crowds provide a sense of security. Crowds are places of deindividualisation, and they are places where people can readily engage in seemingly impulsive, deviant, and violent activities, believing that they cannot be identified individually. Individual, self-evaluated, and reasoned acts are not prioritised in crowds over group actions and conclusions. There is a reduction in inhibition, and most people, even the most self-aware, can readily lose self-awareness. Feelings that wrongdoing or criminal

behaviour cannot be singled out exacerbate this. Moreover, there is a weakened sense of right and wrong, as well as the ability to accept responsibility. There is a greater desire to perform in front of a crowd, to become a part of the crowd and to belong to the multitude (Chiantera-Stutte, 2018: 157; Sanderson, 2021: np).

In big groups, often the collective voice rules, whether out of fear or a desire to avoid being singled out. This is a motivating reason for mob mentality fostering irrationality. Thousands of supporters of Donald Trump marched from a rally on the National Mall to the US Capitol. More than 800 people broke into the inadequately defended structure, with some invading the Senate Chamber and others vandalising political leaders' offices. The attack left more than 140 people injured and four people dead, in addition to inflicting physical havoc and delaying Congress' certification of the presidential election. The supporters were primarily ordinary people who had been consumed into the mob mentality fostered by former President Trump. This dynamic is what compels people to do things they would not likely do on their own (Chiantera-Stutte, 2018: 158–159; Isenberg, 2021: np).

2.4.3 Sociological

Sociology is the study of human behaviour's social causes and effects, as well as social life and change. Sociologists study how people interact in groups, organisations, and societies (Ahamed, 2021: np). Sociology is a branch of social science concerned with society, human social behaviour, patterns of social interactions, social interaction, and cultural aspects of daily life (Saguy & Rees, 2021: np).

Students' dissatisfaction with a number of issues in South African higher education had been boiling for a long time (September & Beukman, 2017: np; Tait & Marks, 2011: 15). Due to unhappiness with student housing, the #FeesMustFall protests grew in breadth in 2015 and 2016. The outsourcing of support employees such as cleaners, gardeners, and security guards, as well as the language of teaching regulations at historically white universities, were also among the criticisms. As a result, the protests evolved and took on new names, such as #OutsourcingMustFall and #Shackville. The protests were particularly violent at several campuses, resulting in the suspension of courses and examinations, as well as property damage, injury, and the arrest of some

students (Mavunga, 2019: 82). The current service delivery demonstrations in South Africa have a limited reach and can be seen as indications of socio-political instability (Lancaster, 2018: 34). As a result, if the situation is not resolved, it has the potential to spread and turn into a fully-fledged uprising. As a result, while it is critical for the police to preserve order and enforce the law, the solution to the problem lies in quick remedies to the socio-economic conditions that exist in communities and colleges, not in policing. Urgent measures in respect to the conditions that disrupt municipalities' and universities' efficient and effective functioning, and service delivery are critical (Lancaster, 2018: 35; Paret et al, 2017: 126).

2.4.4 Lack of service delivery

As observed in the media, the rise in service delivery protests in South African local municipalities necessitates policymakers' understanding of the underlying behaviour between basic services and protests (Paret et al, 2017: 126; Hall, 2016: np). In October 2017, a wave of protests swept through most of South Africa's provinces. Protests are taking place in approximately 20 municipalities. The municipal workers' strike raises fears that dissatisfaction with municipal service delivery may worsen, leading to a spread of protest action. The primary reason appears to be dissatisfaction with basic municipal services such as access to water, electricity, and toilets, particularly in squatter camps. Joblessness, poverty, a lack of adequate infrastructure, and a scarcity of affordable housing are all factors contributing to rising tensions in these and other disadvantaged areas (Paret et al, 2017: 126; Hall, 2016: np).

Additionally, South Africa faces several other reasons for public protests in relation to service delivery. Allegations of widespread corruption and nepotism in local government systems are among them. Speaking at the South African Local Government Association (SALGA) in East London, the Minister of Cooperative Governance and Traditional Affairs, Sicelo Shiceka, admitted that "many of our municipalities are in a state of paralysis and dysfunction." Local government is seen as inept, disorganised, and rife with corruption and maladministration, according to the Minister. He suggested that if what they discovered in North-West Province is representative of the status of municipalities across the country, a national state of emergency would be required at local government (Mukumba & Imraan, 2017: np).

Evidently, there is a growing service delivery gap between citizens' expectations and what towns are practically capable of delivering. According to Van Hoof (2011: 1–2), the expansion in the expectancy gap is attributable to unfulfilled government promises of free services, rather than demographic causes such as migration and population growth. Furthermore, councils' lack of response in dealing with previously expressed public issues contributes to the reduction in satisfaction. During a protest, individuals can express their dissatisfaction with issues such as corruption and the absence of fundamental services (Paret et al, 2017: 126; Hall, 2016: np).

Below the implications of protests are discussed.

2.5 The implications of protests

Protest action can have serious implications on the people involved. Many university staff and students still suffer from and have trauma, anxiety, depression and mental illnesses because of the protests action that they experienced during #FeesMustFall. The psychological and emotional scars borne from the protests are irreversible (#SAfmlife TimeLive Talk, 2018: np). For instance, a research professor committed suicide at the University of Cape Town (UCT). His death sparked a dispute over reports that student demonstrators put him under a lot of stress and called him names like "coconut" and "sell-out" (Huisman, 2020: np).

Thousands of Grade 12 students in Vuwani, Limpopo, missed their preliminary exams in September 2017 as a result of service delivery demonstrations that shut down schools and other municipal services. Community members acted because they wanted to be a part of a new municipality and obtain services from the Vhembe District Municipality. As a result of the protests (service delivery), students were late for exams or were not able to attend at all and taxi strikes occurred. Even those who were late for exams because of the protests were traumatised (Makati, 2017: np).

In numerous countries, protesting has been utilised to advance specific agendas and achieve specific goals but have not always yielded the expected results in some circumstances. However, they have left negative effects that include:

Chaos and disorder: Violent protests often result in social chaos that disrupts the

route and order in which things were supposed to happen. For example, from 9-18 July 2021, protests took place in South Africa's KwaZulu-Natal and Gauteng Provinces, incited by former President Jacob Zuma's detention for contempt of court. The protest action that followed resulted in chaos and disorder. As a result, people were protesting, looting, blocking main roads and trucks have been burnt (Cotterill, 2021: np).

Violence: Protests are frequently violent, and they can result in violent clashes, which may result in fatalities. For instance, violent protests erupted in the streets of Braamfontein when the students at Wits University and the University of Johannesburg marched in the streets forcing the businesses in the area to close. They were protesting against the administration's decision to stop registration of students who had not cleared outstanding dues (Winning & Roelf, 2021: np).

Injury and/ or death: Protests, which normally entail a large number of people gathering and raising their voices, can sometimes lead to violence, resulting in injury or death. For example, the aftermath of the protest action that happened in Gauteng and KwaZulu-Natal claimed many lives, as stated by the Minister of Police. The causes of death and injuries were caused by stampedes during the chaotic looting of the shops or police shooting the protesters (Ndaba, 2021: np).

Damage to property: Protests can sometimes lead to violence, resulting in property destruction. Protest action in Gauteng and KZN, for example, resulted in substantial damage to malls and shopping centres, warehouses, factories and distributors. Trucks were set on fire, and property was destroyed (Cotterill, 2021: np).

Miscommunication: Protests are not always a successful way of expressing a point of view because, in most cases, the problem will not be solved in the long run. For example, various posts on social media encouraged protests, including attacks on highways and shopping malls. The SAPS stated that people have been arrested on allegations of inciting violence but have not revealed their identities (Moyo-kupeta, 2021: np).

Ulterior motives: There are those who take advantage during protests action to further their own goals, which may contradict the protests' entire purpose. These

individuals may be tempted to steal from others (Ndaba, 2021: np).

Decreased economy: Protests have a negative impact on the country's economic prospects, for example, unplanned protest action that happened after former President Zuma's arrest. Burning buildings and looting caused billions of Rands in damage, which was aimed at deliberately sabotaging the economy. South Africa's economy could suffer long-term consequences if domestic and international investors perceive the protests as an indication that the country is not a safe place to invest (Cotterill, 2021: np).

Unemployment: Due to Covid-19, many people lost their jobs which increased the rate of unemployment. During July 2021, unrest in Gauteng and KZN affected many businesses when investors pulled out because of looting and damaged properties and therefore employees lost their jobs which added to the rate of unemployment (Cotterill, 2021: np; Moyo-kupeta, 2021: np).

Lack of Transformation: Protests are not always guaranteed to bring about the desired result. Protests can sometimes result in more destruction than the change that was intended (Cotterill, 2021: np). The theoretical underpinning of protests is discussed next.

2.6 Theoretical underpinning of protests

Davies (1962: np), an American sociologist, created a model theory known as the Davies J-curve in 1962, which aims to explain when an individual's reality does not match his or her expectations. Normally, an individual's condition may not cause conflict or irritation but, when there is a rapid downturn (for example, in the economy), a significant gap between expectations and reality is established, resulting in frustration and dissatisfaction. These disappointed expectations, according to Davies' theory of relative deprivation, are a source of social unrest and raise the potential for political unrest. They also aid in overcoming the challenge of collective action, which might lead to rebellion.

According to Gurr (1970: 24), the basic cause of a revolution is widespread dissatisfaction with a country's socio-political condition. He believes in the "frustration-

aggression" theory, which explains why frustration is often accompanied by violence. The higher the level of irritation and the longer it lasts, the more likely it is to cause aggression. He adds that the severity and scope of relative deprivation determine the possibility for collective violence, and that frustration-aggression is the "main wellspring of human violence" (Gurr, 1970: 24).

Next, a global overview of the policing of protests is described.

2.7 A global overview of the policing of protests

The International Covenant on Civil and Political Rights (ICCPR) (2019) provides that states must recognise the right to dignity, equality, freedom of association, and peaceful and unarmed assembly as a prerequisite of the UN Charter's values. These are the fundamental rights of all individuals in the world, and they are the foundation of global freedom, justice, and peace. These rights are based on the human person's fundamental dignity and are in line with the Universal Declaration of Human Rights. Only by creating conditions that allow everyone to exercise their civil and political rights, as well as their economic, social, and cultural rights, can the goal of free human beings enjoying civil and political freedom and freedom from fear and want be realised (International Covenant on Civil and Political Rights, 2019: np).

Protecting freedom of expression, which is only restricted by respect for the rights and reputation of others, as stated in Article 19(2) of the ICCPR. Article 21 of the ICCPR, also guarantees freedom of assembly, with no restrictions on the enjoyment of these rights except those imposed by the law, national security, public safety, and public order. Protests, such as the Civil Rights Movement's march on Washington, the Arab Spring in the early 2000s and the Stonewall riots in New York, which launched the current Pride movement, have left effects on the world. Historically, protests have provided a forum for marginalised people to express their dissatisfactions and demands (Kaplan, Akhtar & Casado, 2020).

Beijing stated that it would impose national security legislation on Hong Kong in 2019. Thousands of people took to the streets to protest the law and were greeted by police with tear gas and water cannons. On May 28, 2019, China passed the legislation, and US President Donald Trump began the process of terminating Hong Kong's special

treatment (Tsang & Wire, 2020: np). Following the death of Regis Korchinski-Paquet, demonstrators gathered in Toronto. Korchinski-Paquet, a black woman, died when she fell from her 24th-floor apartment's balcony. She had requested assistance from the police, who were present in her apartment at the moment of her fall. The family strongly believes that “Regis' death could have been avoided”, her family wrote in a statement to CBC/Radio-Canada (Osorio, 2020: np).

Following the recent assassination of Eyad Hallaq by Israeli police, protests against police brutality have erupted in major cities across Israel, from Bethlehem to Haifa. Hallaq, a 32-year-old Palestinian man with autism who worked at a special-needs school in Old City Jerusalem, was shot by two police officers while unarmed. Because Hallaq was wearing gloves, one of the police officers, whose identity was not revealed, said that he thought he was dealing with a "terrorist." Hundreds of demonstrators gathered in Tel Aviv to demonstrate their support for George Floyd, holding posters saying "Black Lives Matter" and led shouts of "Say their names” (Elias, 2020: 3).

Brazilian police used tear gas and rubber bullets to disperse demonstrators in Rio de Janeiro and Curitiba who were protesting against police abuse in support of the movements in the United States. Brazil has a history of racism and prejudice, with over half of the population identifying as black or multiracial. Citizens are no strangers to police brutality, which frequently result in the deaths of black youngsters (Marcelino, 2020; np). Chileans have been protesting nationwide lockdowns caused by the coronavirus, as well as food shortages in Santiago, the country's capital (Alvarado, 2020: 4).

Protesters in Algeria have taken to the streets in a nonviolent and peaceful manner to oppose President Bouteflika's bid for a fifth term in office. Students, working men and women, and journalists are among the demonstrators who turned down Bouteflika's offer for a fifth term, demanding an end to official censorship and a return to the rule of law (Djelloul, 2019: np).

Protesters in different counties supported South Africa during apartheid and #FeesMustFall. For example, during #RhodesMustFall, students gathered at Oxford University in the UK. Whilst the National Union of Students devotedly supporting

campaigns of “Why is curriculum white?”, they dominated the headlines. Furthermore, in Europe, Nieuwe Universitiet in the Netherlands peaceful protest took place in support of the #FeesMust Falls and #RhodesMustFall protests. Historically it shows that #FeesMustFall did not start in South Africa. Conversely, in countries like Germany and other developing countries such as Chile, fees protests led to free higher education (Trowler, 2018: 132).

Based on the above discussion, various types of protests are happening globally. Next, a South Africa’s perspective on protest action.

2.8 An overview of South African protest action

The apartheid system in South Africa was opposed to the public participation in decision-making. Because of the animosity, only one race group benefited from public involvement to the cost of the majority. The majority of residents were thus robbed of a history of genuine public participation in policymaking and implementation (Masango 2002: 52). Protest action in the early 1990s created a picture of majority violence against the government's unfair system, which denied people fundamental services (Managa, 2012: 2). It also gave the impression that the demonstrators were violent, and that the police had no choice but to use excessive force in retaliation. The end of apartheid began in the early 1990s, after years of frequently violent opposition, and culminated in the installation of a democratic South African government in 1994 (Longley, 2018: np). Following 1994, the democratic government was charged with transforming local government into an inclusive, democratic, development-oriented, and public participation sector that effectively meets the needs of the public. As Davids (2009: 18) points out, the democratic government's policy reflects an integrated, people-centered development approach as well as a commitment to promoting a democratic, non-racial, non-sexist society marked by integration of decision-makers, the civil society and the private sectors, and the intended beneficiaries of development. Since 2008, protests have increased in South Africa, spanning community, labour, and student demonstrations. Protests are taking place across the country for basic amenities including water, power, housing, health, and education (Alexander, 2015: 13; Booysen, 2015: np; Von Holdt et al, 2011: np). South Africa has a long history of using organised civil disobedience and social mobilisation to fight the apartheid state.

Protesters thus tap into a protest culture that may be traced back to apartheid-era movements against exploitation and oppression (Booysen, 2015: np). Initially, the prevalent narrative was one of service delivery protests, which was fuelled in part by the mainstream media's coverage of protests (Paret et al, 2017: 126; Hall, 2016: np; Karodia et al, 2016: 76–77).

Student protests at university campuses around South Africa were widespread in 2015, with hashtags like #FeesMustFall and others. While these protests have typically been nonviolent, they have occasionally included major unlawful activities and acts of violence, such as arson, intimidation, and property damage. As a result, a number of universities have acquired interdicts to prevent illegal protests. The picture of frequent protests in South Africa, stemming from a variety of motivations, is evident. As a result, precise instructions for protective measures during protest activity are required (De Visser, Powell, Staples & Gilliland, 2012: np; McLennan & Munslow, 2009: np; Von Holdt et al, 2011: np).

The legislation governing protest action in South Africa is detailed in the next section.

2.9 South African legislation pertaining to protest action

2.9.1 Laws governing protest

After the democratic election in 1994, there are still unresolved social problems that have caused individuals to express themselves through organised and non-organised demonstrations in public meetings, marches, and even public protests. However, even though the underlying causes of public protest acts are admirable, according to Section 205 of the Constitution, the government has a duty to maintain public order as a basic right (Davids, 2009: 18).

The acts or procedures governing protest should provide a clear guideline on the rights stipulated in the Constitution of the Republic of South Africa, 1996 (RSA, 1996). This implies that the act is mainly aimed at supporting people to take part in protests. Under apartheid, the South African authorities set various laws in place to strictly regulate, prevent and ban protests, making it extremely hard to participate in lawful protests. Several legislatures were used before democracy to outlaw crowds in some areas in

South Africa (Alexander, 2015: 14; Booysen, 2007: np; SAPS, 2014: 19).

The Republic of South Africa's Constitution of 1996 (RSA, 1996) is the country's supreme law. All other laws must be consistent with the Constitution, and everyone must respect, promote, and practice the rights established therein. According to Section 17 of the Constitution, everyone has the right to peacefully assemble, demonstrate, picket, and present petitions. Furthermore, Section 17 of the Constitution is supplemented by the Regulation of Gatherings Act (RGA) 205 of 1995 (RSA, 1993). The RGA's preamble recognises that everyone has the right to gather with other people and openly express their opinions on any topic in public, while also being protected by the state, as stated in section 17. This freedom, however, is limited by the obligation to protest peacefully and with appropriate consideration for the rights of others (Alexander, 2015: 12; RSA, 1996: 125–126; RSA, 1993: np; Tait & Marks, 2011: 19).

2.9.2 Regulatory framework during protests

This section denotes the regulatory framework that explains and prescribes the manner and effects of the duties of the safety and security industry during protest action.

Constitutional Framework

The Republic of South Africa Act, 1996 (108 of 1996), Chapter 2 (the Bill of Rights) (RSA, 1996), establishes the legal framework for the protection of fundamental human rights. Everyone has inherent dignity and the right to have their dignity acknowledged and preserved, according to Section 10 of the Constitution. Everyone has the right to personal freedom and safety, according to Section 12 subsection 1 of the Constitution. This includes the right not to be denied freedom arbitrarily or without cause, the right not to be detained without trial, the right not to be subjected to any form of violence from public or private sources, the right not to be tortured in any way, and the right not to be treated or punished in a cruel, inhumane, or degrading manner (RSA, 1996: 137). Everyone has the right to physical and psychological integrity, which includes the ability to make personal decisions, the security of and control over one's body, and the right to not be subjected to medical or scientific experimentation without their

informed agreement, in terms of Section 2 of the Constitution. The goal of this section of the Constitution is to safeguard persons against all sorts of violence, whether they are committed privately or publicly (RSA, 1996: 125–126). According to Section 14 of the Constitution, everyone has the right to privacy, which includes the right not to have their body or house searched, their property examined, their possessions seized, and their communications privacy breached. Anyone who has a concern with how services are delivered can use the Constitution to establish these rights. Section 17 of the Constitution, Chapter 2 of the Bill of Rights (RSA, 1996) encourages peaceful gatherings, demonstrations, and picketing while safeguarding individual rights and freedoms. When policing a protest, police officers must remember that the Bill of Rights section 17, sub-part (1) of the Constitution states that "everyone has the right to freedom of expression."

Despite the fact that freedom of expression is critical in a democracy, opinions differ on what types of expression should be protected and what should be permitted or limited. Although everyone has this right, it does not extend to inciting violence. Everyone has the right to assemble peacefully and unarmed to demonstrate, picket, and present petitions, according to Section 17 of the Constitution. It is prohibited to force others to engage in protest action against their will under this section.

A restriction clause is found in Section 36 (1) and (2) of the Constitution. The courts use it to determine whether the government is infringing on the Constitution's fundamental rights and freedoms, and if the infringement is reasonable and in accordance with the Constitution. When a basic right is infringed upon, this provision comes into action. The Constitution's guaranteed rights are not absolute, and the limitation clause determines how these rights are limited (RSA, 1996: 125–126).

To restrict any fundamental right, according to Klatt and Meister (2012: np), involves a complicated and comprehensive set of tests. The primary standards to test against are reasonableness and justifiability on the one hand, and not contradicting the fundamental essential content of the right on the other. Reasonability is an objective test that is linked to the proportionality principle. Justification "must be understood in the perspective of an open and democratic society founded on freedom and equality". To give meaning to the term "justifiable" in this context, the court must first define the

terms "freedom" and "equality," which are the cornerstones of a free and democratic society.

Sections 36(1) and (2) of the Constitution state that the Bill of Rights may be limited only in terms of general law to the extent that the limitation is reasonable and justifiable in an open and democratic society founded entirely on human dignity, equality, and freedom, taking into account all relevant factors, such as:

- The definition of a right.
- The significance of the limitation's reason, as well as the nature and extent of the restriction.
- The relationship between the limitation and the restriction's aim; and
- Less restriction aims to achieve the goal.

No law may limit any right enshrined in the Bill of Rights, says subsection (2), unless as stipulated in paragraph (1) or any other provision of the Constitution.

Section 198 of the Constitution (Chapter 11), which governs security services generally and provides the government principles as follows:

- To resolve the South Africans, as individuals and as a nation, we must live as equals, live in peace and harmony, be free of fear and want, and seek a better life.
- To resolve to live in peace and harmony precludes any South African citizen from participating in armed conflict, whether domestic or international, except as provided for in the Constitution.
- The pursuit of national security must be done in accordance with the law, including international law.
- Parliament and the national executive have power for national security.

Additionally, security services created by the Constitution, armed organisations or security services may only be founded under national legislation, according to the legislation of private security contained in section 199(3) of the Constitution.

Sections 199(4) to (7) of the Constitution govern the general duties of security forces.

They stipulate that the security services must be organised and directed by national legislation.

- The security services must act in accordance with the Constitution and the law, which includes customary international law and international agreements obligatory on the Republic and should teach and instruct its personnel to do so.
- No member of the security services may cooperate with a request that is clearly illegal.
- In the exercise of their duties, neither the protective services nor any of their personnel may:
  - Prejudice a constitutionally protected political party interest.
  - further, in a partisan sense, any political party interest.
- To be open and accountable, multi-party parliamentary committees must have supervision of all security services in accordance with national legislation or Parliamentary rules and orders.

In terms of Section 205(3) of the Constitution, the main objectives of the South African Police Service are to prevent, combat and investigate crime, to maintain public order, to protect and secure the inhabitants of the Republic and their property, and to uphold and enforce the law (RSA, 1996: 125–126).

Other statutory sources are additionally applicable here:

- Republic of South Africa, South African Police Service Act 68 of 1995 (RSA, 1995b).
- Republic of South Africa, Regulation of Gathering Act 205 of 1993 (SA, 1993).
- Republic of South Africa, Criminal Procedure Act 56 of 1977 (RSA, 1997).
- National Instruction issued under the SAPS Act.
- Republic of South Africa, Dangerous Weapons Act 15 of 2013 (RSA, 2013b).
- Republic of South Africa, Private Security Industry Regulation Act 56 (RSA, 2001).
- Regulations and notices promulgated under the PSIRA.

The Republic of South Africa, South African Police Service Act, 1995 (68 of 1995)

The National Commissioner is guided by the Police Act in establishing and maintaining a national public order policing force. On the request of a Provincial Commissioner, the National Police Commissioner has the ability to deploy the national public order police force in any province to provide support. The National Commissioner will assess elements that may have an impact on maintaining public order and may need such deployment. A public order police unit that is deployed in this manner is subject to the Provincial Commissioner's instructions. When such intervention is required to maintain public order and the Provincial Commissioner concerned is unable to restore it, the President may direct the National Commissioner to deploy the National Public Order Police Unit (RSA, 1995b).

Republic of South Africa, South African Police Service Act, 1995 (68 of 1995) Chapter 7, Sections 18 to 23

The South African Police Service has been ordered to adopt a community policing approach to crime prevention and to form partnerships with the community and the police in order to promote communication and cooperation and to improve service delivery, transparency, and accountability, as well as joint problem identification. The Act mandates the formation and operation of community police bodies (RSA, 1995b).

Republic of South Africa, Regulation of Gathering Act, 1993 (205 of 1993)

The Regulation of Gatherings Act (RSA, 1993) emanates from an inquiry by the Goldstone Commission, 1992 into the regulation of gatherings and marches, to limit disruption and violence during such gatherings as far as possible (SAPS, 2014: np; Heymann, 1992: 4). In 1993, Parliament, passed a regulation to oversee protests in public places called the Regulation of Gatherings Act (RSA, 1993). Under apartheid, several violent clashes took place during protests, particularly between police and protestors. Government, and particularly the police, played a significant part in causing or worsening these conflicts, and often used brutal violence against protestors. The Gatherings Act was put in place to prevent these types of conflicts and ensure that police create a space where people can protest peacefully. It also requires police to protect protestors rather than instigate violence (RSA, 1993: np).

The Gatherings Act applies to gatherings in public places of more than 15 people. The Act sets out a legal process for protestors to follow to make sure that a protest is lawful. It explains what protestors should do to ensure that the police or a municipality legally recognises a protest. It additionally explains how the police should facilitate and support protests to ensure that protestors can exercise their rights. Furthermore, it empowers courts to overrule decisions of the police and the municipality if they exceed their legal powers by unlawfully restricting a protest (RSA, 1993: np).

> Every individual has the right to assemble with other persons and to express their views on any matter freely in public, and to enjoy the protection of the state while doing so, and whereas the exercise of such right shall take place peacefully with due regard for the rights of others (RSA, 1993).

Subsection (3) specifies the requirements that the convener of the gatherings must meet. These requirements apply to the required written notice, the marshals, the demonstration route, and the demonstration time. Participants should not bring any harmful weapons to the event. No one has the right to encourage hatred or violence. Demonstrators are not permitted to conceal their identities, and the action is not intended to obstruct emergency services or restrict public access.

The Act specifies what should be included in the notification and how it should be approved, as well as the responsibilities of a police officer who gets information about the prospective gathering. Section (5) specifies the circumstances under which gatherings may be forbidden or prohibited. If it is brought to the attention of the responsible officer under oath that a planned gathering will cause serious traffic disruption, injury to participants or other persons, or extensive property damage, the responsible officer must meet with all relevant role-players to consider prohibiting the gathering. If the Act's standards are not met, the gathering does not have to be illegal. A police official may only disperse a gathering if it has been declared prohibited or if a South African Police Service inspector or someone of higher rank has reasonable grounds to believe that the gathering will cause danger to persons and property that cannot be avoided by other means prescribed in the Act that include South African policies and laws concerning freedom of expression, public violence, and policing. Members of the South African Police Service must follow a number of policies, acts, and laws when it comes to regulating crowds, resolving conflicts, and controlling

perpetrators and offenders (RSA, 1996: 125–126; RSA, 1993: np).

It is critical to assess whether police responses meet or fail to meet the standards and objectives set forth in the National Instruction: Crowd Management During Gatherings and Demonstrations (SA, 1998), Regulations of Gatherings Act of 1993 (RSA, 1993), the South African Police Service Act (RSA, 1995b), and the Criminal Procedure Act No 51 (RSA, 1997), Section 49, in order to determine whether the police meet or fail in their responsibility to ensure respect for the rights of the people as the “unregulated and disruptive behaviours of crowds are the most common kind of public violence” (Role of the Investigative Function in South African Policing [SAPD HRD], 2005: 2).

Republic of South Africa, Criminal Procedure Act, 1997 (51 of 1997) Section 49

The Act (RSA, 1977) establishes the legal foundation for using force to make an arrest. An arrester is defined as any person authorised under this Act to arrest or assist in the arrest of a suspect who is any individual in respect of whom an arrester has or has a reasonable suspicion that such a person is committing or has committed an offence, according to the definition. If any arrester attempts to arrest a suspect and the suspect resists or flees, or it is evident that an attempt to arrest him or her is being attempted, and the suspect cannot be arrested without the use of force, the arrester may, in order to achieve the arrest, use force:

(a) if the use of force is immediately necessary to protect the arrester, anyone lawfully helping the arrester, or anyone else from death or serious bodily harm.

(b) if the arrest is delayed, there is a substantial risk that the suspect will cause imminent or future death or grievous bodily harm; or the offence for which the arrest is sought is in progress and is of a forcible and serious nature, and

(c) involves the use of life-threatening violence or a strong likelihood that it will cause grievous bodily harm (RSA, 1997: np).

National Instruction 4 of 2014 Crowd management

The National Instruction's objective is to control crowd management in accordance with the Constitution's democratic principles and acceptable international norms. It

lays forth the steps to take in order to exercise one's right to free speech. Through Community Policing Forums, the South African Police Service is required under the National Instruction to "take a proactive role in recognizing and resolving impending conflict" (SAPS National Instruction 4 of 2014 [SAPS]: 6).

A list of Authorised members designated in terms of section 2(2) (a) of the Act must be available in the Area Commissioner's office and exhibited at the Community Service Centre, according to the National Instruction. The Authorised member is responsible for and performs the following tasks:

(a) Act as a spokesperson for the Service during discussions;

(b) Maintain positive connections;

(c) Plan and negotiate the size of security forces to be deployed;

(d) Notify the relevant officer of planned and unplanned gatherings;

(e) Maintain a three-year record of goals and reports;

(f) Attend the debriefing;

(g) In accordance with the Act, request conditions or prohibitions; and

(h) Brief all members performing tasks at a gathering or demonstration on the text of the notice.

The fundamental technique for crowd management, according to SAPS (2014), is to conduct a threat assessment to determine the severity of the threat and "the most appropriate component to control the proposed event." A Joint Operating Centre (JOC) must be established, and the centre must be led by a joint operational centre commander. The joint operating centre must develop a written operational plan and present it to the Provincial Commissioner, as well as put in place an effective information-gathering mechanism. The data is utilised to make resource allocation decisions (SAPS, 2014: 10).

The National Instruction specifies how personnel will be briefed prior to deployment. The operational commander must personally brief the members and communicate the operation's objectives to all members deployed for the event, as well as the operation's details and instruct all commanders or section leaders to provide precise written plans

on their respective tasks. When a briefing is provided, a name list of all members present should be compiled. The use of force is prohibited in sub-paragraph (11) during the performance of the operation (SAPS, 2014: 16).

Force must be avoided at all costs, and processes must be followed if negotiations fail. “If force is unavoidable, the least amount of force possible must be used to achieve the goal. The use of force must be commensurate to the gravity of the circumstances and the threat posed”, says the law. The force must be proportionate, and it must be phased out once the goal has been met. It is forbidden to use 37mm stoppers, weapons, or sharp ammunition such as birdshot and buckshot. Rubber bullets are not allowed to be used. Shotgun batons should only be used to disperse a crowd in emergency situations where a less harsh option has failed (SAPS, 2014: 16–17).

Individual members are not permitted to act. Force may only be utilised under the command of the joint operational centre's commander. All members who are visible must be trained in crowd control. The common law principles of self-defence are unaffected by this ruling. An operational diary must be completed, according to sub-paragraph (12), to guarantee a full record of actions. In Subparagraph (13), a recorded debriefing is required to establish whether the operation was successful, and communication was acceptable. “A full evaluation must be carried out, and video coverage should be displayed if at all possible. Trainers must attend debriefings in order to correct improper conduct and mistakes, and to identify good practices as part of the learning process”. Sub-paragraph 14 provides instructions to a member who arrives at an unexpected assembly for the first time, requiring the member to keep the peace and contact the operational centre (SAPS, 2014: 18).

Republic of South Africa, Dangerous Weapons Act, 2013 (15 of 2013)

The Dangerous Weapons Act, 2013 (RSA, 2013b) is a national law that regulates the use of weapons. The Act says that it is illegal to carry almost any type of weapon in cases where, in carrying the weapon, it could reasonably be suspected that the person plans to use the hazardous weapon for an unlawful purpose. However, the law also says that people are allowed to carry ceremonial weapons “if they participate in any lawful religious or cultural activities” or “any lawful sport, recreation, or entertainment”.

For this reason, it is uncertain whether protestors can raise ceremonial weapons if they do not longer intend to do something unlawful. Much relies up on the context in which a ceremonial weapon is carried **(**RSA, 2013b: np).

Next, the legislation governing protest action in South Africa is outlined below.

2.10 An overview of the private security industry

PSIRA regulates the private security industry in South Africa (RSA, 2001: 2). This means that the private business conducted by legally registered security service providers is done to receive compensation (Gumedze, 2015: 16). Minnaar (2007: 8) explains that the security industry is involved with defending and protecting the property of their customers.

The private security industry in South Africa has expanded over the past few decades (Berg & Nouveau, 2011: 23; Berg & Howell, 2017: 6; Omar, 2017: 23). According to the PSIRA annual records, there are just over 2,495 899 registered and active security personnel deployed by over 9744 registered and active private security providers. In addition, there are a further 1.9 million inactive security personnel (PSIRA annual report, 2020: 58).

The private security industry is amongst South Africa's largest employers, which, through competitive market forces, contributes to meeting the ever-growing demands of South Africans in respect of their safety and security needs. The private security industry has become an integral part of society. However, local media observes that there are illegal, non-compliant or unregistered security companies and/or security officers operating (Bateman, 2016: np; Bodnar, 2012: 3; Nicolson, 2016: np). During protest action, security officers are often the first responders but most of them are not well-trained and do not act within the perimeters of the law (Beukman, 2017: np).

In the matter of PSIRA and Another's vs Anglo Platinum Management Services Ltd and Others, the court the held that security providers must be a reliable and are compelled to put public interest first. This is to guarantee, for instance, that security officials have no connection to crimes, are appropriately prepared, are dependent upon legitimate disciplinary and administrative measures, and do not commit any

maltreatment of the general population. As a result, the PSIRA must use extreme caution in order to ensure that that section of the act is not jeopardised (PSIRA and Another's vs Anglo Platinum Management Services Ltd & Others, 2006: np).

PSIRA has been given a variety of powers and obligations to advance as well as within the industry's interface to ensure that all security service providers act in the public and national interest (Berg & Howell, 2017: 17). According to PSIRA, the inspectors have an obligation to check the industry's compliance and conduct inspections to ensure that security providers obey the rules of PSIRA. The inspectors have powers to institute charges, penalties, punishments and bans for the non-compliance in terms of legislation or contraventions of the code of conduct (Berg & Howell, 2017: 18). There are thorough frameworks of legislation and guidelines which exist universally and in South Africa to ensure that legislative and procedural requirements are applied (Bateman, 2016: np). In South Africa, these include PSIRA, Code of conduct for Security Service, 2003, the Republic of South Africa, Basic Conditions of Employment Act, 75 of 1997) and Republic of South Africa, Labour Relations Act, 66 of 1995 (Berg & Howell, 2017: 18).

A significant reason for the Act is that private security providers must act in accordance with the Code's appropriate legislation, norms, and guidelines. Private security guards exert coercive power, authority, and control whether or not they are armed (Beukman, 2017: np; Bateman, 2016: np; Bodnar, 2012: 3). To ensure that the general public is safeguarded from the arbitrary exercise of power and maltreatment, the private security industry must be supervised, regulated, and subjected to the Code's control and rules. The need for investigation arises on a regular basis to ensure that security personnel follow the law and behave in accordance with their rights. As a result, the Code's scope is unnecessarily broad, and the inclusion of security professionals for regulation and guidance serves a purpose in achieving the Act's legitimate purposes.

2.10.1 The historical development of the South African private security industry

During the apartheid era, in the late 1970s and 1980s after the 1976 student protests, the South African government became concerned about the level of violent protests (Jeffery 1991: 21; Pillay, 2001: np). As crime and violence escalated, people felt

increasingly unsafe thus opted for using private security for the protection of property, business, and people (Pillay, 2001: np). At that time, the police withdrew from their normal duties to concentrate on the political unrest, and this left a gap for private security to grow rapidly. After deployment from another country, former military police personnel were recruited to join the Private Security Industry to use their expertise (Pillay, 2007: 61).

The promulgation of the security officers' Act was to regulate the business in the form of a security officers' board mostly serving private interests. Meanwhile, the Private Security Industry Regulation Authority Act (PSIRA), 2001 (RSA, 2001) sought to protect public interests (Berg & Nouveau, 2011: np). PSIRA is backed by a set of legislation and a code of conduct for the South African private security business. PSIRA was founded in accordance with Chapter 2 of the Private Security Industry Authority Act. PSIRA's mandate and goal is to promote a legitimate industry that abides by the Constitution and other applicable laws, to govern the industry, and to implement effective control over the occupation of security service providers in the nation's and state's interest (RSA, 2001: 7).

2.10.2 Regulation of Private Security Providers

The Constitution includes provisions for any additional armed service that is not directly controlled by the state after 1994. In terms of national legislation, these services must be recognised, regulated, and managed (RSA, 1996: 122). Thus, the establishment of Private Security Industry Regulation (RSA, 2001), despite its existence during the apartheid era, as the Security Officials Act 92 of 1987 (Berg & Nouveau, 2011: np).

After the Security Officials Interim Board was established, the focus of the Act shifted to the state to regulate the private security industry as the Security Officials Act 92 of 1987 was not in line with the Constitution as it gave security officials powers to search, capture, and seize (Berg & Nouveau, 2011: np). The Security Officials Interim Board (2000:41) stated that people who are placed in positions of relative power over other members of society should be closely supervised and monitored to ensure that no one is harmed. The Private Security Industry Regulation Act 56 (RSA, 2001) is one of the

legal instruments that govern the security industry. It aims to direct the private security industry through the establishment of regulatory authority and ensure that security personnel follow the law and act in accordance with the fundamentals of human rights (Gumedze, 2015: 8).

The Security Officials Act 92 of 1987 and the PSIRA Act 56 of 2001, according to Berg (2008: 88–89), are different. PSIRA's Board of Directors is made up of people from many walks of life, not just those in the security industry, to prevent PSIRA having a bias toward the interests of security managers. This does not, however, imply that PSIRA has no problems directing private security firms. Minnaar (2007:1) states that the primary hindrance of PSIRA managing the private security industry was the uncomfortable relationship they have.

Section 3 of the Private Security Industry Regulation Act (RSA, 2001) ensures that security service providers' practices are in the public and national interest, as well as the industry's (RSA, 2001: 4). According to Zedner (2006: 84), the security business seeks to take advantage of market opportunities, increase turnover, and make a profit without regard for the public's interest or effective protective legislation. If the security business is not tightly regulated, it might represent a threat to national security. According to Zedner (2006: 84) and section 28 of the Private Security Industry Regulation Act (RSA, 2001: 5), the industry's safety and security must be controlled and governed by a code of conduct that outlines its tasks and obligations.

The code of conduct's main purpose is to establish binding rules that all security service providers and personnel must follow in order to promote and uphold the following:

- Trustworthiness and professionalism across industry functions, including clients;
- Service providers' adherence to a set of minimum standards;
- Service providers' adherence to their commitments to the state.
- To avoid exploitation or abuse of security staff, the applicable minimum wage must be paid (RSA, 2013a: 9).

In PSIRA & another vs Association of Independent Contractors and another, the

Supreme Court of Appeal stated that the PSOs operating in the industry provide protection of personnel and property. The private security sector has more employees than the police and defence force combined. Protecting others' fundamental rights is its priority. The court further highlighted that, when performing their roles and responsibilities, they also wear uniforms, carry weapons on duty and are given access to personal property and organisations (PSIRA & another vs Association of Independent Contractors and another, 2014: np; Gichanga, 2015: 13).

The regulatory framework used to govern protest action in South Africa has been reviewed. The following sections deal with the role and responsibility of safety and security during protest action in Tshwane precinct. The roles and responsibilities of the PSOs, SAPS and TMPD are delineated below.

2.11 The roles and responsibilities of the private security industry during protest action

The role and responsibilities of PSOs are similar to those of SAPS however this does not override the mandate of the police (Bodnar, 2012: 3). According to Gumedze (2015: 12), the private security industry's job is to provide protection services to those who can afford to pay a fee (customers) to prevent crime. Fisher, Halibozeck and Walter (2013: 44) disagree with Bodnar and Gumedze, they believe that safety and security depends on the competence of the security officer who is on duty and that his/her level of education and training play a vital part on the safety of the organisation (Bodnar, 2012: 3; Gumedze, 2015: 12). Nemeth (2012: 22–23) states that the role and responsibilities of the security industry is to protect property, people and organisations as well as to prevent crime, not to replace the responsibilities of the police but to work in partnership with the police in public areas. According to section 1 of the PSIRA (RSA, 2001), the role of the PSO is to:

- enforce laws, rules, and company policies;
- respond to emergencies;
- control access to buildings and protect employees, guests, and the general public;
- monitor alarms and surveillance systems;

- patrol areas and perform security checks;
- write activity and incident reports.

Although PSIRA does not provide PSOs with a mandate to police crowd management, there were elements of crowd management that PSOs unintentionally provided during protest action even though is the mandate of the SAPS according to the section 205 of the Constitution (RSA, 1996: 122).

The private security industry offers safety and security to wealthy South Africans. Private customers pay for a field of private security services including but not restricted to the protection of individuals or property. The private security industry (PSI) is additionally contracted to provide security services during special occasions, for example, sports matches and large events. However, in this context, they may encounter incidents that require strategic management of crowds that involves protest action. In the context of institutions, like universities, internal security provides security for sporting events and general safety and security on campus. The PSIs typically provide services such as perimeter control and access similar to those found in gated communities in South Africa.

The role of PSO during the #FeesMustFall movement was characterised by scenes of students clashing with police and PSI (insourced and outsourced). The violence in retaliation for students' violent protest action and the role of the PSO in this violence calls for further examination (Hall, 2016: np; Karodia et al, 2016: 76).

By law, the private security industry may not undertake security functions of crowd control as this mandate is reserved for the SAPS, specifically the Public Order Policing Units (POPs), who are specialists in crowd management. There is a debate of how this impacts the private security industry in relation to its clients' interests on private property (September & Beukman, 2017: np).

Gwara (2021: 42) stipulates that the security officer must be aware of their role and responsibilities before they can commence with security duties at their institution or business. Security protection processes, procedures and policies agreed by the organisation and the security services must be made accessible to the security personnel so that security protection activities are not interrupted. The PSOs, as the

front line, are confronted by many different situations that they must police to protect the client's property, even though they do not fall within the mandate, for example, protest action (Gwara, 2021: 42; Kole, 2010: 36).

In the matter of Loureiro & others v Imvula Quality Protection (Pty) Ltd., the Constitutional Court stated that the SAPS does not always meet its constitutional mandate. Hence PSIRA is an important component of South Africa's crime control system. While the private security industry cannot replace the police, it may fulfil functions that fall within the mandate of the police. The security industry continues to grow in South Africa because of the need for additional security measures. Thus, the number of registered PSOs exceed number of SAPS members (Loureiro & others v Imvula Quality Protection (Pty) Ltd, 2014: np).

Fischer et al (2013: 95) and Kole (2015: 89–90) stipulate that the main roles and responsibilities of the security officer are to prevent crime by collecting information, monitoring entry and safeguarding individuals and their property against crime. Fischer et al (2013: 95) explain that the private security industry is controlled by three components in executing their responsibilities. They are: guarding components that make up 65 per cent, the electronic or security systems components (15 per cent), the cash-in-transit solutions components (13 per cent) and the remaining 7 per cent belongs to locksmiths and private investigations components. For the purpose of this study, the researcher focused on guarding components.

2.11.1 The roles and responsibilities of PSOs as a guarding component

Goodenough (2007: np) explains that the private security industry has various functions. These functions are concerned about the security and protection of property or people. The guarding component is the biggest component of the security industry, and the guards mostly work for contract security organisations (Goodenough, 2007: np). Their main responsibility is to prevent crime and report the individuals who have committed crime. Most guarding responsibilities relate to access control by screening individuals who need to access premises (Fischer et al, 2013: 95). The private security industry also guards the gated communities and fenced-in residential locations that have quickly expanded in number over recent years and require additional security

measures (Goodenough, 2007: np).

Goodenough (2007: np) states that the police stations and head offices have been utilising the PSOs to guard their properties while they are capable of protecting themselves. Fisher et al. (2013: 95) explain that this mitigates the police from performing safe gaurding duties and allows them to concentrate on other policing duties.

The University of the Free State (UFS), as a public institution concerned with human rights, safety, and security of both persons and property, employs both internal campus PSOs and external private security firms to protect its assets. During October 2017, students were legitimately protesting, demonstrating and picketing at Bloemfontein and Qwaqwa campuses of the UFS when the PSO confronted them. The tension escalated when two students on the Qwaqwa campus were shot with live ammunition and severely injured. After the altercation, property was damaged and bystanders were injured.

The main role and responsibilities of the guarding component is to protect property, prevent and uncover criminal activity, including trespassing and damage to client's property and to stop unlawful access which might lead to unlawful conduct. This component also executes instructions, procedures and guidelines from the client associated with the prevention of crime (Fisher et al., 2013: 96; Nemeth, 2012: 101).

There are PSOs who carry guns and are called upon when PSOs or members of the community witness a crime. A private security company is typically hired to provide security services to clients and the community, including crime prevention and collaboration with the police (Kole, 2015: 86). Private security officers, like police officers, wear uniforms, carry firearms, and have been assigned to positions of power by their customers. This gives the impression that PSOs have more legal authority than ordinary citizens but this is not the case. They have the authority to arrest, investigate, carry weapons, defend themselves, and defend their property or property given to them as citizens. PSOs are not authorised to intrude on other people's privacy, listen in on their conversations, trespass, or wear a uniform or badge that closely resembles that of a police officer (Kole, 2015: 86). PSOs should act professionally and

should use care when exercising the following legal rights:

Search and Seizure

A search is an investigation of a person and/or his/her possessions for the purpose of locating evidence. Citizens have the right to search those they have arrested or detained for the sole purpose of ensuring their safety and recovering stolen property (Dempsey, 2008: 96). Such searches are necessary for the suspect's and the security personnel's safety since they can prevent harm to themselves and others. However, even without an arrest, common law permits a search to restore stolen property. Any search must be conducted in private and by a person of the same sex as the person being searched with the least amount of force, intimidation, or embarrassment feasible (Fischer et al, 2013:107; Kole, 2015: 86).

Arrest and Detention

The power of arrest is conferred by common law and statutory law in several jurisdictions. As a result, arresting someone is a serious legal action that should not be conducted carelessly. PSOs have the same common law rights as any private individual to arrest somebody who has committed or is suspected of having committed a crime based on reasonable grounds (Dempsey, 2008: 93; Fischer et al, 2013: 107).

Reasonable grounds for arrest indicates that the arrestor acted as any ordinary citizen would have acted after seeing the same facts and coming to the same conclusion. Detention differs from arrest; hence, a suspect might be detained for a short period of time by a civilian or PSO while waiting to be handed over to the police. However, the arrestor certifies the offence committed by the accused offender during that time (Fischer et al, 2013:107). According to Fischer et al (2013:108), the person who has been arrested should be handed over to the police as quickly as possible. Detention does not have to be physical; it might take the form of words, actions, gestures, or threats if the detainee believes he or she is not free to leave the premises. A reasonable person must believe that a crime has been committed based on probable cause and important facts (Dempsey, 2008:93).

Interviewing

According to Kole (2015: 142), PSOs are typically tasked with questioning

(interviewing or interrogating) witnesses or suspects in their jurisdiction. There is a difference between an interview and an interrogation, and an interview may turn into an interrogation. An interrogation is a controlled conversation with those suspected of direct or indirect involvement in a crime; an interview is a controlled conversation with witnesses or victims of a crime (Kole, 2015: 142). There is no law prohibiting people from having a conversation in which they ask questions in order to gain information. No information collected involuntarily or under pressure is accepted in court. That means the rule of the law applies equally to everyone whether police or PSOs (Fischer et al, 2013:109).

Use of Force

The nature and scope of PSO's mission necessitates the use of force at times. In general, force may be used to defend oneself or others, to defend property, or to prevent crime (Fischer et al, 2013: 113). The use of force is limited because it can only be used when and to the degree that it is legitimately necessary. What constitutes reasonable force varies based on the nature of the protected interest, the type of act being resisted, and the precise facts of the situation (Kole, 2015: 142). According to Dempsey (2008: 98), the type of physical force citizens can use to detain or arrest a person is governed by Criminal Procedure Act, Section 49. When it comes to the use of force, the police have been given more discretion than PSOs. Deadly force is not permitted unless the suspect's force is also lethal or likely to cause serious bodily damage. Should the use of force be deemed unreasonable, PSOs and their employers will be held accountable; such excessive force can range from assault to a person being killed (Fischer et al, 2013: 113).

2.11.2 Role of private security officer during protest action

Section 4 of PSIRA Act (RSA, 2001) provides the instruction for security service providers and security employers performing security duties at the environment where there is protest action. POSs' role is protecting and safeguarding of property, individuals and as well as the organisation (RSA, 2001: 12). PSOs must also be taken into consideration the following laws, regulations and notices when monitoring the protest action:

- Constitution of the Republic of South Africa Act, 1996 (RSA, 1996),
- Republic of South Africa, Private Security Industry Regulation Act 56 (RSA, 2001).
- The code of conduct for Security Service Providers (RSA, 2013a).
- Any other regulations made in terms of Private Industry Act, 2001.
- Republic of South Africa, Regulation of Gatherings Act 205 of 1993 (RSA, 1993).
- Republic of South Africa, Criminal Procedure Act 51 of 1997 (RSA, 1997).
- The draft NEDLAC Accord and / or Code Practice industrial action and picketing.
- SAPS National Instruction 4 of 2014 on Public Order Police: Crowd Management during Public Gathering and Demonstrations; and
- SAPS Standard Operating Procedure.

Crowd management in relation to protests, contests or criticism in a public space is an activity regulated in terms of the Regulations of Gatherings Act, 1993 (RSA, 1993). Section 9 of the act deals with the management of protests and is the provision that empowers members of the police to deal with gathered crowds. However, the private security industry is mandated by the client to protect and safeguard persons and property, irrespective of the role of SAPS or other policing agencies in terms of the RGA (RSA, 1993: np).

Private security can lawfully act to ensure the protection of their client's or the public's, safety and property. This includes being present at the premises and acting against threats. The responses available include the use of force and arrest. However, the use of any of these must be exercised within at least the same limitations as the police. For example, private security officers, like the police, must comply with the section 49 of the CPA's restrictions on use of force during arrest (RSA, 1997: np).

Private security officers can arrest protestors engaged in illegal activity or violence, such as destruction of property, under section 42 of the Criminal Procedure Act, 1997 (RSA, 1997) (CPA). This section empowers any private person to effect an arrest where they have a reasonable suspicion that a criminal offence has been committed and they reasonably believe the individuals are about to flee after committing a

criminal offence or where the individuals are associated with a fight, commotion or disturbance.

A security officer cannot violate the individual's right that are set out in the Bill of Rights (RSA, 1997: np). For instance, PSOs are not permitted to enter private property, search, confiscate property, arrest, detain, intimidate, or hurt or kill anyone under any circumstances or in the context of the law (unless such action is reasonably necessary), request documents or information from individuals, or violate the confidentiality of any person's communication (Regulation 8(2)) (RSA, 2013a: np).

Where private security officers are involved in protecting property and controlling crowds during protests, they act like the police and other state security agencies. The core of the policing lies in the private security officer fulfilling the public function of safety and security, by exercising its associated powers. Acting essentially as an extension of the state means it is critical for security officers to respect the Bill of Rights and applicable legislation, particularly the CPA (RSA, 1997: np). It was discovered that, considering the student protests, as well as the SAPS' inability to meet and attend to the demands of private clients, the private security industry may seize the opportunity. According to the South African Constitution, the mandate to maintain public order is solely the responsibility of the SAPS, and the SAPS is the only law enforcement body mandated to deal with protests. However, due to the nature of the #FeesMustFall protests, private security was able to fill that gap (Gichanga, 2015: 14).

2.12 The roles and responsibilities of the SAPS during protest action

According to section 205(3) of Constitution, the mandate of the SAPS has been stipulated to maintain public order, protect and secure the inhabitants of South Africa and to uphold and enforce the law (RSA, 1996: 122). In terms of SAPS Act, section 17(1) and (2) and section 218(1)(k) of the Constitution provides that the National Commissioner should establish and maintain a national public order policing division (RSA, 1995b: np). POP comprises the maintenance of public order and is accomplished in two ways: first, by protecting people during public gatherings and demonstrations and, second, through intelligence-driven crime combatting and preventative activities. The goal of these guidelines is to keep the crowd under control

so that if violence is foreseen or occurs during any gathering, peace can be restored. The Regulation of Gatherings Act 205 of 1993 (RSA, 1993) is used to police crowd management. According to Omar (2007: 7), it was enacted in reaction to the findings of the Goldstone Commission of Inquiry, which was established in October 1991 to investigate and expose the context and causes of violence and intimidation in South Africa.

The Commission found that, in the early 1990s, violence and police brutality were common at big marches and demonstrations. The Commission urged that citizens be given the right to attend peaceful public gatherings and that the role of police officers at these events be reconsidered. According to Omar (2006: 8), the Goldstone Commission also advised that immediate efforts be made to prevent the carrying of dangerous weapons and to create a good relationship between the community and the police. The South African Police Service's aims, as stated in section 205 (3) of the South African Constitution Act 108 of 1996 (RSA, 1996), should be read in the context of the Regulation of Gatherings Act 205 of 1993 (RSA, 1993). These goals are to prevent, combat, and investigate crime, preserve public order, and safeguard and secure South Africa's citizens and their property, as well as uphold and enforce the law (RSA, 1996: 122).

In South Africa, in April 2020, there were 56 POP units, which consisted of nine (9) Reserve units and 47 provincial units consisting of more than 5 000 operational members. The Operational Response Service (ORS) Division Commissioner is in charge of all national POP units in the county. Every province has a national unit that is stationed throughout the province and is led by the provincial commissioner. To protect public order, the Division Commissioner and Provincial Commissioners must work together to uphold and maintain the capacity to deliver efficient crowd management. Since 2012, SAPS has been training POP members with refresher training courses being presented and their modules being evaluated and updated. POP personnel are sent to help local police departments deal with public protests in their respective jurisdictions. However, civil society must oversee the safety and security industry's engagement in protest movements, and the civilian Secretariat for Police's policing oversight role should be increased in this regard (RSA, 1995b: np; SAPS, 2014: 15).

The POP's primary responsibilities are to maintain law and order by policing public demonstrations (Omar, 2007: 1). POP manages everyday protests in the country but is frequently criticised by the public and the media for how it handles protests. SAPS National Instruction 4 of 2014 (SAPS, 2014) stipulates that the roles and duties of POP units throughout protest action are as follows:

(1)(a) Policing of public assemblies

All gatherings and assemblies, whether peaceful or disruptive, must be policed including major events and public assemblies. Further, the POP unit commander must execute the duties of crowd management and assist in significant events and public gatherings, however, tactical reserve units must be available. Level three occurrences must be managed by POP units, whereas level one and two incidents must be handled by the appropriate local station.

b) Defending against major violent crime

The management of public violence at a scene of major violent crime will secure the scene, and deal with any crowds gathering during the management of crime scene to safeguard individuals and property. This is part of the prevention of serious violent crime.

c) Providing specialised operational assistance

The provision of specialised operational support includes assistance with crime prevention with other police components or divisions.

(2) Information management

To accomplish the above, the POP commander must protect information effectively. This incorporates obtaining and taking all applicable details on the tactical and operational functions of POP and information of all incidents, events, or operations. To ensure accuracy, details of the incident are updated and circulated to national head office.

(3) Commander of POP must make sure that all the relevant information of all notices in the jurisdiction are captured on the Incident Registration Information System (IRIS) to safeguard data integrity.

(4) At all gatherings, the information manager must designate and deploy video camera operators to monitor the event with evidence-based video footage about events noted in the initial assessment. It is necessary to follow the applicable Video Administration guidelines, directives, and instructions (SAPS, 2014: 19).

According to Cele (2018: np), the police must defend the law and Constitution, protect human dignity, and recognise that South Africa is currently reconstructing its society, necessitating the construction of a security agency that reflects the country's national demographics and gender character. The SAPS is coping with an increase in demand for police services, as well as an increase in violent protests and high crime rates.

There are a variety of factors that contribute to violent protests, the most visible of which is when the SAPS or TMP use excessive force or respond too quickly to clear crowds with rubber bullets and teargas. This can heighten tensions and lead to clashes between PSOs and the police (Lancaster, 2018: 37; Paret et al, 2017: 126). According to the Farlam Commission, due to the number of recent occurrences of violent protest action, a proposal has been made about the role of policing during violent protests. The probe follows a complaint from the Council for the Advancement of the South African Constitution alleging that members of the SAPS assaulted and killed an

unarmed civilian during a service delivery demonstration, according to the human rights commission's report on police violence. During a protest in Ficksburg in April 2011, Andries Tatane was repeatedly assaulted by police and fatally shot (Marikana Commission, 2014: np).

The report, among other things, criticised the SAPS' use of force and disproportionate force in this case, as well as its disregard for the RGA's rules and violations of the deceased's basic human rights. The SAPS was not adequately equipped to stop public disorder in this case, according to the study, and failed to establish a plan to govern and supervise the gathering. While this instance cannot be seen as an indictment of all public order policing, it does serve as a reminder of what public order policing should not do (Marikana Commission, 2014: np).

According to Tait and Marks (2011: 19–20), public order policing must follow democratic policing regulations, which includes representing the values of human dignity, following relevant process, intervening in society only under limited and carefully controlled circumstances, operating in an impartial manner, and being freely responsible. Sometimes, society views the police as a reactive agency that uses force on behalf of an unaccountable and often unresponsive government to prevent citizens from protesting. The Marikana Commission report found that ineffectual policing at protests can turn a peaceful protest to violence. The report outlines the guidelines that training must be provided, and policy drafted to police protests (Marikana Commission, 2014: np; Tait & Marks, 2011: 19).

The issues that SAPS encounter while policing protests stem from inadequacies in the local government. The municipality does not meet the community’s service delivery expectations. Consequently, the community resorts to protesting. For example, during a community protest in Cato Manor in Durban, a woman was shot and killed, and another was injured and, in Johannesburg, 18 individuals were detained for public violence and looting. At the same time, police were stoned by protesting community members at Pretoria's Mooiplaas informal settlement. These are common phrases used to describe the near daily occurrence of social protests in South Africa (Brooks, 2019: 21).

SAPS used force to control communities during the apartheid era. Because of democracy, the police now intervene during protests to manage the situation. For example, public protests might take the form of planned or unexpected protests (Bohler-Muller et al, 2017: 43). Section 4 of the Regulation of Gatherings Act (RSA, 1993) mandates a meeting with the conveners/organisers of the gathering and the disclosure of information such as the number of attendees, the number of marshals to be used, predicted routes, the imposition of specific restrictions and conditions, among others. As a result, the SAPS can conduct proactive assessments, plan for scenarios, and analyse choices. The deployment of resources and, if necessary, the call for reinforcements must all be factored into operational planning. As a result, a member of the POP unit must be present at Section 4 to interpret submissions and inform inputs (RSA, 1993: np).

Unplanned public protests, on the other hand, do not allow for planning and may necessitate rapid action. Such circumstances necessitate sound judgment and an accurate assessment of the situation. To ensure appropriate reactions, each province must encourage the development of contingency plans up to the level of police stations or, at the very least, cluster level, to provide basic guidelines on how to respond in the event of any forms of public protests. In all groups, it appears that adequate structure and formation are lacking. There is no coordination, and the SAPS appears to have no other goal than to protect themselves from protestors (Paret et al, 2017: 126; SAPS, 2014: 15).

Firstly, the SAPS must take steps to guarantee that particular places are cordoned off and that protests are limited to routes and regions with a low risk of property damage or personal danger. Second, the SAPS must use the best possible formation to avoid provocation; target pack leaders for subsequent interrogation; and guarantee that every demonstration is video recorded. This could be useful during a criminal investigation or for identifying potential criminals. Before the activity, mandatory briefings must be held, followed by a debriefing (Paret et al, 2017: 126; SAPS, 2014: 22).

National Prevention Strategies, according to the SAPS, allow the SAPS, society, the TMP, and other law enforcement agencies to work together to prevent crime. They

must also develop a strategy to promote public safety and assure the public that they are safe. To substantiate this, the SAPS must play a professional role in attempting to identify and mitigate any potential violence before it escalates. SAPS must always have awareness to educate community, participants, and other organisations at all times (NCPS, 1996: np; RSA, 1995b: np).

2.13 The roles and responsibilities of Tshwane Metro Police Department during protest action

Section 206(7) of the Constitution (RSA, 1996), the SAPS Amendment Act, 1998 (SA, 1998) and the National Legislation lay out the framework for the establishment, functions, and oversight of the Municipal Police Service (MPS). The Constitution also lays out a framework for working together with law enforcement and other stakeholders to address safety and security concerns. The Constitution's Section 152(1)(d) outlines the goals of local government, which include, among other things, promoting a safe and healthy environment (RSA, 1996: 122). Section 64 of the SAPS Act mandated the formation of the MPS (Republic of South Africa and South African Police Service Amendment Act [SA], 1998: np).

The National Crime Prevention Strategy, as well as the White Paper on Safety and Security, detail the steps for establishing an MPS (Masuku, 2006: np). The MPS is a totally self-contained entity that falls under the jurisdiction of the respective Metropolitan Councils. The MPS functions as officers who are subject to any legislation dealing with road traffic, police municipal by-laws and regulations, crime prevention, and crowd management, according to Section 64 (E) of the SAPS Act (1995) (SA, 1998: np). Crowds frequently use public roads for gatherings and controlling the traffic on such roads is part of traffic policing. Furthermore, the municipal authorities are part of the golden triangle, which consists of the municipal authority, the police and the convenors. Frequently, representatives of the municipal police serve as municipal responsible officers who represent the municipality in the golden triangle. In practice, municipal police act as first-responders and, often jointly with the SAPS, in crowd management situations. The question arises as to whether the municipal police's mandate is broad enough to allow them to play a part in crowd management. According to section 64E of the South African Police Service Act, 1995

(RSA, 1995b), a municipal police service's responsibilities include:

- traffic policing, as defined by any road traffic legislation;
- policing of municipal by-laws and regulations;
- criminal prevention; and
- crowd management (SA, 1998: np).

The National Municipal Policing Standard for Crowd Management during Gatherings and Demonstrations was released by the National Commissioner in 2008 under section 64L (1) of the South African Police Service Act (No. 68 of 1995) (SA, 1998: np). This means that the municipal police have authority for crowd control. Prior to the SAPS Act and its changes regarding municipal police authority, the Regulation of Gatherings Act (205 of 1993) (RSA, 1993) was passed. The South African Police Service is described in the Act as any persons or individuals established or enrolled under any legislation and exercising or performing the rights, duties, and functions of a police service, but do not include traffic policemen. The definition is most applicable to members of the police who have crowd management powers under section 9 of the Regulation of Gatherings Act 205 (RSA, 1993). These powers include the ability to disperse crowds as well as the use of force (SA, 1998: np; RSA, 1993: np).

2.14 Conclusion

Protests in South Africa are protected by section 17 of the Republic of South Africa Constitution 108 of 1996, which states that "everyone has the right, peacefully and unarmed, to assemble, demonstrate, picket, and present petitions" and is governed by the Regulation of Gatherings Act No. 205 of 1993 (RSA, 1993), which states that "everyone has the right, peacefully and unarmed, to assemble, demonstrate, picket, and present petitions" (RGA). The Safety at Sports and Recreational Events Act, No. 2 of 2010, also regulates a variety of other forms of mass events (SASREA). As a result, it includes provisions to safeguard people's physical well-being and property at sporting, recreational, and religious activities, a stadium, a culture, an exhibition, an organisation, or another similar event that takes place at a certain area or along a specific route.

This chapter dealt with the protest and constitutional mandate governing the protest

action. The relevant literature was discussed. The essential viewpoints on protests, previous research in the field, violent behaviour during protests, the reason, the implication and the theoretical underpinning of protests were investigated. The global and South African overview of policing protest action was investigated.

The chapter provided a general background on the fundamentals of South Africa legislation pertaining to protest action and constitutional mandate, a review of the roles and responsibilities of PSOs during protest actions and the roles and responsibility of SAPS and TMPD. Despite the recommendation given by the Farlam Commission and other parastatals, there are still challenges facing safety and security industry when policing protest action even after the various changes that took place in policing protest since democratic dispensation. The researcher's goal is to educate the reader about the protest phenomenon and its legal implications. In this way, the study hopes to benefit the general public by demonstrating how they can exercise their rights during protests without causing harm to others or breaking the law. Additionally, the study can assist the security industry practically through the implementation of procedures to be followed by PSOs when dealing with protest action. It also provides a framework for working relationships amongst the safety and security industry according to the relevant legislation.

The research methods and methodology utilised in research, including sampling, data collection, data analysis, and ethical considerations, are addressed in the next chapter.

CHAPTER 3
RESEARCH METHODOLOGY

3.1 Introduction

The aim of this study was to identify and analyse the roles and responsibilities of the security industry when dealing with protest action. Furthermore, the objectives included identifying factors that promote and/or hinder the effectiveness of the security function when dealing with protest action. Moreover, the study established best practices from the safety and security industry's experiences pertaining to protest action.

This chapter outlines the research methodology used during the study. The processes and methods used in the study are detailed, inclusive of the data collection and data analysis of the study. The reliability, validity, correctness of the data is comprehensively discussed. Additionally, the ethical considerations are outlined as an instrumental aspect in conducting the research study.

3.2 Research methodology

Methodology comprises the varieties and selections that the researcher employs when conducting the research study. It includes the procedure of collecting the data, analysis methods and processes in the development and completion of the research study (Sefotho, 2021: 11; De Vos et al, 2011: 109–110; Silverman, 2014: 54). Research methodology provides an explanation of the methods used in the study. It entails how information was collected, organised, analysed as well as the justifications and limitations of those methods (Hall, 2018: 163; De Vos et al, 2011: 109–110). Leedy and Ormrod (2015: 389) state that methodology is the universal method a researcher takes in conducting a research study. Moreover, research approaches are the primary ways in which research is carried out in the social sciences.

3.2.1 Research approach

Creswell and Creswell (2018: 3) maintain that research approaches are the methods and procedures implemented in the study. These methods range from wide presumptions to the precise approaches of information gathering, examination, and

clarification. Quantitative, qualitative and mixed methods are the most popular approaches employed in social science research (Leedy & Ormrod, 2015: 389). The quantitative research approach yields information that is numerical in nature and can be effectively reduced to numbers (Leedy & Ormrod, 2015: 389). Thus, in quantitative research, data is quantified. Quantitative research is a method of assessing the relationship between variables that may be measured on an instrument and analysed using statistical processes to test objective ideas (Creswell, 2014: 4). In short, quantitative exploration, for the most part, centres around estimating social reality. Sukamolson (2016: 04) states that quantitative research is a sort of research that explains phenomena by gathering numerical data and analysing it using conceptually based approaches, particularly statistics. The researcher deemed this approach as inappropriate for this study and decided to employ a qualitative approach to the study as delineated below.

3.2.1.1 Qualitative research approach

Qualitative research studies phenomena as experienced by individuals (Creswell & Creswell, 2018: 118). These experiences are determined by an individual's perceptions, background, belief and value systems. Studies which generate rich data cannot be easily reduced to numbers. Such studies usually include an in-depth analysis of a complicated trend (Leedy & Ormrod, 2015; 388). Furthermore, they concentrate on words instead of figures in the gathering of information. A qualitative research study investigates trends inside the social and traditional context in which it takes place (Salkind, 2018: 262).

The researcher considered qualitative research because it effectively assisted him in answering the research questions. Additionally, when using qualitative research, the researcher could obtain rich data based on the participants' experiences, approaches, attitudes, and views. Because qualitative research is investigative in nature, the researcher gave attention to the participants' insightful contributions, which were based on their informed thoughts and personal experiences.

This study employed a qualitative methodology to investigate the roles and responsibilities of PSOs during protest action. According to Fouché, Strydom and

Roestenburg (2021: 381) and Kumar (2019: 16–18), a qualitative approach allows the researcher to use more than one data gathering instrument rather than relying on a single technique. One-on-one interviews with research participants were conducted to acquire primary data. A literature review was used to gather secondary data (Du Plooy-Cilliers, Davis & Bezuidenhout, 2014: 28).

3.2.1.2 Research design

According to Blaikie and Priest (2019: 20), a research design is the blueprint, or plan of action that serves as a framework for the research project. Babbie (2016: 117) postulates that a research design will structure a research study to gain everyday knowledge about the problem. Furthermore, Saunders, Lewis and Thornhill (2015: 138) note that a research design is defined as an overarching strategy for carrying out the research process in order to answer the research questions.

Research designs are a form of investigation used in a study (Creswell, 2014: 247). There are five primary forms of qualitative research designs (De Vos et al, 2014: 320–322). They are narrative, phenomenology, ethnography, grounded theory, and case study. For this research study, a phenomenological research design was deployed. Phenomenology is a study describing the meaning allocated by individuals based on their lived understandings and experiences. This structure has philosophical underpinnings and ordinarily includes conducting interviews (Creswell & Creswell, 2018: 13; De Vos et al, 2014: 320). As a result, the researcher conducted one-on-one interviews that were semi-structured. Attached is the interview schedule as Annexure C.

The aim of the study was to understand the participants' views and opinions of their professional experiences regarding protest actions. Moreover, the study explored individuals' insights, viewpoints, and interpretation of the meaning participants attached to the phenomenon under study (Fouché et al, 2021: 40). The researcher has participated in protest actions several times in Tshwane, Gauteng. Through the phenomenology research design, the researcher could personally collect in-depth data about protest actions and gather more data from the experiences of the participants. Creswell and Creswell (2018: 118) state that a research design in

qualitative research is not an isolated stage which is conducted and concluded in the beginning of research but is an endless method that calls for uninterrupted review approaches and decisions.

The research population and sampling procedures are discussed next.

3.3 Population and sampling procedures

3.3.1 Population

A population is a group of items to be studied that include companies, people, occasions, and the circumstances they represent (Bless, Higson-Smith & Sithole, 2015: 162; Fox & Bayat, 2014: 18). According to Bless et al (2015: 162), a population is the entire set of items or individuals that are the focus of the investigation and for which the researcher must determine a few characteristics. Furthermore, a population is the entirety of all possible individuals who fit the study project's criteria (Fox & Bayat, 2014: 18).

The population of this study consisted of SAPS public order policing unit members, Metro police officers and the private security industry. To include the full population in the study proved both unfeasible and uneconomical. As a result, the study's target population were a representative sample from the following groups:

- South African Police Service (Public Order Policing Head Office in Tshwane)
- Tshwane Metro Police Crowd Management Unit
- PSOs working at the Tshwane University of Technology (TUT)

This target population was chosen because it has the insight needed into the topic under study as it has experience in working with protests. After considering the population, the researcher utilised sampling methods to gather a sample from the targeted population. The samples and types of sampling methods used in this research study are discussed in the next section.

3.3.2 Sample and size

A sample contains components of the population (De Vos et al, 2014: 223–224). It can

also be thought of as a subclass of dimensions derived from a population in which the researcher is interested. Creswell and Creswell (2018: 186) maintain that a sampling size varies depending on the type of the research design being utilised.

Fouché et al (2021: 381) state that the purpose of the sampling is to select components from a population which can be seen as representative of the population from whom to collect rich data. Probability and non-probability sampling are the two basic types of sampling (Babbie, 2016: 187; Bless et al, 2015: 166). These concepts are discussed below.

3.3.2.1 Probability sampling

Strydom (2021: 233) and Bless et al (2015:166) state that probability sampling is where there is an equal likelihood of each component of a population being included in a study. Babbie (2016: 187) illustrates that each component has an equal chance of being chosen in random sampling. This selection criteria are unbiased and objective. Bless et al (2015: 166) further indicates that probability sampling includes basic random sampling, interval or systematic sampling, stratified random sampling, and multistage probability sampling.

3.3.2.2 Non-probability sampling

Non-probability sampling is a sample method in which it is unknown whether every component of the population will be included in the sample (Strydom, 2021: 381; Bless et al, 2015: 166). According to De Vos et al (2014: 391), non-probability sampling does not identify the probabilities of selecting a certain person because the researcher only knows the population size. The researcher employed non-probability sampling for this study because it is qualitative in nature. The purpose was to again rich data from the research participants.

Purposive sampling, theoretical sampling, deviant case sampling, sequential sampling, snowball sampling, key informant sampling, and volunteer sampling are some of the non-probability sampling approaches used in qualitative research (Bless et al, 2015: 166; De Vos et al, 2014: 392–393). The researcher selected purposive and snowball sampling methods whereby specific individuals with required information

and knowledge of the subject matter will be sampled (Fouché et al, 2021: 383). The participants were chosen by the researcher based on their experience of policing protests. The process for selecting research participants has been identified, hence the sampling techniques are discussed below.

3.3.2.3 Purposive sampling

In purposive sampling, the researcher intentionally chose specific participants that he believes are knowledgeable about the subject matter (Fouché et al, 2021: 382). As indicated by Bless et al (2015: 166), a purposive sampling method is mostly based on a researcher's assessment of the characteristics of a representative sample. The researcher used his personal judgement to trace the participants who have experience and knowledge of dealing with protests at their workplaces. Those who were accessible and willing to engage in the study were chosen. The researcher used the following types of purposive sampling as indicated by Anderson (2014: 226):

- Identification of key informants: Individuals with specific expertise and experience of the protest action were identified by the researcher.
- A sliced sample: The researcher selected members based on the fact that they occupy positions at various levels of the organisations. Slicing was done horizontally (selecting middle managers from a variety of diverse tasks) and vertically (members from top, middle and people who are at the bottom of the hierarchy).

3.3.2.4 Snowball sampling

De Vos et al (2014: 393) expresses that snowball sampling is typically used when there is little to no information of the sampling border as well as restricted permission to get suitable individuals for proposed research. Further, it involves approaching similar individuals to gain additional information on the subject matter (Schwandt & Gates, 2018: 351). The researcher initially contacted a few potential individuals who have knowledge and experience dealing with protest action and asked whether they knew of persons who share the characteristics that the researcher required. Individuals who were available and willing to be part of the study were selected.

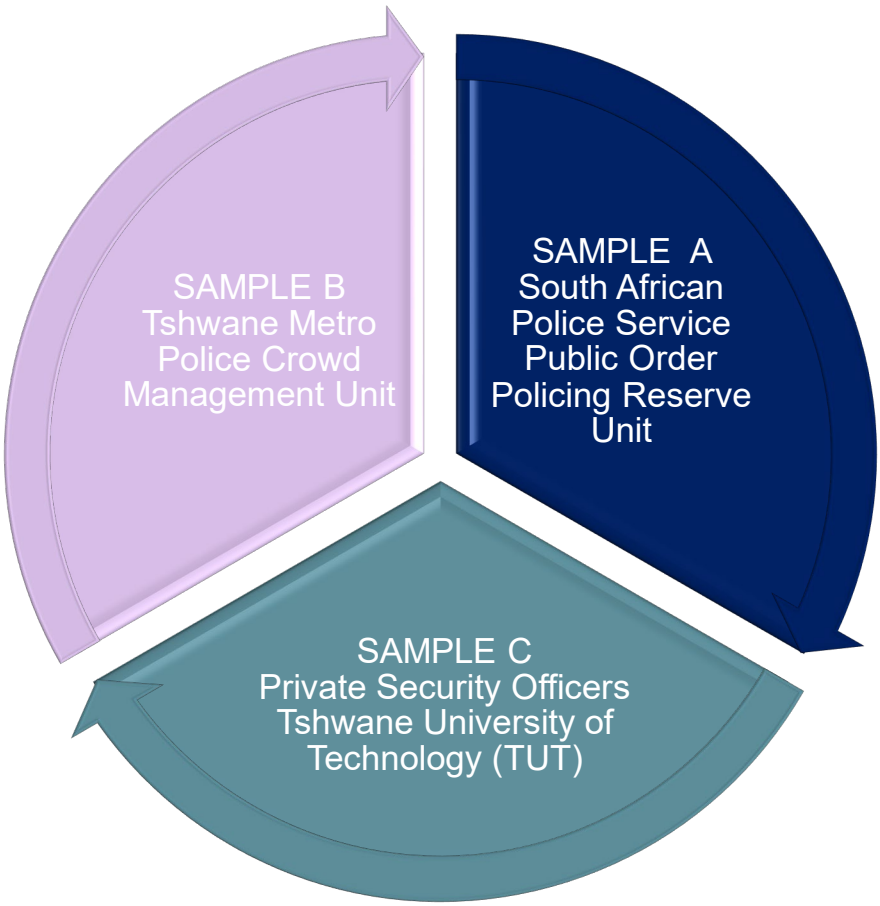
3.3.3 Sample size

In qualitative research, there are no sample size guidelines (Fouché et al, 2021: 229). The sample size is determined by the researcher's goals, the purpose for the inquiry, the research questions, and the research's value as well as reliability of the study. In addition, the researcher's capacity influences the sample size in terms of the production of quality research in an achievable timeframe and with limited resources. The sample size of this study consisted of thirty-one (31) participants from the target population. However, data were collected until it reached saturation. Data saturation is reached when the researcher decides to discontinue data collection on the basis that no new data can be obtained and further data collection will be unnecessary (Braun & Clarke, 2013: 55–56; Nieuwenhuis, 2020: 94).

3.3.4 Sample of the study

The sample for this study consisted of SAPS members (Public Order Policing Reserve Unit), TMP members (Tshwane Metro Police Crowd Management Unit) as well as PSOs working at the Tshwane University of Technology (TUT). The study received permission from all three of the sample groups (see Annexure A). The samples are referred to as A, B and C respectively.

Figure 3.1 Sample of the study



(Author's own illustration)

The participants were as follows:

- SAPS (Public Order Policing Reserve Unit) members at management level: The researcher requested the names of 11 members at management level to be used as part of the study.
- TMP (Tshwane Metro Police Crowd Management Unit) members at management level: The researcher requested the names of 10 members at management level to be used as part of the study.
- PSOs from Tshwane University of Technology (TUT): The researcher requested names of 10 members to be used as part of the study.

3.4 Unit of analysis

Fouché (2021: 67) describes a unit of analysis as an entity that is being researched. Monette, Sullivan, DeJong and Hilton (2014: 85) explain that the unit of analysis is data obtained from variables such as people, communities, and events. The unit of analysis in this study was any police official, metro police official and security officer who works with crowd management and has experience in dealing with protests.

The unit of analysis comprised individuals who took part in the research. The researcher made no distinctions based on age, gender, race, or social class. The only criteria for research participants to take part in the study was that they have prior work experience and expertise in policing protests. The aim was to get insight and knowledge of the phenomenon being studied. The next section focuses on the data collection process.

3.5 Data collection

The procedures for gathering data are known as data collection. Creswell (2014: 189) indicates that the data collecting phases include the investigation's defining limits. It involves the collection of information through unstructured or semi-structured techniques. Creswell and Creswell (2018: 297–298) state that social science researchers can use a variety of data collection tools to gather data. These tools include but are not restricted to surveys, questionnaires, participation observation and reports. To ensure the reliability of the findings, the researcher used a variety of qualitative data collection procedures, such as interviews and observations. The data collection strategy for this study is detailed below.

3.5.1 Literature review

A literature review:

- provides the background needed to educate and orientate the readers so that they can understand and follow and appreciate the need for the study;
- shares with the readers the results and information on other studies associated and related to the research that is being carried out;

- stipulates the context and structure for demonstrating the study's importance and links the findings to those of other studies;
- links and relates the study to larger, ongoing debates;
- identifies and fills gaps and extends previous studies; and
- contributes to the body of knowledge on the subject (Creswell, 2014: 28).

In Chapter 2 of the study, the researcher undertook a comprehensive literature review of the role and responsibilities of the safety and security industry during protest action. A large number of national and international sources on the topic were consulted with the goal of answering the research questions and resolving the research problem. The sources included journals, government documents, articles, dissertations, and newspapers. The data gathered from the research participants were compared to the sources of information in the literature. This data were integrated and compared with data already collected.

3.5.2 Interviews

Qualitative interviews authorise the researcher to examine matters in depth and provide participants with many opportunities to manage the progress of discussion (Nieuwenhuis, 2020: 92). The researcher used interviewing as a technique of collecting information (Creswell & Creswell, 2018: 298). In qualitative research, an in-depth interview is generally based on open-ended questions which permit the researcher to ask questions in order to gain a better understanding of the participants' viewpoints, ideas, and beliefs (Du Plooy-Cilliers et al, 2014: 188). The researcher conducted face-to-face interviews with samples A, B, and C in this study.

The interviews took place over a period of a month during the global pandemic caused by COVID-19. All the targeted groups were declared essential services, thus were working despite the national lockdown restrictions. All protocols were observed such as social distancing and wearing masks as published in Government Gazette Republic of South Africa, Disaster Management Act, 2002: Amendment of Regulations issued in terms of section 27(02).

Prior to the interviews, the researcher created an interview schedule. The researcher deemed that semi-structured interviews were suitable for this research as they allowed him to follow up and make use of probing questions. Semi-structured interviews are a pre-decided arrangement of open-ended questions as this allows the interviewer to test themes or responses (Nieuwenhuis, 2020: 108–109). Leedy and Ormrod (2014: 169) state that, in semi-structured interviews, the researcher might use and pursue standard questions in the interview schedule with one or more individually tailored questions for clarification and to investigate the individual's perspective. The researcher used semi-structured interviews (see Annexure C) to gain a more complete picture of the participant's beliefs, perceptions, and accounts regarding a topic. Semi-structured interviews provide more flexibility for both the researcher and the participants because the researcher is able to follow routes that emerge during the interview (Nieuwenhuis, 2020: 108–109).

The participants were encouraged to provide in-depth information about their personal experiences pertaining to the roles and the responsibilities of the security industry during protest actions. This allowed the participants to communicate their own stories in their own words (Lichtman, 2014: 248). The interviews were, as suggested by Rubin and Babbie (2017: 464–465), recorded in writing for analysis. The discussion amongst the researcher and the participants was also recorded. To ensure uniformity, interviews were structured in such a way that identical types of information about each participant were obtained (see Annexure C).

The raw data obtained was transcribed and stored electronically. A universal serial bus (USB), laptops and additional compact storage used by the researcher to store information is safeguarded by a password to restrict unauthorised use. The researcher also ensured that data held on portable devices is encrypted and supported frequently.

3.5.3 Participation observation

Kumar (2019: 336) states that participant observation is when the researcher is among the participants of the unit he/she is investigating. During the data collecting procedure, the researcher may have been overly prejudiced in what he heard from the research participants due to personal experience with the subject. For a researcher

who has direct experience of the phenomenon under inquiry, such a situation, referred to as "bracketing", can be challenging (Leedy & Ormrod, 2013:146). Bracketing is an essential step in addressing researcher bias. In a series of activities, the researcher is tasked with acknowledging ideas, values, and beliefs that society takes for granted in the world in which he or she lives (Baran, 2016: 203). The researcher's personality has an unavoidable impact on the study process. Bracketing the researcher's own knowledge and expertise before entering the data collecting and analysis phase helped to reduce the researcher's influence throughout the research process.

The researcher arranged with identified SAPS, TMP and security industry participants to accompany them to the protest actions. The researcher received clearance (see Annexures D, E and F) for the participation. The researcher was in possession of a checklist and diary, where every action was recorded. The researcher developed an observation checklist (see Annexure G) to conduct observation during protest action.

To ensure that the information acquired was relevant, the researcher was guided by the study's research questions and objectives. Information is prone to factual distortion, and bias can creep into a study plan in a variety of ways (Rubin & Babbie, 2017: 354). To avoid bias, the study concentrated on the research questions, which led to the researcher treating all data equally.

3.6 Pilot study

The semi-structured interview schedule included questions that were based on the research aim and objectives. According to Leedy and Ormrod (2015: 128), a pilot study should be conducted prior to data collection to assess the intended instruments and procedures for evaluation. The interview schedule was followed to improve and analyse the questions for clarity and adequacy. A pilot study was conducted to ensure that the appropriate questions were asked. According to Babbie (2016: 296), it is beneficial to evaluate an instrument before utilising it. As a result, a pilot study is done to uncover any flaws in the measurement methods as well as any questions that are ambiguously phrased. The viability of the interview schedule was tested in a pilot study. The flaws identified were addressed, and the supervisor was given the draft interview schedule to review and approve. The interview schedule was put to the test

on three people who were representative of the study's samples (PSOs, TMPD and SAPS members).

The pilot study was done on research participants who would not be included in the final study to see whether any useful information could be gathered from research participants (De Vos et al, 2014: 393). The interview with participants helped to improve the quality of the data collection and acted as a rehearsal for the study's data gathering. It also helped with estimating how long interviews would take and anticipating any issues that might arise during the interviews (Leedy & Ormrod, 2019: 161). As a result, the interview schedule was deemed appropriate for data collection. In addition, at the conclusion of the interview, all participants were asked if they had anything additional to say that was not included in the interview questions but would be useful to the research. This enabled the dissemination of knowledge and concepts that had not yet been addressed but were relevant to the topic.

Raw data has little meaning unless it is analysed. Subsequently, data analysis and interpretation are reviewed.

3.7 Data analysis and interpretation

3.7.1 Data analysis

Schurink, Schurink and Fouché (2021: 391) postulate that the procedures involved in analysing information comprises creating logical patterns of perspectives and views of information. It entails setting up information, examination, leading distinctive investigation, representing, and creating a translation of the data (Leedy & Ormrod, 2015: 309). The phases of the information analysis spiral, as defined by Leedy and Ormrod (2015: 315), are as follows:

- The researcher sorted out and arranged the information for analysis by composing field notes and transcribing the interview recordings.
- The researcher studied and re-interpreted the data to understand it with a goal of attaining the overall feeling of the data and to comprehend the overall ideas the participants provided.
- The information was separated into parts or classifications which share some

regular features. Bless et al (2015: 342) acknowledge the process of breaking down data into categories.

- The researcher identified appropriate themes and integrated and summarised the data (Bless et al, 2015: 342; Leedy & Ormrod, 2015: 315).

The researcher adhered to these data analysis guidelines when analysing the collected data as presented in Chapter 4 of this study.

3.7.2 Data interpretation

Denzin and Lincoln (2018: 319) state that, after the data analysis process, the researcher should be able to identify relationships between different aspects or features of the situation that is being studied and be able to evaluate different explanations in the process of formulating trustworthy conclusions. Data interpretation assisted the researcher to identify lessons learned from the raw data. Questioning "what where the lessons learned?" captures the essence of the idea (Leedy & Ormrod, 2019: 344). Furthermore, Leedy and Ormrod (2019: 344) indicate that the object lesson studied might be:

- The researcher's own version supported by the personal culture, history or experiences.
- Meaning resulting from the similarity of findings with data collected from the reviewed literature.
- New questions that should be asked. These are the queries that the information and examination have raised, which the researcher did not anticipate before the investigation.
- Clarification of issues that demand action, improvement or change.
- Explaining how the study result was contrasted with theories and literature on the topic.

Leedy and Ormrod (2019: 375) explain that the outcome of interpretation is the conclusions which ought to be logically represented from the experiential evidence. Interpretations form the base of conclusions and recommendations and impact whether recommendations were employed in research.

The credibility of the research study stems from its validity and reliability. These aspects of research follow.

3.8 Trustworthiness, validity and reliability

3.8.1 Trustworthiness

Validity and reliability must be addressed when assessing the trustworthiness of qualitative research. In qualitative research, validity guarantees that the findings are accurate, whereas reliability relates to the processes' trustworthiness (Schurink et al, 2021: 396). In qualitative research, before a study is judged trustworthy, it must be reliable. Trustworthiness in research is premised on credibility, transferability, dependability and conformability (Korstjens & Moser, 2018: 120; Schurink et al, 2021; 396).

3.8.1.1 Validity

In qualitative research, validity assures that the findings are accurate and truthful. The researcher utilised several sources of data (literature, interviews and observation). To ensure that data were gathered from reliable and substantial sources, data were obtained from books, articles, and journals in the relevant subject field. The data acquired from the literature, interviews, and observations were used to inform all analyses, interpretations, and findings (De-Vellis, 2017: 83; Salkind, 2017: 123).

3.8.1.2 Credibility

Schurink et al (2021: 394) states that validity is synonymous of credibility. The higher the validity, the more credible the research (Schurink et al, 2021: 394). The researcher followed the following approved procedures to assure the research's credibility:

- The term "triangulation" refers to the use of more than one method to investigate a research question. The researcher utilised national and international sources such as the media reports, official SAPS documents, PSIRA annual reports, credible publications and legislation, journals, books, reports, interviews and observation. The researcher analysed evidence from the sources and used it to build a coherent justification for emerging themes,

which included the above-mentioned sources. The research gained credibility by merging a few sources and the perspectives of participants.

- Member checking entailed: the researcher confirming the accuracy of the findings by returning to the participants with the participants' primary findings and developing themes, giving them the opportunity to comment on the findings and determine whether they were valid.
- Long time in the field: The researcher spent a long time in the field, observing participants, to gain a thorough understanding of the trend under investigation, which enabled him to communicate his point of view about the participants and contribute legitimacy to the account presentation (Creswell, 2014: 200; Schurink et al, 2021: 394).

3.8.1.3 Transferability

The degree to which the results of a qualitative investigation may be generalised or translated to different situations is known as transferability (Strydom, 2021: 380). The researcher used rich, thick clarification to bring the research findings to life by offering verbatim quotes of the participants' responses to the interview questions. Comprehensive important points were narrowed to ensure interconnection of the details. This description was taken from people who read the study and gave the analysis of the parts they experienced. A thorough description allowed readers to make decisions concerning the transferability of the outcomes.

3.8.2 Reliability

As indicated by Roestenburg (2021: 204–206), reliability is the uniformity which an estimating data collection tool generates an objective outcome. The researcher ensured a disciplined approach, as defined by Roestenburg (2021: 204), to produce a precise report of the outcomes of the research. Moreover, reliability relates to the consistency and trustworthiness of the information (Roestenburg, 2021: 204).

3.8.2.1 Dependability

Dependability means that the researcher pursued a clear research method and the researcher demonstrated that every phase was methodically accomplished (Korstjens

& Moser, 2018: 121). The researcher kept a record of the comprehensive research processes for others to follow. The participants' replies were documented and transcribed. Moreover, the researcher confirmed transcripts to make certain they accurately captured the participants' answers.

3.8.2.2 Conformability

Leavy (2018: 5) indicates that conformability refers to the extent in which the outcomes are affirmed or substantiated by others. Conformability was ensured by the researcher by keeping detailed records of the research procedure to make sure that the results, recommendations and conclusions can be verified (Kincheloe, McLaren, Steinberg & Monzó, 2018: 255)

3.9 Ethical considerations

Rubin and Babbie (2017: 85) indicate that, to ensure that a qualitative study is led ethically, a deliberation of procedural guidelines and processes is required. Strydom and Roestenburg (2021: 118) argue that, because humans are the subjects of investigation, researchers must consider the ethical implications of what is being suggested. Research ought to be grounded on mutual trust, acceptance, collaboration, potential resolutions and prospects among all entities included in the research study.

Ethics is defined as a set of values that impact human behaviour while adhering to a set of principles, norms of conduct, the researcher's obligations, and the standards of conduct of a particular profession (Bless et al, 2013: 28–29). By conducting interviews in private, the researcher also protected privacy. The participants were able to communicate freely as a result of this. The researcher did not ask any leading questions or attempt to sway the participants' responses in any manner. The following ethical guidelines were followed:

3.9.1 Informed consent

According to Padgett (2017: 81) and Strydom and Roestenburg (2021: 118), the nature of the study must be disclosed to the participants, who must then determine whether or not they want to participate. The researcher obtained informed consent

from participants (see Annexure D) by informing them that participation in the study was fully optional and that there were no incentives for doing so. The participants signed consent papers to indicate that they were not coerced into taking part in the research. They were also told that they may stop participating in research at any moment and that they were not required to offer any reason for their decision.

Permission to conduct research in the SAPS (see Annexure A) was received to interview SAPS Public Order Policing members as identified in the target population and sampling. Permission to conduct research in the TMP (see Annexure B) was granted from the TMP to interview TMP members who are involved in policing protest actions. Permission to conduct research was granted from TUT to interview PSO's personnel (see Annexure C).

3.9.2 Voluntary participation

Participation was entirely voluntary. Participants did not need permission to withdraw from the study, it was their right to withdraw at any stage of research, as long he/she offered a notification of withdrawal to the researcher at any time. There were no penalties against the participant who withdrew from the study and all information gathered from the participant was taken as void (Rubin & Babbie, 2017: 85; Strydom & Roestenburg, 2021: 121).

3.9.3 Benefits

There were no incentives for the participants to take part in this study. The researcher did not include this aspect in the study to ensure that participants choose to participate in the study voluntarily and without ulterior motives. Though, it was anticipated that the research participants benefited in some way through sharing information (Barker, 2014: 39; Strydom & Roestenburg, 2021: 120).

3.9.4 Right to privacy, anonymity, and confidentiality

Participants' right to privacy should be respected in any research endeavour that involves humans (Bless et al, 2015: 32). "Privacy" refers to keeping anything to oneself that is normally not intended for others to see or investigate (Strydom &

Roestenburg, 2021: 123). As it was the obligation of the researcher, the code of confidentiality was not violated in any way. When it came to research participant confidentiality, the researcher respected the anonymity and individuality of participants and acted with the utmost care to protect their identities (Grinnell & Unrau, 2014: 136–137). The researcher respected the rules of privacy in this study by ensuring that participants always remained anonymous. The participants' right to privacy was always respected and protected. The researcher promised anonymity to the participants, by confirming that their identities would not be published and thatthe information they shared would not be traced back to them and that they could not be linked to any response given (Strydom & Roestenburg, 2021: 123). The researcher did not disclose any participant's name or contact details (Bless et al, 2015: 32). Subsequently, the researcher verified that each research participant's privacy, anonymity, and confidentiality were protected.

3.9.5 Data storage and dissemination of findings

The researcher protected the information gathered from the subjects. The hard copies of the data were locked away in a cupboard. The data's future use is subject to additional Research Ethics Reviews and approvals. Electronically, the information is protected via a password-protected computer. An academic dissertation was written to document the research's findings. The researcher also kept the electronic data acquired during the interviews, as well as the transcribed records of these interviews, for other researchers to review in order to validate or verify the research's findings. To ensure that laptops, USB memory sticks and different compact storage utilised by the researcher to store information was protected, the researcher created a password to restrict unauthorised access to information held on the units. The researcher also ensured that information held on transportable units is encrypted and backed up frequently.

3.9.6 Ethical review

The researcher followed the ethical criteria outlined in the University of South Africa's research ethics policy (UNISA, 2013: np). This research received written endorsement of ethical clearance from the Research Ethics Review Committee of the College of

Law, Unisa (see Annexure F). The researcher also complied with SAPS, TMP and PSOs (see Annexures D, E and F). This is in line with Anderson (2014: 149) who postulates that research ethics is about adherence and compliance to standard conduct in connection with the rights of those involved in the research process. Hence, a strict ethical conduct was followed and maintained throughout the research process.

3.10 Conclusion

This chapter provided a thorough explanation of the research technique employed in this study, which is an essential component of any research project. The goal of this study was to examine the safety and security industry's roles and duties during protests. A qualitative research design was employed and discussed as well as its relevant methodology, procedures, and methods. The sample used in the study was identified as members of the SAPS, TMPD and PSOs who have experience in policing protest action. Data gathering procedures were followed using interviews and observations. Furthermore, credibility and trustworthiness were explained and implemented. Throughout the research, ethical considerations were discussed and followed. The researcher will use an interpretive and analytic technique to report on the study's findings in the following chapter. In addition, the accomplishments of the goals and objectives, as well as ideas for future research are highlighted.

CHAPTER 4
DATA ANALYSIS, INTERPRETATION AND DEDUCTIONS

4.1 Introduction

The empirical findings of the research study are defined in this chapter in relation to the research objectives. It includes a discussion of the study's data and findings about the safety and security industry's role and duties during protests in Tshwane. Furthermore, the study sought to establish an awareness for the safety and security industry and to recommend implementation of the legislation during protest action within the context of the population from which the sample was drawn. Semi-structured, face-to-face interviews were used to obtain data. Interviews were conducted with 31 research participants which consisted of male and female samples from the safety and security industry profession that was made up as follows: SAPS POP members= 11, TMPD = 10 members from Crowd Management, while TUT's PSO = 10 personnel.

In order to analyse the data, a thematic analysis technique was used, as mentioned in Chapter 3 (see sub-section 3.7.1). The data were analysed utilising thematic analysis (Schurink et al, 2021: 391). The coding process, in which key words were found and categorised, was based on significant themes that arose from the research participants' perspectives gained from their lived experiences and knowledge about the protest action. The researcher used his notes and transcripts to analyse and interpret the data at this step (Creswell, 2014: 249; Leedy & Ormrod, 2019: 344).

4.2 Interpretation of data

This section includes an interpretation and analysis of data acquired from 31 research participants and the researcher during face-to-face, semi-structured interviews. The responses in each category will be evaluated in terms of current literature, notably in the context of student protests, given the PSOs only have experience with student protests (see section 2.2). The comments of the research participants are narrated and contextualised using verbatim quotations linked by the research participant number. The following sections deal with the analysis and interpretation of the empirical data:

- Information of participants
- Crowd management and crowd control training
- Involvement in policing of protest action
- Types of protests
- Conceptualisation of protests
- Roles and responsibilities of safety and security industry during protest action
- Challenges experienced during protest action
- The safety and security industry's perceptions on their effectiveness during protest actions
- The safety and security industry's perception on the policing of protests in Tshwane area.

4.2.1 Demographical information of participants

The researcher interviewed 31 research participants from Tshwane. Using purposive sampling, participants were chosen because they were involved in policing protest action (see section 3.4.2.3). The data are presented in three Groups: A, B, and C. When identifying a specific research participant from a given group, the person will be identified by the group and participant number (i.e., n=number [n=1–31]). The researcher began the interview by establishing rapport with the participants and explaining the informed consent form (see Annexure B). Thereafter, the interview commenced. The biographical information of research participants is summarised in the following tables.

Table 4.1: Details on the demographics of the study's research participants (Group A): SAPS

Research participants	Race	Gender	Age	Nationality	Employment period	Job title
1	A	M	57	SA	34 years	Captain
2	W	F	49	SA	17 years	Warrant Officer
3	W	M	53	SA	33 years	Lieutenant Colonel
4	A	F	41	SA	13 years	Sergeant
5	I	M	53	SA	35 years	Warrant Officer
6	C	M	39	SA	29 years	Warrant Officer
7	C	M	41	SA	28 years	Sergeant
8	W	M	56	SA	36 years	Captain
9	A	F	38	SA	25 years	Warrant Officer
10	A	M	41	SA	28 years	Captain
11	W	M	48	SA	18 years	Warrant Officer

Table 4.2: Details on the demographics of the study's research participants (Group B): TMPD

Research participants	Race	Gender	Age	Nationality	Employment period	Job title
12	A	M	48	SA	23 years	Superintendent
13	A	M	49	SA	10 years	Inspector
14	W	M	52	SA	12 years	Inspector
15	A	F	35	SA	10 years	Inspector
16	C	M	45	SA	9 years	Inspector
17	W	M	39	SA	8 years	Sergeant
18	W	M	41	SA	11 years	Sergeant
19	A	M	47	SA	11 years	Captain
20	A	F	38	SA	9 years	Sergeant
21	A	M	53	SA	18 years	Inspector

Table 4.3: Details on the demographics of the study's research participants (Group C): PSOs

Research participants	Race	Gender	Age	Nationality	Employment period	Job title
22	A	M	49	SA	12 years	Senior manager
23	A	F	50	SA	14 years	Supervisor
24	A	M	43	SA	15 years	Group leader
25	A	F	38	SA	10 years	Supervisor
26	A	M	40	SA	13 years	Supervisor
27	A	M	39	SA	16 years	Supervisor
28	A	M	42	SA	20 years	Supervisor
29	A	M	40	SA	15 years	Group leader
30	A	M	39	SA	15 years	Group leader
31	A	M	41	SA	13 years	Supervisor

Table 4.3 above details the participants' extensive knowledge and experience on policing protest action. Thus, they were deemed fit to provide insightful information about the protest action. The sample consisted predominantly of male research participants. Twenty-four participants are male while are female which is equivalent to the ratio of 3:1. The demographic information discussed in the next section refers to the research participants' race, age, gender, nationality, years of employment, and occupation.

4.2.2 Race

When it came to race, the research participants were diverse. Africans made up the majority of the participants in the study. Seven identified themselves as white: four (04) from research participant Group A (n=2, 3, 8 & 11): three (03) from research participant Group B (n=12, 17 & 18) and none from research participant Group C. Three identified themselves as coloured: Two (02) from research participant Group A (n=6 & 7) and one (01) from research participant Group B (n=16).

4.2.3 Gender

There were a total of thirty-one (n=31) participants. Twenty-four research participants are male (n=24) and seven (n=7) are female. The gap in male-to-female ratio may be due to the fact that the policing sector is dominated by men (Path, 2019: np). According to the findings, there are more men in the safety and security profession than women. The results of the researcher's investigation backs up the concept that the safety and security industry is still controlled by men.

4.2.4 Age

The age of the research participants in this study were divided into three groups: 30–40, 41–50, and 50–60 years old. The age group of the research participants are shown in table 4.4.

Table 4.4 Age of research participants

Age	Number of participants
30–40	10
41–50	15
51–60	6

Most of the research participants (n=2, 4, 7, 10, 11, 12, 13, 16, 18, 19, 22, 23, 24, 28 & 31) fell into the category of 41–50 years old. Ten participants (n=6, 9, 15, 17, 20, 25, 26, 27, 30 & 31) fell into the 30–40 years age bracket. Six research participants (n=1, 3, 5, 8, 14 & 21) fell into the of 51–60 years age bracket.

4.2.5 Nationality

All the 31 research participants in the study identified themselves as South African citizens.

4.2.6 Employment details

The research participants in the study were asked to provide information about their

employment history, including dates of employment and job titles. The information is categorised into following sub-themes.

4.2.7 Employment period and job title

The institution, employment period and job title of the research participants differ but they are policing protests according to their institutional mandate. The analysis of data should be viewed considering occupations and operational functions of the research participants. Each group is discussed separately below.

Group A

Group A consisted of the South African Police Service who work with crowd management at Public Order Policing (POP). All research participants from Group A (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) deal with crowd management. Thus, the research participants were made up from the rank of sergeant to lieutenant colonel. Seven research participants (n=1, 3, 4, 5, 6, 8 &11) indicated that they had years of experience working with protest actions. Three research participants (n=2, 4 & 11) have 10–20 years of experience dealing with crowd management and four research participants (n=6, 7, 9 & 10) fell into the category of 21–30 years of experience. The four most experienced research participants (n=1, 3, 4 & 8) fell into the age of 31–40 years of experience. This shows that the research participants have vested knowledge regarding protest action.

Group B

Group B comprised the Tshwane Metro Police Department who work with crowd management. All research participants from Group B (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) deal with crowd management. All research participants from Group B had more than eight years' experience. Consequently, the research participants were made up from the rank of sergeant to lieutenant colonel. The majority of research participants (n=12, 13, 16, 17, 18, 19, 20 & 21) stated that personnel of SAPS train them in crowd management. Five research participants (n=2, 4, 5, 6 & 9) have 1–10 years of experience dealing with crowd management and four research participants (n=3, 7, 8 & 10) fell in the category of 10–20 years of experience. The most

experienced research participant (n=1) fell into the category of 21 and above.

Group C

Group C comprised PSOs who have experience in dealing in crowd management despite it not being their mandate. Most often, when there are student protests at campuses, PSOs must monitor the protest until the police arrive. All research participants (n=22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) of Group B deal with crowd management at the workspace on an ad hoc basis. It is the mandate of the SAPS. Thus, the research participants were made up of PSOs who have experience in monitoring crowd management even though that is not part of their daily duties. All research participants (n=22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) of Group C have more than 10 years' work experience.

4.3 Crowd management and crowd control training

To provide insight into information regarding the crowd management training or crowd control training context, research participants were asked if they have done any training in crowd management. Crowd management refers to the policing of assemblies, demonstrations, and all gatherings, as defined by the Regulation of Gatherings Act 205 of 1993 (RSA, 1993), whether recreational, peaceful, or riotous (SAPS, 2014: 23) (see section 2.12).

Group A

Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) responded that they had done training in crowd management as it is their directive to be trained in crowd management in terms of the Constitution section 205 (RSA, 1996) (see section 2.1). The SAPS offers training for skills and knowledge of crowd management. Six research participants (n=1, 4, 5, 6, 8 & 9) reported that they completed entry level of Riot training, which was initially known as Riot Control training in 1987 during apartheid, that includes training for a platoon commander, operational command training and training the trainer (i.e., the member is able to train other members at their respective units). After apartheid in 1994, it was changed to crowd control, later changed to crowd management for platoon in 2006. It is a prerequisite for every member to attend the

crowd management training before being posted in the field. However, if the member did not attend the training, the member is posted in the operational room (OPS room), where they register all allegations and complaints of protests that happen daily. The following illustration is a verbatim response from one of the research participants:

> *Yes, I have done entry level of crowd management first. It was called Riot Control training in 1987. They introduce crowd control, crowd management for platoon in 2006. Training platoon commander in 2008, operational command training and training the trainer.* (Research participant 5, warrant officer, 35 years of experience)

Four research participants (n=2, 3, 7, & 11) shared that the training of crowd management is a once off training. Members must, however, undergo annual refresher training in accordance with Section 20 (1) of SAPS National Instruction 4 (SAPS, 2014: 23). Commanders must also guarantee that members receive frequent refresher and maintenance training in order to remain operationally ready. According to two research participants (n=3 & 7), refresher training is required for members to maintain their skills acquired as a result of training, but this is not always the case due to the high demand for work on POP members.

Additionally, two research participants (n=8 & 10) reported that they completed crowd management training with specific reference to the French Model because South Africa was preparing to host the 2010 World Cup (see section 2.3) and this training was based on the successful World Cup hosted in France in 1998. The French model is preferred because it allows for close contact between the police and the protesters, allowing for the restriction of protesters' forward movement as well as the targeting of individuals deemed to be the most provocative within the protest. The police keep a close eye on these types of protests from the front, ensuring traffic flow and diversion. The policing from behind ensures that these types of protests are not hampered by demonstrators who sit in the roadway and cause traffic congestion. This assists the police in preventing crime and protecting businesses from vandalism and looting. One POP member is used as a video photographer throughout the marches and gatherings to capture the entire scenario, as it is critical to identify the suspected culprit and utilise the information as evidence in court if necessary (see section 2.3).

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that they have done training in crowd management. Their training was done at SAPS academy, and they are trained by members of SAPS from POP.

Six of the research participants (n=12, 14, 15, 16, 18 & 19) reported that they have done crowd management training at Pretoria West College. Four research participants (n=13, 17, 20 & 21) did their training in crowd management at Mankwe SAPS academy.

Members of a Metro Police Department (MPD) were trained in accordance with the South African Police Service Amendment Act (SA, 1998), which mandated training for MPD by the National Commissioner of SAPS. The programme to train metro officers began in 2005, with the SAPS training a select member trainer in crowd management (Abbot, 2007: np). In-service trainers, new recruits at colleges, crowd management training, special weaponry, the safety and security industry, traffic enforcement, and shooting are all part of the training division's responsibilities. Officers have been trained in crowd management and have also completed the SAPS' Platoon Members Training (PMT) course, which involves both theory and practice. Two research participants (n=18 & 19) agreed that the course helps members to perform their duties successfully when policing protests and determining which laws to apply.

Group C

Seven research participants (n=22, 24, 27, 28, 29, 30 & 31) responded that they had not done crowd management training or crowd control. Only three research participants (n=23, 25 & 26) shared that they received crowd management training which was insourced from a private provider. Two research participants (n=28 & 31) revealed that they had done security training with different grades (Grade A to Grade E). Grade A takes five (05) weeks and Grades C to Grade E take three (03) weeks training. If PSOs did not attend the crowd management course, they will still be able to carry out their duties effectively as the experience they gained while performing their duties at the university will assist them in carrying out their responsibilities because they work with many students. Two research participants (n=24 & 30) noted that, although they did not do crowd management training, they still monitor protest action when it occurs at the university. The following verbatim response was also related by research participant 24 when he described crowd management training:

> *No. I did not do crowd management training, but I have experience in protest action. I have been working at our institution more than five (05) years, and every year we have protest at our institution – student complaining about something so we must monitor it until the police arrived or we insource from private security company to come and monitor the protest in the campus. We are deployed in various posts as patroller around the institution. If the protest just starts, we secure the building and the staff then we ask the student to vacate the premises while we are waiting for the police. We have been given instruction not to engage [with] the student.* (Research participant 24, group leader, 15 years of experience)

> *No. Every PSO who is posted as a patroller does not have crowd management training but when the protest action starts in the institution, the supervisor instructs us to monitor while we are waiting for the police and to identify students who starting and involve in the protest.* (Research participant 30, Supervisor, 16 years of experience)

> *Yes. I have done in-service crowd management training at my workplace for two weeks. Our company organises insource private people to train us.* (Research participant 26, Supervisor, 13 years of experience)

As stated above, the three sample Groups A, B and C noted that the training course of crowd management they attended is useful. However, other research participants stated that, despite not having taken the crowd management course, they were able

to monitor their responsibilities as a result of their expertise, having worked there for several years. According to the researcher, crowd management training is considered to be a prerequisite for all people who police gatherings, since it helps them to know which legislation to apply when they are deployed during protest action.

4.4 Experience of or involvement in policing protest action

Group A

Protest action is a partial or complete concerted refusal to work, or the delaying or obstructing of employment, with the aim of promoting or defending workers' socio-economic interests, but not for any of the reasons listed in the definition of strike (Workman-Davies, 2008: np) (see section 1.8.8).

Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) responded that they policed different protest actions whether peaceful or violent, planned or unplanned. Research participants (n=3, 8 & 9) shared that it is difficult for police to monitor unplanned protests because the mere presence of the police could cause the situation to erupt into violence, causing significant disruption to normal activity or malicious property damage. The following verbatim responses describe the experience of research participants 9 and 10:

> *Tshwane is not different from the rest of the province however it's the capital city of the country. All Head Office of different department are situated in Tshwane. Protest action happening in Tshwane must be managed. Police need to put in place contingency plans to deal with this protest action.* (Research participant 9, warrant officer, 25 years of experience)

> *In 2012, I was involved at protest action that was happening in North-West, Marikana where 43 protesters died due to confrontation with the police.* (Research participant 10, captain, 28 years of experience)

The safety and security industry's response to South Africa's protests requires law enforcement agencies to adhere to the constitution during protests. However, prior to 1994, during the apartheid regime, the police used force to monitor protests. Even after 26 years of democracy, there are still concerns that the former is more common than the latter, for example, Marikana still reminds many South Africans of some of

the most traumatic events of the apartheid era, such as the police killing of 69 protesters in Sharpeville on March 21, 1960, the police shooting of a student in Soweto during the demonstration of June 16, 1976, and others (Egwe, 2021). But, despite Marikana, there are still profound differences in the way the protest policy is implemented in the democracy compared to the apartheid era (see section 2.2). In many ways, today's SAPS responses to protest action are similar to the apartheid-era. Indeed, as the frequency of protests in South Africa has increased, a highly securitised policing reaction has emerged (see section 2.12).

South African police continue to employ paramilitary tactics that violate human rights, to the detriment of police-community relations. Such heavy-handed policing can sometimes lead to clashes between officers and demonstrators (see section 2.12). Some critics claim that the police's forceful crowd control tactics have incited demonstrators to retaliate with violence in many cases. Indeed, the police response to demonstrators during the recent #FeesMustFall demonstrations sparked widespread concern among critics. When reporting on the rise in protests, the media has frequently used simple violent/non-violent and orderly/disorderly binary distinctions. Thus, public opinions about protest activity are likely to be influenced by historical backdrop in such subdivisions (Suné, 2021: np).

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that they policed protest action within the Central Business District (CBD) and other areas of their jurisdiction. Three research participants (n=12, 17 & 20) reported that most often they monitor service delivery protests and land invasions and assist with protesters who submit memorandums to the officer the Mayor at Tshwane House to protect the mayor and staff. The following are some of the research participants' verbatim responses:

> *Yes. Crowd management in TMPD has just been introduced recently and members of TMPD are trained by SAPS members at their academic institution.* (Research participant 13, inspector, 10 years of experience)

> *The protest action policed by TMPD most of the time they are supporting the SAPS because the police have knowledge and experience when it comes to crowd management.*

Most often, we are involved in service delivery, land invasion and we have different unit that deal with those matters. (Research participant 15, inspector, 10 years of experience)

TMPD, most of time when they police the protest, it depends on what kind of protest are. We are policing protest depend on the levels, level 1 peaceful gatherings, unconfirmed threats against people and property at level 2, and level 3, a possible threat against lives and property. We police all protest that are happening at Tshwane house to protect the mayor and people that hand in memorandum to the officer the mayor. (Research participant 19, captain, 11 years of experience)

According to Section 9 (3) of the National Instruction 1 of 2014 on Crowd Management (SAPS, 2014: np), the police deal with three types of crowds: level one, which includes peaceful gatherings and less significant sports entertainment; level two, which includes crowds where there are unconfirmed threats against persons and property; and level three, which includes crowds where there are confirmed threats against persons and property. The POP unit is expected to deal with level three crowds and provide tactical reserves during major events in theory. However, they usually deal with all of these levels in practice. This is usually due to officers at police stations being preoccupied with public complaints and crime prevention initiatives. The discussion above demonstrates how the TMPD assists the SAPS in policing protests (see section 2.13).

Group C

Seven research participants (n=22, 24, 27, 28, 29, 30 & 31) responded that they did not police protest action as it is not their mandate. Every member is instructed that, after he or she realises that the students are starting to gather, they must inform the supervisor and control room. The following statements are the responses of the research participants below:

Yes. During the protest action our role is to safeguard the property and identify the culprit, people who instigate other people or forcing other student to join them. Then, we provide information to the law enforcement without engaging with the protest to avoid confrontation or to escalate the matter (Research participant 30, group leader, 15 years of experience)

Yes. During the protest action, we know that the student will be violent, so we do not engage them because they are throwing the stones, burning tyres, and blocking the road. Our role is to secure the premises and the personnel. (Research participant 27, supervisor,

16 years of experience)

During protest actions, most private institutions apply for a court interdict against the protesters because the interdicts give the police the right to act on campuses because it is private property. The private space is different from public space. Private space means that there is limited access, and people can only gain access if they have a valid reason to be there (Gichanga, 2015: 18).

Three research participants (n=23, 25 & 26) shared that they monitor protest action when they are insourced by other institutions to protect the property of their clients in a private space where the police are not allowed. Students complain about the police presence because there is no crime being committed. For instance, during #FeesMustFall protests, the police were not allowed to enter the private student residential areas, however the PSO who were trained in crowd management were deployed in such areas to monitor the residents. This is confirmed in Chapter 2 (see section 2.2). Participant 23 elaborates further on this:

> *Yes. Most of the university when they have strike, they called us to assist them, and we became the front liner of their security because they are not trained in crowd control. Private security firms have been accused of picking up unskilled, unregistered persons off the street on the day of the event, giving them bibs and money, and expecting them to perform protection. This painted the whole PSO who are dealing with crowd management that they do not have skills to monitor the protest action or the events.* (Research participant 23, supervisor, 14 years of experience)

Research participant 23 revealed an example of how the protesting students were under extreme pressure when they were attacked and in pain and shock after the PSO and the police tried to stop the protest. Even students who were not part of protest action felt traumatised especially the first years, who were guarded at their residence. The trauma was compounded by the curfews imposed by the PSO and police on student living in the residence during that period (Aratani, 2020: np).

4.5 Conceptualisation of protests

Group A

A protest can be described as a disruption of the social order (Boyle, McLeod &

Armstrong, 2012; np) (see section 1.8.7). Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) reported that they are involved in policing protests. Four research participants (n=2, 5, 9 & 10) shared that a protest is a public statement of opposition, disagreement, or dissent to an idea or action, usually one that is political in nature or a significant means of bargaining with the state/private organisation. The following explanations below were shared by research participants (n=1 & 7).

> *Protest is a group of people gathered to demonstrate to show their demand or complaining against the government for service delivery.* (Research participant 1, captain, 34 years of experience)

> *Protest is a gathering of people with common cause. It can be either peaceful or unruly.* (Research participant 7, sergeant, 28 years of experience)

Paret et al (2017: 126) agree with the research participants of Group A, as they explain that a protest is a significant means of bargaining with the state to achieve higher levels of service delivery or government responsiveness (see section, 2.2).

Because democratic countries are signatories to the ICCPR, most democratic countries face the difficulty of preserving public order while also safeguarding people's rights. However, most democratic countries confront several issues as a result of protesters being placed in unanticipated positions (see section 2.7). South Africa is amongst the signatories of the ICCPR (see section 2.7). The ICCPR is a multilateral treaty that commits states parties to respect the civil and political rights of individuals, including the right to life, freedom of religion, freedom of speech, freedom of assembly, electoral rights and rights to due process and a fair trial. Furthermore, it represents the universal recognition that basic rights and fundamental freedoms are inherent to all human beings, inalienable and equally applicable to everyone, and that everyone is born free and equal in dignity and rights (International Covenant on Civil and Political Rights, 2019: np; see section 2.7). In this way, the ICCPR can assit the countries that are still violating human rights during protest action.

The literature stipulates that protest is a worldwide phenomenon happening in both developed and developing nations (see section 2.7). For example, in Iran, protesters gathered in groups at different locations to oppose their government's economic policies and speak out against political repression as the New Year dawned. The

second annual Women's March was held less than a month later and, since then, demonstrations have developed in Honduras, Tunisia, Italy, the United States, Venezuela, and many other nations, demanding anything from political reform to gun control (Gelardi & Sánchez, 2018: np).

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that protest is an action of expressing dissatisfaction or disapproval of something, like voicing their grievances. Three research participants (n=12, 13 & 15) added that protest is a worldwide phenomenon (see section, 2.2).

> *Protest is the grievance of a group of the people demonstrating their dissatisfaction about something. Protest continues to play a role in South Africa's democratic post-apartheid community, despite the fact that the country's long-term effects are unknown.* (Research participant 13, inspector, 10 years of experience)

A protest is a gathering where individuals show their disappointment or dissatisfaction about something. Marshall (2000) agrees that protests occur when people do not like, for instance, the law establishments, social conventions or practices (see section 2.13).

Group C

Ten research participants (n=22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) explained that a protest is a response to a grievance or complaint that people have, for example, when university fees are increased. If their voice is not heard, they may resort to protest action:

> *Protest is a way of the student or community portray their anger or dissatisfaction about something.* (Research participant 23, warrant officer, 14 years of experience)

> *Protest is a gathering of people demonstrating or complaining about something, like service delivery.* (Research participant 26, warrant officer, 13 years of experience)

The quotations above illustrate that all research participants from Groups A, B and C understand what a protest is and they have experience of them depending on the years of service deployed at their institutions.

4.6 Types of protest

Group A

Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) reported that they policed a variety of protest actions. There are two types of protests, nonviolent protests (peaceful protests) and violent protests. Nonviolent demonstrations are when an individual or a group of people band together to bring about change in a nonviolent way. Violent protests, sometimes known as riots, urge for change through the use of violence, destruction, or intimidation. Violent protests can begin as nonviolent protests or be spurred by dissatisfaction into violent protests (see section 2.2.1). The majority of research participants (n=1, 3, 4, 6, 7, 8 & 11) from Group A agreed that there are two types of protest action. Below are some of verbatim responses by research participants:

> *A peaceful protest is peaceful demonstration at any key point area to submit memorandum or grievance while violent protest, it's when the participants show their frustration and anger by burning or damaging property and barricading the road.* (Research participant 6, warrant officer, 29 years of experience)

> *The types of protest differ, it depends on what is happening on the day of the event, it can be demonstration, Picket, March or Strike* (Research participant 3, warrant officer, 22 years of experience)

Demonstration: A gathering by one or more people, but not more than 15, for or against any person, cause, action, or refusal to take action is referred to as a demonstration.

March: A protest march is a protest or demonstration in which a group of people walk from an assembly point to a prearranged location, usually concluding in a political rally and frequently recalling a military march or parade.

Picket: A nonviolent demonstration in support of an employee-led protected strike, including the display of banners with demands, as well as singing, chanting, and dancing at a strategic location at or near the workplace.

> *Strike involves a concerted refusal to work by employees.* (Research participant 2, warrant officer, 17 years of experience)

From to the above analysis, there are various forms of protests; the SAPS has classified them based on the distinction between peaceful protests and unrest (see section 2.2). According to research participants (n=2, 6 & 11), the kind of protest is characterised by the form in which it is carried out. For instance, a protest can take the form of a picket or a march; the question is whether the demonstration is peaceful/disruptive or violent. Because the protest environment is multi-faceted, it is difficult to predict what form it will take.

Research participant (n=5) further elaborated that, when the situation report is given to the operation room, this requires information about whether the type of protest is peaceful or violent. Some protests happen spontaneously, after a peaceful protest or during a meeting if a resolution was not reached. Three research participants (n=6, 8 & 11) support sentiments of Winning and Roelf (2021: np) saying the police differentiate between peaceful or violent protests (see section 2.3.5).

Five research participants (n=1, 5, 7, 9 & 10) responded that there is a confusion about the types of protests as they may be peaceful or violent and consist of a demonstration, gathering, march or picket. The SAPS National Instruction 4 of 2014 (SAPS, 2014) provides significant instructions on the tasks and obligations of visible policing units at station or Metro police level as the first responders at a scene of unplanned crowd management. They need to identify the types of protest, whether peaceful or violent and whether they are peaceful public gatherings such as sport, entertainment, or social events. The first responder continues to monitor however, if a crowd management or public order crisis worsens to the point that public violence erupts and it is necessary to restore public order, POP must take full operational command and stabilise the situation (see section 2.12) (SAPS, 2014: 7).

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that there are peaceful and violent protests. Research participant 14 shared that he monitored several sit-ins the mayor's offices where the community complained about service delivery. A sit-in protest is a form of civil disobedience in which people sit in a

public space to protest about a specific problem. For example, during the 1968 student sit-ins against the University of Cape Town (UCT) Council's decision to revoke black academic Archie Mafeje's appointment as a senior lecturer, students stayed inside the Bremner Building for nine days, despite the fact that some students left daily, and security forces kept a close eye on the group from the outside. Sit-ins elicit not only media attention but also sympathy when they are denied service and asked to move (Phillip, 2020: np). Students demonstrated that the incident would be permanently connected to the restriction of academic freedom (Phillip, 2020: np).

> *Violent protest, it is when protesters throwing stone to motorist and blocking the road with stone, burning the tyres and damaging the property. Peaceful protest. It's when people make a sit in the office of mayor protesting without any violence.* (Research participant 18, sergeant, 11 years of experience)

> *Peaceful protest and violent protest this includes labour related matters, political related matters, awareness or solidarity and sport events.* (Research participant 20, sergeant, 9 years of experience)

> *There are different types of protests which police deal with such as gathering, assemblies, marches, demonstrations, rallies, picketing and sit-ins.* (Research participant 21, inspector, 18 years of experience)

The TMPD said it cooperates with the SAPS and other law enforcement agencies monitoring any types of protest and motorists are advised to use alternative roads. TMPD responded that they assist SAPS with protests that are held at the Union Buildings (see section, 2.12).

Group C

Seven research participants (n=22, 24, 27, 28, 29, 30 & 31) responded that they deal only with student protests whether peaceful or violent. Three research participant (n=23, 25 & 26) shared that they deal with any types of protests particularly those in private spaces.

> *The types of protest are labour protest, student protest and community protest but, at our institution, we only deal with student protest.* (Research participant 24, group leader, 15 years of experience)

According to the Constitution, the South African Police Service is responsible for policing various types of protests such as rallies, marches, assemblies, mass meetings, demonstrations, processions, sit-ins, picketing, night vigils, and barricades. The POP, which is supported by the Tactical Response Team (TRT) and the National Intervention Unit (NIU), is a specialised unit in charge of this function. Despite receiving specialised training to deal with crowd management scenarios, these units are frequently faced with the issue of dealing with nonviolent protest marches.

Before 1994, these protests were fuelled by politics but, after 1994, they were fuelled by a lack of service delivery. Since 2004, the community has protested against poor service delivery from most municipalities (Alexander, 2010: 25). Corrupt municipal authorities were mostly responsible for these protests that were organised by unemployed youth and students and included toyi-toying, stayaways, election boycotts, road blockades, barricades, tyre burning, looting, and destruction of buildings (see section 2.13).

Six research participants (n=2, 8, 11, 18, 22 & 26) concurred with the literature that demonstrations, strikes, and political violence are examples of protests that may lead to social upheaval (Schroeter, Jovanovic & Renn, 2018: np). Finally, societal unrest is a manifestation of widespread discontent with a political system (Schroeter et al, 2018: np).

The above findings confirm that a majority of research participants (n=3, 5, 6, 9, 11, 13, 17, 18, 21, 23, 25 & 26) can identify different types of protest. Three research participants (n=2, 20 & 24) shared that the Crowd Management Learning programme manual does not clarify the types of protests. The police categorise any protest as peaceful or unrest, however, the protest action can take any form. SAPS need to categorise, analyse these types of protest, and differentiate them. Seven research participants (n=22, 24, 27, 28, 29, 30 & 31) argued that they have no idea about types of protest because they did not do crowd management training.

4.7 The roles and responsibilities of safety and security industry (SAPS, TMPD & PSO) during protest action

Group A

Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) reported that their roles and responsibilities are to maintain public order. The mandate to maintain public order, according to the South African Constitution, is a SAPS's role and responsibility. This is the only law enforcement agency that has the authority to police any type of protest action. The Regulations of Gatherings Act (RSA, 1993) states that only a police officer appointed according to the SAPS Act and a warrant officer or higher rank can give a warning to disperse a gathering. Crowd Management at public gatherings and demonstrations is permitted by SAPS National Instruction 4 (SAPS, 2014) on Public Order Police however, SAPS members who do not fall under POPs are prohibited from participating in crowd control measures (see section 2.12). The statements below are verbatim responses of the research participants:

> *The police's job is to keep the peace, keep an eye on the demonstrators, and establish a line of communication between the two sides.* (Research participant 3, Lieutenant colonel, 33 years of experience)

> *The police are to make sure that people are protected and even the convener and marshal, their duties is to make sure that everything goes according to the operational plan and peacefully.* (Research participant 7, sergeant, 28 years of experience)

> *Their duties are to prevent crime during protest action and make sure that people are protected, and no damage occurred.* (Research participant 4, sergeant, 13 years of experience)

The findings of the literature support the conclusions of the research participants. The Constitution requires the police to uphold the law, and the POP's primary role is to maintain law and order by policing public protests (see section 2.11). The country's policing of protest action has recently attracted attention due to clashes during protests, where demonstrators have been arrested, maimed, and in some cases murdered by police. Despite the criticism levelled at the police for how they handle crowds, little is known about South African society's opinions on protest policing and the variables that form such sentiments (see section 2.2.3).

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that that the role of the TMPD is to police public protest in their jurisdictions. To achieve

that, TMPD assists by closing roads and informing the public about alternative routes. Two research participants (n=14 & 17) reported that, when they arrive at the scene of protest, they make sure that people are protected. The convener and marshal make sure that everything goes according to the conditions approved by the municipality so that the protest can proceed peacefully.

The role and responsibilities of TMPD, which consists of the Freeway Unit, K9 Unit and Public order policing, include securing municipal property, enforcing municipal bylaws, enforcing traffic laws, and preventing crime. The officers from the TMPD are frequently the first to respond to crowd management issues, particularly those that have the potential to turn violent, while performing their traffic policing duties (Ally, 2006: np). Below are verbatim responses echoed by research participants:

> *The role of the TMPD is to maintain peace, public order and protect bystanders during protest action. Monitor the road closure and direct the protester and the public which routes can be used and to prevent crime.* (Research participant 9, warrant officer, 25 years of experience)

> *They serve as a communication channel between the protestor and the local government.* (Research participant 11, warrant officer, 18 years of experience)

The function of the metro police includes traffic policing, subject to any legislation relating to traffic, the policing municipality by-laws and regulations that are the responsibility of the municipality, and crime prevention, according to section 64E of the South African Police Service, 68 of 1995 (RSA, 1995b). The National Commissioner of the SAPS stated in 2008 that municipalities had crowd management powers under section 64L (1) of the South African Police Service Act (RSA, 1995b). However, Regulation of the Gathering Act, 205 of 1993 (RSA, 1993) does not mention traffic police when it confers the powers of policing the protests to the police. Section 9 of RGA (RSA, 1993) stipulates the powers related to crowd management and dispersal of gatherings as well as the use of force, however this does not include the metro police. Therefore, National Instruction 4 of 2014 (SAPS, 2014) provides guidelines on the roles and responsibilities of MPDs as first responders to attend crowd management incidents in the event of unplanned protests. However, POP must take full operational command and stabilise the situation if the protest activity is violent

or the situation escalates to the point where public violence occurs. Thus, unless the metro police assist the POP, there is no legal obligation for them to conduct crowd management (Day, 2007: np). As a result, TMPD are unable to perform their operational responsibility in situations requiring crowd level 3 (see section 2.13).

Group C

Ten research participants (n=22, 23, 24, 25, 26 27, 28, 29, 30 & 31) responded that the role of the PSO is to safeguard the property, protect lives and monitor the events. Section 1 of the PSIR Act protects or safeguards a person or property, gives advice on the protection or safeguarding of a person or property or on the use of security equipment, and provides a reactive or response service in connection with the safeguarding of a person or property (see section 2.11). The following are some verbatim statements from research participants.

> *The role of PSO is to safeguard the property and identify the culprit, people who instigate other people or force students to join protest. Provide information to the safety and security industry.* (Research participant 23, supervisor, 14 years of experience)

> *The roles and responsibilities of the PSO are to observe the protest, safeguard the property and staff and assist the police during protest action.* (Research participant 27, supervisor, 16 years of experience)

In terms of the private security industry's role in protest situations, there is no authoritative directive. This may be due to the fact that, in the past, protests that necessitated the presence of PSO were rare in private spaces. Though they are frequently involved in responding to crowd management situations, unlike the SAPS, there are also no formal mechanisms for accountability for PSOs in relation to their conduct of crowd management. There are also no training prescripts for PSOs from PSIRA and no mandate for the use of powers related to crowd management. This was shown by the #FeesMustFall protests that allowed PSOs to fill the gap as the police were stretched to capacity as the protests took place at higher education institutions around the country (see section 2. 11).

In March 2021, students at universities around the country demonstrated for the right to register even if they owed money. One person was shot dead by police during a

protest at Wits University, and the South African Union of Students (SAUS) issued a statement criticising the brutality and violence of the protest. The Vice-chancellor, Professor Petersen, stated that the University of the Free State would hire PSOs on campus to moderate and monitor protests in order to guarantee that they do not spiral out of control, as happened at Wits University. Hence, the PSOs give the university more control than SAPS's involvement (Price, 2021: np; Winning & Roelf, 2021: np).

4.8 Challenges experienced during protest action

Group A

Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) responded that the restructuring of the unit in 2007 was a great challenge because they lost members who had knowledge and skills of crowd management. Four research participants (n=2, 5, 9 & 10) responded that, since restructuring, there are not enough human resources and equipment. They further elaborated that there is not enough training because the police are stretched to their capacity. Due to the demand of policing of protest action, platoon commanders do not have time to go for regular training. This affects the members who operate water cannons because they are overworked and are also unable to do refresher courses. Most members who have done crowd management also do crime prevention. Two research participants (n=1 & 7) shared that the negative attitude of the protesters hinders SAPS from executing their duties effectively during protest actions due to the policing during apartheid and #FeesMustFall. Police brutality and human rights' breaches in South Africa can be traced back to the country's apartheid era, when the police were used to oppress and discriminate against black populations. The country's shift to a multicultural democracy, however, has left a harsh legacy (Egwu, 2021: np) (see section 2.12). During student protests, for example, most students do not respect the police. During protests about tuition costs, hundreds of students in Johannesburg clashed with the police, resulting in the death of an innocent individual (Price, 2021: np) (see section 2.12). The following are verbatim responses of some of the research participants:

> *Lack of understanding the role of SAPS during the protest action by the media and community. The media often do not reflect the positive roles of the SAPS which make the protesters to hate SAPS members. Most protest political parties are involved so they*

influence the whole policing of protest. (Research participant 3, lieutenant colonel, 33 years of experience)

A shortage of manpower, in-service training, and effective equipment prevent SAPS from carrying out their tasks properly. (Research participant 6, warrant officer, 29 years of experience)

The members are complaining about the management of SAPS not implementing the legislation, Court ruling and political interference. (Research participant 9, warrant officer, 25 years of experience)

There is a lack of leadership, communication, equipment, and command and control. (Research participant 11, warrant officer, 18 years of experience)

The present issues in policing protests have aroused more concerns about the effectiveness of crowd management training, the quality of techniques used, and whether the SAPS culture is suitable for a modern democracy. The ability of police managers to oversee protest management operations, recruit competent individuals into public order units, and prevent the cruel and excessive use of force by police officers has also been cited as an issue (see section 2.2). Tait and Marks (2011: 19) voice similar worries by claiming that, in comparison to their international counterparts, South African police have failed to meet the essential crowd management requirements. For example, during a national lockdown crisis in July 2021, South Africa's economic infrastructure was exposed to major weaknesses in the police. As crowds invaded malls and destroyed transportation, supply networks, and logistical hubs, SAPS were frequently “missing in action” (Moyo-kupeta, 2021: np).

Three research participants (n=3, 8 & 10) shared that political influence is a concern in policing protest because it negatively impacts the members, command, and control as they are required to act against their operational doctrines to comply with political requests. Section 199 (7) of the Constitution states that none of the country's security services, nor any of their personnel, may harm a legitimate political party interest or further any political party interest in a prejudiced manner in the performance of their functions (RSA, 1996: 137). Furthermore, section 47 of the SAPS Act, 1995 (SAPS, 1995) states that a member may refuse to obey a clearly unlawful order or instruction issued by a superior or a competent person, and that a SAPS member may request that any instruction be reduced to writing (SAPS, 1995: np).

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that the TMPD are facing challenges of a shortage of personnel, lack of equipment, political interference, media reporting negative news about police, management interference as well management's lack of direction. Some of their responses are documented below:

> *The department does not have enough equipment to police the protest action and members are complaining about the management of TMPD not implementing the legislation.* (Research participant 14, inspector, 12 years of experience)

> *The negative attitude of protesters, interference of management and political parties and media reflecting wrong things about the TMPD.* (Research participant 16, inspector, 9 years of experience)

The TMPD falls under the municipality and police in their jurisdiction area unlike the SAPS that is a national organisation. The MPD are the first responders at the scene of protests in public spaces or on public roads. It is a challenge for the TMP to monitor the traffic flow during police protest action because they do not have enough resources. For instance, there is a video footage on the social media of the policing of public protests in Gauteng and KZN in July 2021 that appears disorganised and unplanned. There is no distinct police line, and officers are stationed throughout the crowd.

During the protest action at Katlehong's Sam Ntuli Mall, a member of the MPD was killed (Nkosi, 2021: np). The MPD does not have the authority to police public demonstrations, according to (Newham 2006: np). This has an impact on policing protests. According to the MPD's mandate, their responsibilities are limited to crime prevention, by-law enforcement, and traffic policing. This implies that the SAPS must seize complete control of a public protest scene once it arrives. This includes command and control, and where further aid from MPD members is requested, SAPS command and control will take precedence. The SAPS continues to be in charge of crowd management, although the metro police may be able to assist in policing the protest action at various levels (Magome, 2015: np). The SAPS is responsible for ensuring that all requirements are met by such MPD members (see section 2.12).

Group C

Ten research participants (n=22, 23, 24, 25, 27, 28, 29, 30 & 31) responded that, most of the time, site managers do not know which measures to implement during protest action.

> *Working at the main gate poses lot of challenges because, when students start their protest, they come to main gate to force a way in/out. As a frontline of the institution, we must protect the property even though we are not trained in crowd management.* (Research participant 29, group leader, 15 years of experience).

> *Due to lack of the crowd management training, equipment and manpower, the protester is able to confront us, and we must protect ourselves and safeguard the likelihood of the institution.* (Research participant 30, group leader, 15 years of experience)

> *The challenge we encounter during protest action is that the student has negative attitudes towards us, and they do not allow us to enter their residential place until the police arrive, because the management instructed us that when the student start to protest, they must vacate the premises because they damage the property.* (Research participant 23, supervisor, 14 years of experience)

> *PSOs posted at the main gate often are the one that struggle the most because most of the time when the protest started outside the campuses, they are forced to close the gate so that protester does not enter inside the campus. The instruction is normal came from the supervisor to avoid the damages. Management, most of the time, they take time to respond, and it make the matter to escalate. The attitudes of the protesters provoke the officer to retaliate.* (Research participant 31, supervisor, 35 years of experience)

The above responses demonstrate that the challenges facing PSOs highlight concerns about the effectiveness of crowd control training, the quality of tactics used, and the culture for monitoring crowd management in a modern democracy. Three research participants (n=23, 26, & 29) raised concerns about the ability of insourced PSOs to lead protest action operations, recruit competent individuals into units, and curb the brutal and disproportionate use of force.

PSOs face challenges when posted at tertiary institutions, mines, companies, and government institutions (Sikhakhane, 2019: np). Protesters often turn violent in order to draw the attention of those in charge. As a result, PSOs as a frontline of the institutions face the protesters first and, if the situation worsens and the PSO retaliating

with greater force, this may result in confrontation which leads to injuries or loss of life (Langa, 2017: np).

The analysis above shows that PSOs lack training in crowd management which causes them challenges. For instance, in the Free State, Mangaung area was shaken by the protest action, named “MangaungShutDown”, organised by Mangaung Community Concern over a lack of service delivery, land and business, and job opportunities. The PSO, who was by himself at the time, fired live ammunition into the crowd in an attempt to scare the mob away, but he accidentally hit a 15-year-old child. The boy died on the scene. “The PSO was detained and will face a murder accusation in the Bloemfontein magistrate's court” Makhele said in a statement (Patrick, 2021: np). Furthermore, in Sandton, Gauteng, a group of protesters blocked a contract site over non-payment of their salaries. During protest action, a PSO was injured due to the confrontation and altercation between protesters and PSO. The firearm of the PSO was stolen during that time (McCain, 2021: np).

The study's findings and literature review highlight the need for enacting regulations when dealing with protests to avoid conflict and confrontation between protestors and the PSO (see section 2. 11).

From the above observations, all research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) considered that the sub-themes, which include the role of the media, negative attitude of protesters, legal implementation, awareness and education, equipment for policing of protest, communication, lack of manpower and lack of resource, overlap. These themes are discussed separately below.

4.8.1 The role of media

A significant number of the research participants (n=3, 8, 9, 12, 14, 17, 18, 23 & 27) were of the view that the role of media in protest action is important. Ten research participants (n=1, 3, 4, 5, 7, 13, 16, 19, 21 & 31) shared that the media does not understand the role of SAPS during protest action and that their reports are in conflict with the community and the police:

> *The media often does not reflect the positive roles of the law enforcement which make the protesters to hate law enforcement members. Most of protest you find that political parties mislead the people through the media and their involved influence the whole policing of protest.* (Research participant 3, Lieutenant Colonel, 33 years of experience)

Two research participants (n=8 & 12) agree with Kilgo (2020: np) that a lack of understanding of the role of SAPS during the protest action by the media and community cause conflict. Mcleod (2020: np) believes that, in order for the public to understand the reasons for police action, a media strategy must be formed by alerting the public about police aims. If the media, as the public's primary source of information, lacks reliable information, it may publish inaccurate information. (Mcleod, 2020: np) states that research demonstrates that there are prejudices against police officers in media stories. As a result, when reporting protest action and how the police react to protests, De Klerk and Mvomvo (2019: np) believe that the police need to have a media strategy in place. Before each event, police should meet with the media and report the news. SAPS personnel should notify the public that the police are prepared to hold the event and maintain public safety, since this will deter criminals:

> *Media is a very important source of information however, they report only negative things about the police, each and every event of protest whether peaceful or violent, the media does not publish correct information, they are looking [for] a scope to make profit.* (Research participant 5, warrant officer, 35 years of experience)

In 2019, the Economic Freedom Fighters (EFF) formed a media subcommittee for their event months in advance led by students and communicated information about the event with the media and all stakeholders on the day of the event (De Klerk & Mvomvo, 2019: np). This method eliminates public and media criticism. Narr et al (2006: 65) attribute the EFF rally's effectiveness to the sophisticated system in place to cope with protests, such as a Joint Information Centre. This enabled operational commanders to communicate effectively about the event with other role players.

The communication officer of the police must inform the media that the police are ready to monitor the march. As a result, information will be communicated to the public about the current situation, including the location, date, and time of the event, viable routes to avoid and a briefing regarding police actions if the law is breached (De Klerk & Mvomvo, 2019: np). Narr et al (2006:67) agree that it is critical that the media be

used after the occurrence in order to restore calm and notify the public that streets are now open (Narr et al, 2006: 68).

> *Platforms like Facebook, Twitter, Instagram, YouTube, and Snapchat are used by social and news media outlets to keep people up to date on current events. The same media fabricates information, speculating on what is correct while rushing to be the first to report on current events as they occur. The media, in reality, fails to check information and continues to spread fake news for people to consume, and the media is unconcerned with how people react to those who have been wrongly accused.* (Research participant 3, Lieutenant Colonel, 33 years of experience)

> *People react by posting harsh comments on social media and news media platforms, making threats, protesting, and attacking, resulting in injuries and murder. When the truth is finally revealed, the media rarely corrects fake news.* (Research participant 24, group leader, 15 years of experience)

> *The media is a vital source of information, but they only broadcast negative things about the police, and they misreport every protest, whether peaceful or violent. They do not publish accurate information because they are searching for a way to make profit.* (Research participant 23, supervisor, 14 years of experience)

Despite the benefits of social media, the findings above show that, if not carefully supervised, social media platforms can have a negative impact on police performance. The widespread use of social media has posed significant challenges to law enforcement in policing protest action in the country, including aiding the spread of false information on the internet and enabling the sharing of sensitive information that could hinder ongoing investigations (Peters & Ojedokun, 2019: 173). Individuals and organisations acting on the basis of media allegations have been targeting, attacking, and killing police officers. The internet has changed the way the police interact with the press and the general public. For example, while providing improved responsiveness and allowing direct public outreach, social media has widened the breadth of police enforcement communication channels. Police work has become a risky job, not only while on duty, but it has also raised the risk to officers' families by providing rapid and simple access to personal information. Sites like Facebook and Twitter, for example, provide law enforcement with some power. Some law enforcement authorities utilise social media to collect information, hunt down suspects, and investigate crimes (Peters & Ojedokun, 2019: 173; Pokrócos, 2017: 1; Polito,

2018: 69) (see section 2.5). However, the current trends in the media focus on the negative aspects of police-related incidents, with little emphasis on the positive. Unnecessary information is sometimes added to publications to attract readers/media consumers, especially in profit-driven media (Wasserman, Bosch & Chuma, 2018: 145–156). For instance, the use of social media to elicit community outrage is common. The "Hands Up, Don't Shoot" fake news in the Michael Brown case was a false claim. The social and news media rapidly jumped on that part of the story, concentrating on a young black boy who was unarmed and was shot to death by a racist police officer while his hands were in the air. That was not the case, as multiple witnesses testified following an investigation that Brown did not listen to the officer and continued to act violently. The fabricated story that Brown's hands were up and he was requesting police not to shoot sparked enormous protests and riots in Ferguson, with over 25 structures burnt, over 150 rounds fired by rioters, patrol cars burned, 13 people injured, 80 people detained, and one person killed. Furthermore, protests against Michael Brown grew violent across the country because of a fabricated allegation (Hitlin & Vogt, 2017: np).

Thus, challenges are posed by social media on policing by creating negative impact on law enforcement. Criminals have been apprehended in significant part due to social media's assistance to the police. However, not every police officer knows how to use social media that has transformed into a channel for criminality. Five research participants (n=3, 7, 9, 18, & 31) shared that social media has proven beneficial, but it is not totally trustworthy or reliable. As a result, their contributions to policing and crime prevention are somewhat restricted. This study suggests that, despite the benefits of social media platforms, if not properly managed, public usage of these platforms might have a negative impact on police performance.

4.8.2 Negative attitude

A negative attitude is a disposition, feeling, or manner that is not constructive or optimistic (Clark, 2014: 51; Taylor & Asmundson, 2021: np). Historical background is likely to have an impact on public attitudes about protest behaviour. South Africa has recently emerged from a long struggle for democratic freedom at the outset of the post-apartheid period, which was marked by protest actions (Bohler-Muller et al, 2017: np).

Clark (2014: 51) concurs with the majority of research participants (n=2, 3, 5 ,8 ,9, 11, 14, 17, 21, 23, 27, 28, 30 & 31) that the negative attitude of the society and frustrations that some communities have are primarily as a result of: municipalities' lack of service delivery coupled with their lack of response to the people's dilemma; the government's empty promises; and the self-enrichment of corrupt leaders, particularly within local municipalities. The police had to deal with protesting individuals in the past because of opposition to apartheid laws, and they still have to deal with protesting people who are being disadvantaged by the government in terms of providing the essential resources and services, as shown in the previous sections (Patrick, 2021: np) (see section 2.4.4).

Gerhart and Glaser (2013: 80) argue that students have negative attitudes towards poor education and a lack of housing which sparked protest action, looting, and property destruction. For example, at UFS the students have negative attitudes towards PSOs, alleging that they infringe their rights when they stage legitimate protests on campus. The events that unfolded during the protest action #FeesMustFall, particularly the way in which PSOs managed the protest, caused a lot of distrust. It also raised questions of fairness and justice:

> *Majority of South Africa people have negative attitudes towards the police because they have the perception that the police want to stop them to protest again an inequality, poverty, growing joblessness, disappointment with the government and anger at the difficulties that ordinary people have been facing since the born of democracy.* (Research participant 11, warrant officer, 18 years of experience)

> *The altercations between the students and PSOs had the elements of unpredictable violence that pose dangerous concerns of creating negative attitudes that will cause violent protests and levels of intolerance on campus. The students allege that PSOs violate their rights when they come to their residential area, they restrict their movement by not allowing them to leave their rooms even to use the toilet, as result this causes the student to have negative attitudes towards the PSO, trauma to first year students and struggle to cope after the protest action.* (Research participant 22, Senior Manager, 13 years of experience)

The above response highlights the severe psychological impact on the students during protest action (see section 2.4). Three research participants (n=3, 15 & 22) argued that the effect of protest action is irreversible because during some of the protests they

experience trauma, anxiety and depression. For instance, in August 2020, a MPD from Cape Town was hospitalised following a petrol bomb attack on his vehicle during land occupation protests in Kraaifontein where the communities developed negative attitudes towards the officers (Herman, 2020: np). Thousands of Grade 12 students in Vuwani, Limpopo, missed their preliminary exams in September 2017 as a result of service delivery demonstrations that shut down schools and other municipal services (see section 2.5).

Two research participants (n=4 & 17) responded that, at Free State Mangaung, the relatively limited breadth of current service delivery protests in the area could be described as indicators of negative attitudes and socio-political instability, since the population refuses to listen to any political party. However, if this situation is allowed to persist for an extended length of time, protesters will become more negative which has the ability to expand and develop into a resistance movement and escalate to other places (Patrick, 2021: np). Hence, it is critical for the police to maintain public order and uphold the law but the solution to the problem lies in finding quick remedies to the socio-economic problems that plague many neighbourhoods. These problems, according to two research participants (n=2 and 18), make it difficult for the safety and security business to carry out its roles and responsibilities (see section 2.12).

Unfavourable sentiments have a significant impact not just on protesters, but also on the security and safety industry. Seven research participants (n=5, 8, 11, 17, 26, 29, & 31) agreed that an immediate intervention in student accommodation conditions that affect student and community service delivery is required. Finally, politicians, particularly those who are confident of being nominated to government positions following elections, must bear a greater share of responsibility for the promises they make and the expectations they raise.

4.8.3 Legislation and legal procedures

All research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) from all groups mentioned that the Constitution of the Republic of South Africa is the country's supreme law. SAPS, TMPD and PSOs are guided by the Constitution when performing their duties (RSA,

1996: 125–126).

National security is the government's responsibility, in terms of Chapter 11 of the Constitution (RSA, 1996: 122). Furthermore, in section 199 of the Constitution, national security service is mandated to safeguard the nation, which includes a single defence force, a single police agency, and any intelligence service constituted in accordance with the Constitution. Any other armed service that is not directly controlled by the state is covered under the Constitution. In terms of national legislation, these services must be recognised, regulated, and managed (RSA, 1996: 122).

Two research participants (n=9 & 13) shared that, if these laws are implemented properly, the policing in Tshwane will improve and the rights of the people will be respected. The findings above show that the current law is not implemented to improve the policing of crowd management. For example, when the police were dispersing a crowd of university students who were protesting about financial issues in the National Student Financial Aid Scheme, a man was shot by the police (Morgan, 2021: np).

4.8.4 Awareness and education

Five research participants (n=2, 14, 17, 18 & 30) shared that awareness and education of community members about laws governing the protests in South Africa will encourage the implementation of crowd control. Three research participants (n=5, 23 & 27) highlighted that communities must be made aware in order for them to be informed about their rights, as well as the role of the law enforcement during protest action. Below are verbatim responses of these research participants:

> *Tshwane is the capital city of the country where lot of head office are situated as well as the office of presidency. All people from the different province come to Tshwane to submit their memorandum to these offices hence, when they arrived, they mix with people from Tshwane. Safety and security must educate their community about the legislation concerning protest action.* (Research participant 6, warrant officer, 29 years of experience)

> *Safety and security industry must host awareness and educate the student at different high institutions and hold imbizos regularly with the community and other stakeholder that are involved in policing of protest action in Tshwane to improve policing of protest action.* (Research participant 15, inspector, 10 years of experience)

> *Public does not have confidence on safety and security industry so there is a need for them to host awareness and partner with the community to fight crime during protest action because it is community that is grieved.* (Research participant 30, group leader, 15 years of experience)

The findings above demonstrate the necessity of raising community awareness and education about the legislation implementation to reduce criminal activity during protests. The research participants (n=4, 8, 17, 21 & 28) responded that the policing system is a collaboration between community forums and the safety and security industry. Section 18 (1) of the SAPS Act states that the national police must ensure that there is a conducive environment within a group of united individuals from various cultural backgrounds with the purpose of attaining a common goal (SAPS, 1995: np). The Act also states that all members of the safety and security industry are given authority to construct society policing structures in all of South Africa's police environments. This assertion is backed up by Section 215 of the Constitution (RSA, 1996), which states that, in order for the police to effectively deal with and address criminal activity during protest action in the country, they must form formal partnerships with business associates, ordinary citizens, and other community role players (RSA, 1996: 197). For example, the #FeesMustFall protest was praised for its success in raising awareness about the financial problems in South African higher education. This has been a long-standing issue that higher institutions have been fighting for years, but the #FeesMustFall protest action brought the dilemma to the public's attention in just two to three weeks (see section 2.2).

As a result, the safety and security industry has a responsibility to educate the public on a regular basis. The researcher concurs with the statement that participation in community forums will aid in alerting the public about the demonstrations that will take place and the route that will be closed. As a result, there will be fewer acts of criminality because the community will be taking responsibility and educating one another about the protesting legislation (Hargovan, 2012:19).

4.8.5 Equipment for policing protests

All research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) from all groups shared that, in crowd

management situations, it is critical to employ the appropriate equipment. Seven research participants (n=4, 7, 9, 17, 20, 27 & 30) reported that the management does not check if the members have the right equipment, as they are focussed on the work being done even though officers work under pressure and are afraid to act:

> *Lack of equipment make it hard to perform our daily duties effectively because we end being under pressure when we act. That is why you find other officer been charge with negligent of handling of firearm.* (Research participant 9, warrant officer, 25 years of experience)

As a result of the police handling and treating protesters and questions that were raised by Human Rights organisations, the police were forced to abandon the use of more severe equipment (Marikana Commission, 2014; np). Instead of lethal weaponry that could result in serious injuries and deaths, non-lethal equipment that requires a lesser use of force should be deployed. The sort of equipment employed by police tends to be similar around the world, which could be linked to the equipment's perceived effectiveness as well as the fact that crowds are also similar around the world.

Four research participants (n=10, 17, 19 & 23) agreed with the Marikana Commission that the use of horses can be deployed to disperse protesters during crowd management. On horses, police officers have a good view of the protesters. The way the police approach the protesters, as well as the equipment they utilise during demonstrations, should be scrutinised. Because of the way the police are outfitted and armed, it may appear that they are going to battle. Although the image of the "robocop" serves as a deterrence and maintains public confidence in the police's ability to deal with the situation, it might backfire if the media and public perceive it as police using heavy-handed techniques. Furthermore, if it is a nonviolent demonstration, people will have a different image of the police and may react defensively (see section 2.2).

The misuse of police authority could be seen in the excessive use of equipment during the policing of protests. The appropriateness of the tactics and equipment employed is determined by the current situation (see section 2.14). That is why, for example, the media frequently criticises Israeli troops for employing excessive force on Palestinian protesters in the occupied West Bank (Michaeli, 2013: 5). Although forces are directed

by a progressive approach to a situation, this varies from country to country (Michaeli, 2013:05). Those who use rubber-coated metal bullets, in particular, result in the deaths of many protestors. However, other sorts of weaponry may be used differently in certain countries, such as in China, where no firearms are carried. There are distinctions, such as the employment of electric shock weapons in some countries and heavy-handed weapons in others, such as Israel. The researcher acknowledges that, while these countries utilise these weapons in response to dangers they may face, they should only be used when absolutely necessary. They should be utilised in situations when they are suitable and within the confines of the law.

4.8.6 Communication

All research participant (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) from all groups shared that there is a lack of communication during protest action. Two research participants (n=7 & 13) responded that sometimes crime occurred in front of officers, and nothing is done because they are using a different channel to communicate.

> *During protest action communication is very vital because it is difficult to arrest the alleged suspect due escalation of violence protest so information must be passed to crime intelligence personnel that are on the group to monitor the alleged suspect.* (Research participant 11, warrant officer, 18 years of experience)

> *During protest action there are personnel that are deployed on the ground to record all entire process to check or monitor the activities and the wrongdoing of the protesters. The officer who is deployed to capture these activities, communicates with radio control to inform them about any suspicious crime activities.* (Research participant 8, warrant officer, 36 years of experience)

The above analyses show that the channel of communication during protest action is important. As indicated by a research participant (n=8), when there are suspicious criminal activities, he reports to their control room. According to Section 4 (1) of SAPS National Instruction (SAPS, 2014), information managers are responsible for gathering data to aid in the proper policing of protests (SAPS, 2014: np). Four research participants (n=9, 13, 17 & 23) concur with SAPS (2014) that the police operations, whether large or small, require a measure of communication and is done by command

and control. Most often during protest action, there are different law enforcements on the ground, and this refers to the situations where police officials carry out tasks and duties directed by one or more senior officers. The presence of different law enforcements with different capabilities on protest action poses issues of command (Marikana Commission, 2014: np). Below, research participant 4 shares his response:

> *During protest action there must be Joint operation Centre that all personnel from different units must report at it so that communication can flow amongst this units. Because every unit has their own commander, supervisors or manager to avoid the clash.* (Research participant 4, sergeant, 13 years of experience)

The core principle in relation to the command of crowd management operations is the unity of command. This requires that there should be a single clear line of command so that it is possible to determine which superior officer is ultimately responsible for law enforcement. For instance, in Cape Town, MPD and SAPS members were in the spotlight because of growing tensions between them over land invasion. The SAPS alleges that MPD overstepped their mandate and the city responded that they will move to expand its policing role. Hence, crime prevention and investigation of crime is the functions of SAPS as stipulated in the Constitution. Matter worsened after two undercover police officers were shot dead by Cape Town law enforcement before they could identify themselves (Kiewit, 2020: np).

The above findings reveal that communication is vital for all law enforcement and protesters. This can be resolved through transparency and active partnership between the role players.

4.8.7 Shortage of manpower

In relation to the #FeesMustFall protests, all research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) responded by indicating that the shortage of manpower is a critical challenge during protest action. The majority of POP units lack the manpower to meet the demands of protest action so the security industry is starting to train their members on crowd control.

> *Members expressed their worry about the long hours they work and are tasked with crime prevention when it is time to rest. Their issue is that, in order to keep them motivated, they should solely work on intelligence-driven crime-prevention operations so that they may get refresher training when they aren't dealing with crowds. When they are not policing protests, this effectively gives them time to attend refresher training and take leave or rest days.* (Research participant 12, lieutenant, 23 years of experience)

These sentiments were also echoed by five research participants (n=7, 13, 19, 25 & 29) who shared that, when protests erupt while they are off duty, their supervisor calls them to report for duty to reinforce the members who are working. Furthermore, they indicated that a significant manpower shortage exists to cope with the demands of protest action. For instance, protest action and looting in Gauteng and KZN that stripped store shelves was the worst encountered by law enforcement but there was no manpower to police the protest action. The protest action was widespread making it difficult for the safety and security industry to monitor the protest action (Nkosi, 2021: np).

Five research participants (n=2, 8, 15, 19 & 27) concurred with the literature that, when there is no manpower, the police cannot form a formation line or apply the techniques, they were taught them to control protest action. An MPD member was killed during protest action at Sam Ntuli Mall in Katlehong due the lack of manpower (Nkosi, 2021: np). Additionally, in Marikana two SAPS members were killed by protesters during protest action after the police were attacked due to a lack of manpower (Marikana Commission, 2014: np).

> *Most often when the protest erupts, you find the law enforcement already busy with their daily activities. Most of the time, the member that on the vicinity must check what is happening and report to control room. Mostly this protest are unplanned. The commander who is on duty must mobilise more members, depending on the number of the people protesting, sometimes they recall people that are off duty.* (Research participant 7, sergeant, 28 years of experience)

Two research participants (n=16 & 21) shared that they are deployed on their rest days if there are insufficient police to control large crowds and this prevents them from using the procedures they have been trained for and forces them to elevate the level of force, such as using rubber bullets. This causes members to be negative particularly as, due

to a lack of funds, they are not paid for overtime. This indicates that the management of the SAPS are aware of the difficulties as stated by the research participant (n=24) below:

> *Private security industry is growing more than law enforcement in South Africa, so people turn to trust them more than the police.* (Research participant 23, supervisor, 14 years of experience)

Research participants (n=9 & 31) concur with PSIRA's annual performance plan for the years 2021–2022, which shows a significant growth in the number of security officers in South Africa over the last decade. According to the annual report, there are now over 2.5 million registered security officers in the country, with over 556,000 of them actively working. Over 10,380 registered and operational security businesses work at higher education premises (PSIRA annual report, 2021/2022: np; see section 2.11). In South Africa, the number of private security guards greatly outnumbers the number of police officers. Currently, the SAPS has around 145,000 Police Service Act members and 39,000 Public Service Act members on its payroll. About 132,000 Police Service Act members are assigned expressly across the nine provinces and the national head office (Businesstech, 2021: np; PSIRA annual report, 2021/2022: np). Currently, the TMPD has around 32,493 police officers in total however, the TMPD is working under the municipality and enforces provincial legislation. The SAPS is a national police service for the whole country that deals with serious crimes that fall under national legislation such as the Criminal Procedure Act (RSA, 1997) while the PSO falls under the for profit private security industry (see section 2.11).

The above analyses show that the members must find a way of coping or policing the protest action during difficult circumstances. However, they must monitor protest without confrontation to get more manpower as the protesters may be carrying dangerous weapons. Hence, section 8 (4) of the RGA (RSA, 1993) stipulates that no participants of a gathering or demonstration may carry or be in possession of a weapon (see section 2. 12).

4.8.8 Lack of resources

All research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18,

19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) responded that a lack of resources prevent members from effectively performing their duties. Five research participants (n=1, 3, 8, 14 & 17) shared that the POP requires more bullet-resistant vehicles as well as water cannons in each unit to reduce the use of force. The lack of resources causes a serious constraint to the community's trust in the police and the quality of policing in Tshwane. Two research participants (n=7 & 19) confirmed that they used a soft top vehicle to attend a protest action but when they arrived, they found a street barricade and their vehicle was stoned by protesters. Below are verbatim responses of research participants:

> *We need more bullet resistant vehicles to serve the community better. Because most cases when we arrive at the protest action the protesters start to retaliate even the bystander, they to check what is going on. So, when we are using the soft top car it's difficult to monitor properly, sometimes we are waiting for while waiting bullet resistant vehicle to be withdrawn from other deployment to come and assist.* (Research participant 7, sergeant, 28 years of experience)

Because of this lack of resources, the community view the SAPS generally as ineffectual and under resourced. This contributes to negative attitudes the protesters display towards the law enforcement (Patrick, 2021: np).

POP units must acquire more resistance vehicles and a screamer that should be installed in every vehicle, as this has been demonstrated to be effective in France (Jarry, Carriat & Thomas, 2019: np). Due to a shortage of specialised vehicles, such as Nyalas, water cannons, crowd management equipment, and protective gear, the POP units have a significant difficulty in carrying out their duties.

4.9 Safety and security industry's perception of their effectiveness during protest actions

Group A

Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) shared that the effectiveness of police during protest action is judged by the successful execution of operational plans and the prevention of crime during protest action. However, four research participants (n=2, 5, 9 & 10) stated that this is not the case, as they received

an ineffective operation plan from the information officer, resulting in poor integration in terms of strategy and implementation of legislation that has an impact on policing protests. Hence, the community continue to view the police as agents of the state who stood in the way of their freedom; they continue to disrespect the law (Gerhart & Glaser, 2013: 80). Below are verbatim responses of the research participants:

> *Members must be willing to reach out to and engage with protesting groups and stakeholders during protest action since this encourages shared responsibility for ensuring a peaceful protest, establishes tolerance levels, and allows for input throughout the process.* (Research participant 4, sergeant, 13 years of experience)

> *Developing situational awareness that gives essential information that enables POP units to use the differentiation principle, allowing for suitable operational strategies and tactics.* (Research participant 6, warrant officer, 29 years of experience)

> *Ensuring that the negotiation concept is used, which includes using time, patience, and proper communication to try to assist lawful protest activities and secure voluntary cooperation wherever possible.* (Research participant 9, warrant officer, 25 years of experience)

> *During protest action, political parties most often, they like to influence the process and they do not check whether the protest is peaceful or violent. They do not check whether the life of PSO is safe or not. Most of the time they say PSOs are working to make profit, they do not have best interest of the protesters. Because most students are affiliated to these political parties, so when there is a protest action, they invite them to get political strength.* (Research participant 4, sergeant, 13 years of experience)

The findings highlighted that there are mixed feelings about the effectiveness of police during protest action. These sentiments are echoed by Moyo-kupeta (2021: np) after protest action in Gauteng and KZN. The analysis above shows that SAPS do not implement the legislation, as mentioned by a research participant (n=4), because it may jeopardise police officers' duty not to act in a politically prejudiced manner, and because it may put pressure on officers to act in ways that are against the Constitution, such as the right to freedom of assembly. Members of POP units, for example, said that "political interfering in policing has a negative impact on command and control of POP since they are forced to act against their operational doctrines to comply with the political request." Additionally, during the Marikana mass-killing, the police leadership, at the highest level, appears to have taken the decision not to give the true version of

how the “tactical option” was implemented on the afternoon of August 16th, and to conceal the fact that the plan to be implemented was hastily put together without POP inputs or evaluation (Marikana Commission, 2014: np).

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that the effectiveness of their role and responsibilities is to prevent crime and perform traffic functions in their jurisdiction. Two research participants (n=13 & 17) stated that the perception of the effectiveness of policing protest is weighed by the community they serve. However, this is not the case; the community alleges that TMPD officers are corrupt. Bribery and unsolicited payments are two of the most common things the public associates with a government official (Raymond, 2021: np). The following sentiments were expressed by research participants below:

> *Some TMPD officers lack discipline because they accept bribes, which is a concern for the department because it has a negative impact on their effectiveness in carrying out their duties.* (Research participant 21, inspector, 18 years of experience)

> *Police indicated that people that outside the police service have a habit of dictating how protests should be handled of the power they are holding in the government or political party.* (Research participant 15, inspector, 10 years of experience)

> *Lack of communication between the South African Police Service and the Tshwane Metropolitan Police Department impact the effectiveness of crime prevent during protest action. It was seen as prevention of crime is not high on the TMPD’s list of priorities.* (Research participant 18, sergeant, 8 years of experience)

> *Officers of the TMPD claim they are unaware of crime statistics and patterns that change on a daily basis. If you put something in place now, it does not guarantee that it will be there in five years.* (Research participant 21, inspector, 18 years of experience)

The above responses highlighted that the TMPD must implement the legislation, policies and regulations to be effective in their roles and responsibilities during protest action. Two research participants (n=13 & 16) concurred with Raymond (2021: np) that these associations are unjust to officers who follow the rules since their efficiency

has been harmed by a few corrupt officers. For example, a video of a TMPD officer accepting payment from a motorist is currently trending. It shows the driver taking out his wallet and handing over an undisclosed sum of money to the police before walking away (Raymond, 2021: np).

This resulted in the recruitment and use of individuals who lacked the essential experience, posing a challenge to effective protest policing. It demonstrates that they did not put the legislation in place because Section 199 (7) of the Constitution of 1996 states that none of the country's security services nor any of their members may prejudice a political party's interest that is legitimate under the Constitution in the performance of their functions. A lack of knowledge has been recognised as an issue that could have a significant impact on effectiveness. In addition, a lack of managerial support causes members of the TMPD to be ineffective. This could indicate that members are not fully aware of the legal framework within which they must operate, or that members are not aware of what is expected of them during a protest (see section 2.13). It also implies that the TMPD's legal framework system is ineffective.

Group C

Ten research participants (n=22, 23, 24, 25, 26, 27, 28, 29, 30 & 31) responded that when they monitor protests, they fill the gap of the police. Two research participants (n=25 & 28) shared that their role and responsibilities are to safeguard and protect properties. However, in reality, the PSO has to fill the gap and monitor the protest until the police arrive. For example, In March 2021, the protesters barricaded the entrance to the campus and were refusing to let staff and other students who were not part of the protest to enter the campus. There was video footage trending showing a student using a stone to attack the PSO (Price, 2021: np; Winning & Roelf, 2021: np).

> *PSO does not have mandate to monitor the protest hence the effectiveness of duties cannot be measured or evaluated even though the functions overlap to the function of the SAPS.* (Research participant 25, supervisor, 25 years of experience)

The code of conduct stipulates that the security service provider must make every effort to prevent crime, effectively protect people and their property, and refrain from acting in any way that may encourage or further the commission of an offence or

jeopardise the safety or security of any person or their property. Furthermore, a security service provider must disclose all information and documents that a member or employee of a Security Service or an organ of State may lawfully seek without undue delay (RSA, 2013a: np).

Section 4 of PSIRA Act, 2001 provides the instruction for security service providers and security employers performing security duties where there is protest action. Their duties are to protect and safeguard property, individuals and as well as the organisation (RSA, 2001: 8). Three research participants (n=24, 27 & 31) agreed with the literature about their functions however, the duties they perform go beyond their scope. For example, a PSO was arrested after the fatal shooting of a 15-year-old boy during violent protests in Mangaung in the Free State. The PSO was deployed alone at the time of incident; he fired a shot trying to scare the protesters who were confronting him. Tragically, he hit a 15-year-old boy. The PSO was arrested and will face a murder case in the Bloemfontein magistrate's court (Patrick, 2021: np).

The next section discusses how the research participants perceived the policing of protest action in Tshwane.

4.10 Safety and security industry's perceptions on the policed protest *in Tshwane area*

Group A

Eleven research participants (n=1, 2, 3, 4, 5, 6, 7, 8, 9, 10 & 11) from Group A responded that they were involved in policing protests in the Tshwane area. Prior to any protest, the jurisdiction municipality must approve or decline the protest. Hence, crowds commonly use public roads to protest and TMPD control such roads as part of traffic policing in their jurisdiction. Furthermore, the municipal authorities are a part of the golden triangle, which includes the police, the convenors of a meeting, and the local authority. Municipal responsible officers who represent the municipality in the golden triangle are normally municipal police officers. In practice, the TMPD serves as first responders as well as PSO, often collaborating with the SAPS to manage crowds. The research participants (n=3, 7 & 11) agreed that, if there is an unplanned protest, the SAPS must police the protest hence, all approved protests have operational plans.

Research participants (n=2, 5, 9 & 10) explained that all organised protest actions in Tshwane that have an operational plan are policed properly. Tshwane municipality involved all the role-players and the convener, if known, plus his/her marshals. All pre-planned protests are done at a Section 4 meeting according to the Regulation of Gathering Act 205 of 1993 (RSA, 1993). The TMPD knows the routes that will be used, and the businesses will be warned that, on this date, a march or demonstration will take place.

> *The operational plan process helps SAPS to plan properly and have a channel of communication between the police, metro police and securities. For instance, you find that the convener does not want to listen to the police during the protest action and government official does not want to receive the memorandum. The law enforcement that are operational they will check the operational plan who to contact before the protesters start to be violent.* (Research participant 2, warrant officer, 17 years of experience)

> *Tshwane municipality must involve the community and educate the community about the protest action. Most people of community believe that destruction of the property and causing chaos to help them so that the government can listen. Always when they approve a march, they must consult with the role players and safety and security industry.* (Research participant 7, sergeant, 28 years of experience)

Three research participants (n=5, 8 & 9) argued that public protests are not properly policed in Tshwane area because of a lack of information, personnel and equipment. The protests are not policed because the police were stretched to their capacity or they did not know that there was a protest as protests may be organised via Facebook and Twitter or Instagram. In South Africa, social media is not monitored by the authorities when it comes to protest action however, unplanned protests are monitored even when the protest was organised through a social platform (Morrison, 2020: np).

> *Nowadays people use the technology to communicate and even to pass the message or to campaign and [create] awareness through social media. Our organisation must start to deploy members to monitor social media on what is trending on crowd management.* (Research participant 7, sergeant, 28 years of experience)

Good intelligence and early warning can assist in effective policing of protests. The deployment is not based on time, but rather on what the protest requires. Firstly, the police meet with the conveners before the protest. Secondly, there are protests that

require the POPs to respond or react spontaneously. For example, at the universities, there is no convener. The police may find the protest already in progress and the response time is based on where the incident is occurring.

Group B

Ten research participants (n=12, 13, 14, 15, 16, 17, 18, 19, 20 & 21) responded that most protest actions in Tshwane are spontaneous protests which are not organised and the police are not informed. It is difficult to police these protests as, when the police arrive at the scene, the roads are already barricaded or the shops are already looted, or other crimes have been committed. All planned protest is done at section 4 of Regulation of Gathering Act 205 of 1993 (RSA, 1993). The TMPD will know the routes that will be used, and the business people will be warned that, on this date, there will be a march or demonstration that will take place.

> *Section 17 of Constitution allows every person to protest however the safety and security industry are struggling to cope with the protest that happening in the country. They are getting information late when the protest already started. There is no communication amongst the role-players.* (Research participant 16, inspector, 9 years of experience)

None of the #FeesMustFall student protests were authorised according to the Regulation of Gatherings Act (RSA, 1993), except the march to the Union buildings, which ended the protests. The Gatherings Act automatically applied because the march was in a public space.

The threat posed by student protests in 2015 and 2016, #FeesMustFall, and the threat posed by community in 2021 in Gauteng and KZN and previously in Tshwane, have similar characteristics and threaten the safety and security industry as well as the country. To ensure that the same protest does not happen against in Tshwane, the safety and security industry should implement existing legislation and collaborate to prevent crime. During the student and community protests, it was debated if crowd management was only the responsibility of the police or if PSO could fill the gap if the police were slow to arrive. As long as student and community protests are a common occurrence in the society and public institutions, debates about the role of the police in private property, the level of security privatisation, and the function of security in student protests will persist.

The following section deals with the study's practical observation.

4.11 Observation

Strydom (2021: 336) and Gravetter and Forzano (2016: 376–378) state that observation means the ability to see natural or true behaviours from the inside by becoming a member of the group being observed. All forms of observation rely, to some extent, on research participation where direct contact with the subjects of observation is required (see section 3.5.3).

The researcher used an observation checklist to collect data on how protest action is policed and whether the legislation has been implemented at Tshwane Public Order Police Unit (SAPS & TMPD). On the 3rd of August 2020, from 08:00 to 16:00, observation was done during a protest action by the National Education, Health, and Allied Workers Union (NEHAWU). Members reported to the POP Unit for duty, and the session began with an on-duty parade morning briefing, followed by operation duty where members gave situational reports, and lastly, a debriefing session at off-duty parade when members left. The following problems were observed.

4.11.1 On-duty parade (briefing session)

The operational commander briefed members about the nature of the duty they were to perform (monitor the March of NEHAWU to hand over memorandums to the President and to the Premier, concerning COVID-19 equipment, COVID-19 related grievances and salaries) according to operational plan. Members were deployed at various locations that are considered as hotspots and must be patrolled. Additionally, they were also given descriptions of businesses that may be robbed and looted. All information was sent to the operation room to be updated on the system called Incident Registration Information System (IRIS) that noted whether the situation was peaceful or became violent. Although the march was peaceful, this cannot be predicted. This situation was best described by four research participants (n=3, 8, 17 & 24) who shared that peaceful protests often turn violent and give criminals opportunities to commit crimes such as looting where it is difficult to identify the perpetrators.

4.11.2 The commencement of a procession

During the commencement of a procession, the operational commander meets with the Union representative at a venue chosen by the union. They discuss the route and the procedure that needs to be followed. The operational commander is guided by procedure in the operational plan and the other role players available during the protest action. All role players involve must give situational reports immediately when they notice anything out of line. The members of law enforcement monitor the protest by means of vehicle patrols or foot patrols. They use foot patrols so that they can interact with the community, get more information and reduce criminal conduct. The majority of the precinct is covered, crime is prevented, and vehicle patrols are used to increase visibility across the precinct. Three research participants (n=9, 13 & 24) agreed that police focus more on police visibility, which does not provide positive results, to the detriment of law enforcement.

4.11.3 Off-duty parade (debriefing session)

A debriefing session takes place during the off-duty parade. The focus of this session is on the operations' outcomes, specifically the problems that were encountered and the arrests that were made. The intelligence expertise employed in the operation's execution is not discussed. There is no input on what was seen throughout the performance of duty, i.e., operational diary report is not completed. Two research participants (n=3 & 12) shared that there is no feedback report in place. The operational commander relies on IRIS that presents the situation report received during the operation. Because members are deployed at different posts, they do not give a report of what they observed in the form of operational diary reports that enrich the intelligence product used in the operation.

A summary of the main findings is provided in the following outline.

4.12 Summary of findings

The study's empirical findings are summarised in the following sections:

- The findings of the study were divided into the following sections which include the information of participants, crowd management and crowd control training,

involvement in policing of protest action, types of protests, conceptualisation of protests, roles and responsibilities of safety and security industry during protest action, challenges experienced during protest action, safety and security industry's perceptions on their effectiveness during protest action and safety and security industry's perception on the policing of protests in Tshwane area.

- The study consisted of 31 male and female research participants.
- All the participants identified themselves as having experience of policing protest action.
- All research participants were above 30 years old and identified themselves as South Africa citizens.
- All research participants are employed and have more than eight years' experience with protest action.
- All research participants from Group A, B and three research participants from Group C have done training in crowd management however, the majority of research participants of Group C do not have crowd management training.
- All of research participants from Group A and B shared that they have experience and are involved in policing protest action. Three research participants from Group C responded that they have experience and they are often involved in monitoring protest action however, the majority of research participants of Group C shared that they have experience of protest action, but they are not involved, they only monitor when there is a protest action at their workplace.
- All research participants described the term protests, as well the types of protests they encounter during policing and monitoring protest action.
- The duties and responsibilities of the safety and security industry (SAPS, TMPD, and PSO) during protest action, as well as the challenges they confront during protest action, were clarified in depth.
- The role of the media, negative attitudes of research participants, legal implementation, awareness and education, equipment for policing protest action, communication, manpower shortages, and resource shortages emerged as themes.
- The safety and security industry's perceptions on their effectiveness and

policing protest action in the Tshwane area were discussed.

- The observation was conducted in Tshwane, Gauteng, because the study was demarcated by geography. Details of policing protest action were documented, and challenges were identified.

4.13 Conclusion

Findings drawn from the research participants were analysed in this chapter. This chapter represents the responses of the research participants which were interpreted and examined. These interpretations and analyses were generated based on the study's empirical findings and current literature.

This was accomplished through the development of descriptive analysis of themes which include the role of the media, negative attitudes of research participants, legal implementation, awareness and education, equipment for policing protest action, communication, manpower shortages, and resource shortages. The safety and security industry's perceptions on their effectiveness and policing protest action in the Tshwane area were discussed. The observation was conducted in Tshwane, Gauteng, because the study was geographically demarcated. Details of policing protest action were documented, and challenges were identified.

CHAPTER 5
ACHIEVEMENTS OF AIM AND OBJECTIVES, RECOMMENDATIONS, BEST PRACTICES AND CONCLUSION

5.1 Introduction

A protest is used by the public to challenge the state, institutions, policies, and leaders because they are dissatisfied about something. Protests are deep-rooted in the character and the political landscape of the new democratic South Africa. South Africa's long history of civil unrest, struggle, and public gatherings during apartheid adds to the complexity (Brooks, 2019: 20). However, protests in the democracy are a protected right under section 17 of the Constitution (Brooks, 2019: 21) (see section 2.9.2). The safety and security industry's clear understanding of its role and responsibilities has a significant impact on the professional duties of its members.

Proper training, educating, awareness and implementing correct legislation by the safety and security industry is vital to change its mind set regarding the right to protest and demonstrate. When responding to gatherings and protests, the safety and security industry, and the law enforcement need to know that they are safe. This necessitates a strong management and accountability framework, as well as steps to guarantee that all officers involved in such policing are properly equipped.

Legislation and directives must be implemented during the protest action to the extent practicable to maintain the peace and the protection of people and property. Furthermore, in view of recent protests and technological manifestations, the present Regulation of Gatherings Act (RSA, 1993) has to be revisited (see section 4.10). Simultaneously, a national campaign to educate residents about the legal framework and permissible protest and demonstration processes is required. People and civil society organisations must understand their rights and duties in regard to demonstrations, gatherings, and protest action, as well as the role and responsibilities of the safety and security industry during protests.

The purpose of this chapter is to ascertain how the study's aim and objectives were achieved, as well as to make informed recommendations. The aim of this study was to analyse the roles and responsibilities of the safety and security industry during

protest actions. Due to the frequent protests taking place in Tshwane, the study was conducted there (see section 1.4). Semi-structured interviews were conducted with 31 research participants (see section 3.2.1.2). Research participants are mostly men (24 participants are male and 7 are female) from the three sample groups (see section 4.2.1). This study uncovered the problems of dealing with protests, as well as potential solutions that could aid the security industry and law enforcement in managing protests and reducing crime during protests (see section 4.8). The recommendations were derived from the study's objectives, as stated in section 1.6.2. The study's findings also defined the duties and responsibilities of PSOs during protest actions, ensuring that the SAPS, TMPD, and PSOs have knowledge of the factors that hinder effective collaboration, as well as the solutions for overcoming these hurdles.

The research limitations that were encountered during the research were reviewed. The outcomes of the research were divided into specific and general recommendations. The outcome of the research aims, and study objectives are used to provide specific recommendations. The findings of the overall theme serve as the foundation for the study's broad recommendations.

5.2 Research overview

This research topic on policing protests in Tshwane, Gauteng, was investigated using a qualitative inquiry (see section 3.2.1). For this study, semi-structured, face-to-face interviews were held to gather data (see section 3.2.1.2). The verbatim responses of the research participants aided in answering the research questions and achieving the study's objectives (see section 3.8.1.3). Given the significance of Section 17 of the Constitution of the Republic of South Africa, Act 108 of 1996 (RSA, 1996), which indicates that everyone has the right to peaceful protest, the purpose of this study was to provide a conceptual and empirical understanding of protests within the context of South Africa (see section 2.2). It was found in the study that protests can be peaceful or violent. The results of the study will assist the security industry to set up the procedures to be followed by PSOs when dealing with protest actions. It also provided a framework for working relationships between PSI and law enforcement according to the relevant legislation and case law. The law enforcement must partner with PSOs on their role and responsibilities when performing their duties. This effective and

efficient improvement when policing protests will reduce crime (see section 1.4).

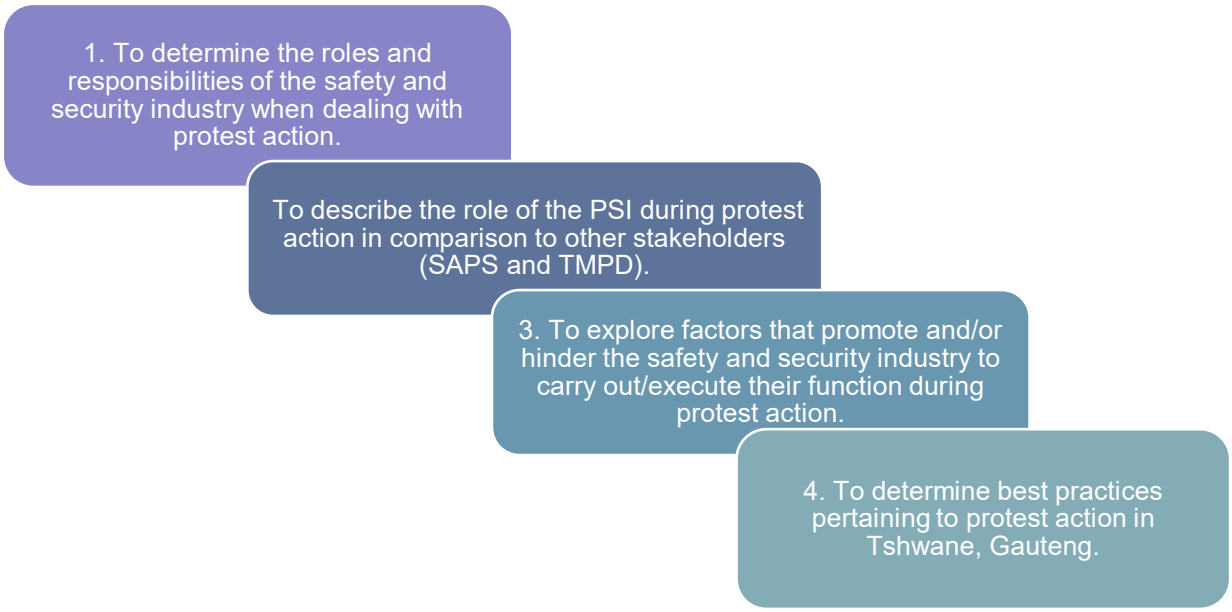
A thorough literature review was carried out in order to establish a foundation for comprehensive roles and responsibilities of the safety and security industry during protest action (see Chapter 2). Moreover, to understand the role of PSOs, it was vital to demarcate the roles of SAPS and TMPD respectively. An overview of protests and the policing thereof was discussed. Thereafter, the roles and responsibilities of PSOs, SAPS and TMPD during protest action were reviewed. The data gathered were thematically examined (see Chapter 4).

The following discussion explains how the aims and objectives were achieved.

5.3 Achievement of aim and objectives

The study's aim was to explore the role and responsibilities of the safety and security industry during protests in Tshwane. The study's aim can only be realised if its objectives are achieved (Fouche & Delport, 2011: 108) (see section 1.5). This study achieved its aim by following the guidelines outlined in the objectives below:

Figure 5.1: The study's objectives



5.3.1 Objective 1: To determine the roles and responsibilities of the safety and security industry when dealing with protest action

The first objective was necessary to identify the roles and responsibilities of the safety and security industry when dealing with protest action. As a result, the following research question directed the researcher: What are the roles and responsibilities of the safety and security industry during protest action? The research study began with an examination of literature on protests. The investigation began with a broader scope, identifying the various types of protest action in South Africa (see section 2.2.1). The research revealed that protests happen frequently in South Africa. In fact, the highest number of protests was recorded in Tshwane as a capital city of the country (see section 2.2). However, these protests manifest in different forms as delineated in Chapter 2 (see section 2.2.1). The types of protests were established, namely, peaceful protest, unarmed protest, and disruptive protest. Furthermore, the role and responsibilities of SAPS during protest action was discussed (see section 2.12), as well as the role and responsibilities of TMPD (see section 2.13). Although seven research participants from the PSO reported that they were not trained in crowd management, they however policed protest action that falls under law enforcement's

mandate (see section 4.4). All research participants shared their personal narratives of their experiences concerning protest action. These explanations were analysed on a thematic level (see section 4.3). The experiences of the research participants were explored in Chapter 4. Furthermore, the study found that the experiences of protests from Group A are rooted in apartheid as outlined in Chapter 2 (see section 2.2).

As a result of the above explanation, the objective to determine safety and security industry's role and responsibilities when dealing with protests was achieved.

5.3.2 Objective 2: To describe the role of PSI during protest action in comparison to other stakeholders (SAPS and TMPD)

The second objective was to describe the role of PSI during protest action in comparison to other stakeholders (SAPS and TMPD). As a result, the following research question guided the researcher: What are the roles and responsibilities of PSOs during protest actions? To answer the question, the research needed to establish the PSO's role during protest action and described their mandate as well as regulations, policies, and the Constitution. The researcher conducted a review of literature and briefly discussed PSI in Chapter 2 (see section 2.10). The historical development of the South African private security industry was thoroughly investigated (see section 2.10.1) and the regulation of private security providers was described (see section 2.10.2). Thereafter, to narrow the scope of the research, the role and responsibilities of the PSO during protest action were examined (see section 2.11). Furthermore, the role and responsibilities of SAPS during protest action was discussed (see section 2.12), as well as the role and responsibilities of TMPD (see section 2.13). Law enforcement officials represent the government whereas PSOs represent private enterprises and individuals (see section 2.11–2.13). PSO enforce policies and respond to criminal activities on their assigned property, just like law enforcement does but only the law and jurisdiction limit the powers of law enforcement (see section 2.9.2). The powers of PSOs are restricted to specific private property that may or may not be open to the public. Even though the public property is directly adjacent to the private property to which the POS's are posted, PSOs have no more authority than a private individual on public space. The main disadvantages of PSOs are a lack of training or updated training, as well as job retention, as they are hired on a contract basis and are more

readily terminated based on performance (see section 2.11). This finding indicates that protest action can happen anywhere, whether private space or public space, hence it involved the safety and security industry. These findings highlighted that the functions of the safety and security industries overlap during protest action (see section 4.7). Furthermore, legislation, regulations and policies governing the safety and security industry were described (see section 2.9.2).

The above discussion demonstrates that the PSO's mandate overlaps with that of the law enforcement, and that it needs to be legislated as it is a contributory factor for crime reduction during protest action.

5.3.3 Objective 3: To explore factors that promote and/or hinder the ability of PSIs to carry out/execute their functions during protest action

The third objective was to explore factors that will promote and/or hinder the ability of the PSI to carry out/execute their function during protest action. Hence, the research question that led the researcher: What are the factors that promote and/or hinder the effectiveness of the security function when dealing with protest action? The researcher conducted a literature review to get answers to these questions. The definition of protest was provided (see section 1.8.7) and security functions/ roles when dealing with protest action were broadly explored (see section 2.11).

The roles of key role players were established to determine their effectiveness when policing protest action. A key finding from the study indicated that training is essential to promote effectiveness of policing protests in Tshwane. The PSOs must be trained in crowd management and follow the correct procedures and legislations (see section 4.3.9). This result shows that the PSOs still hamper the effectiveness of the security functions when dealing with protest action. This role was additional expanded on in section 4.3.10 by stating that a developing society of lawlessness and violence during protest actions, including insulting state authority, continues to be a danger to the development of a democratic society. Solid working relationships and trust should be built within the safety and security industry. Promoting and sharing of security information will assist in combatting crime. These encounters were recorded and discussed in further depth in the next section (see section 4.3).

The above discussion illustrates that one of the contributing elements is a lack of PSO training in crowd management.

5.3.4 Objective 4: To determine best practices pertaining to protest action in Tshwane, Gauteng

The fourth objective was to determine best practices pertaining to protest action in Tshwane, Gauteng. The study findings are useful to demarcate the best practices pertaining to protest action. It was determined that a partnership needs to be established to operate effectively during policing protest action. As a result, the study's objective will not be met unless the data can be used to make recommendations to the relevant recipients. Recommendations of this research are aimed at the safety and security industry, the society and academia. These recommendations, which are discussed in detail in section 5.4 of this chapter are based on the study's conceptual and empirical research findings (see section 5.4).

After evaluating best practices in protest action, the last objective was achieved by providing recommendations.

5.4 Recommendations

Recommendations were made to achieve the final goal. The following stakeholders and important role-players were targeted for these recommendations:

5.4.1 Recommendations for the PSI

It is significant to position the PSI as an important partner in crime prevention since it has the ability to decrease crime from the private sector. However, improvement can be made concerning its standards of procedure and the training that should be in line with the PSIRA as the governing body. Recommendations are made in terms of training, crime intelligence, vetting and legal authority.

Training

Since 1994, when South Africa gained democracy and it became one of the world's developing countries, technology has advanced at a rapid pace and the model of protesting is changing to accommodate the technology. It is critical that the PSIRA

examine the training that the PSOs receive. PSOs should be controlled in terms of the effectiveness of their training, with crowd management training being a prerequisite for PSOs working at universities in South Africa. This will assist in deciding whether it provides PSOs with the required information and capabilities. Furthermore, the curriculum should be reviewed to verify that it is still relevant to changes in the nature of protest action in South Africa. Crowd management abilities and the usage of cutting-edge technologies, such as the internet and social media (WhatsApp, Facebook, Twitter), should be included in PSO training. Detailed practical and theoretical lessons on crowd management, as well as a strong foundation of the legislation relevant to their field, should be incorporated in their training to help them be more effective in their partnered role in crime prevention.

Crime intelligence

During protest action, the PSI should make use of crime intelligence to share crime information with law enforcement. This will aid in the combating of crime and the strengthening of strong cooperation that will lead to safer communities. Consistent communications of this nature may dismiss a few erroneous judgments that one side holds against the other and build a trustworthy relationship amongst various countries, including Brazil, United States of America, and China, that have protests comparable to those occurring in South Africa, and as a result, use crime intelligence as a source to combat crime during protests (see section 2.6).

Vetting of PSOs

Vetting is the method of conducting extensive research on a person, company, or other entity before making an agreement to collaborate on a project with them. A background check could be part of the vetting procedure for a new employee. Management can make an informed judgment after people have been thoroughly vetted (Howard 2018: 164). In businesses, new workers are verified as part of the on-boarding process, while current and exiting employees are vetted in different ways. Several organisations need further vetting for employment with higher levels of responsibility, but only a few do a year-round check. Employers should review the PSOs before hiring undocumented foreign nationals to avoid being unable to trace

them if something goes wrong. Customers and their property are entrusted to the private security industry, which is why doing a background check is essential to ensure that no one with a criminal past is employed.

The way businesses and job seekers communicate has changed as a result of technological advancements. Over the preceding 20 years of democracy, it has enabled organisations to make significant advances in the hiring process by broadening their search for candidates, planning and conducting interviews. Software and recruiting organisations are now available to help companies schedule interviews more efficiently. Virtual interviewing technology is also under company management, which saves time and money. Instead of depending merely on phone interviews or reimbursement of travel charges, such technology allows for a more comprehensive picture of the prospective candidate.

Legal authority

To deal with South Africa's protests, the PSOs should be given legal powers, such as the ability to search anyone alleged to have committed a crime and the ability to apprehend anyone without a warrant during protest action. Such powers should be accompanied by adequate training which enables PSOs to utilise them effectively.

5.4.2 Recommendations for SAPS

The following discussion makes recommendations for SAPS based on the findings of this study:

Policing of protests

The nature of protest policing in Tshwane is complex, taking into account the protest atmosphere and the unpredictability of protest action situations (Bohler-Muller et al, 2017: 82–83). The SAPS capability to act in response to protest action in a constitutionally compatible manner will be greatly dependent on its ability to establish a considerably better level of flexibility and responsiveness. Additionally, protests must be studied in order to improve enforcement, and planning must be founded on an understanding of their complexities. A grasp of the changeability of the environment is essential for the development of POP capabilities and systems for managing and

responding to demonstrations. Because of the scale of the protests and the challenges they present to the SAPS, it is vital for the SAPS to increase the quality of its protest data and to be able to map protest trends as soon as possible.

In terms of the Constitution, section 17 and international human rights norms, the Regulation Gathering Act 205 of 1993 should be ammended to improve the right to peaceful assembly. The SAPS should repeatedly demonstrate that peaceful protestors are treated differently than violent protestors. During violent protests, the SAPS should investigate the possibility of increased arrests, notably the employment of arrest teams. Arrests should be utilised more frequently in protest circumstances if they can reduce the amount of violence.

Police station members, who are the first responders to public protest complaints, are unable to mobilise effectively because of a lack of manpower and proper training in this area. Water cannons, crowd control equipment, and Nyalas (military vehicles), among other public order enforcement equipment, are not available at police stations. It is recommended that every shift should include two or more people who have been trained in crowd management. Additionally, it is important not to confuse the mandates of police stations and POP because police stations' major roles are to respond to complaints and prevent crime, but POP's primary function is to prevent crime. National and provincial head offices must run regular awareness seminars to educate police stations about the law and how to apply it in order to make this achievable.

Training

Considering operational realities and crowd dynamics, training should be checked on a frequent basis to ensure that it is up to date and accurate. Curriculum and methodological changes will be required to adequately prepare POP members and put their plans and methods to the test in the field. Given the dynamic nature of crowds and the potential for violence, POP members must develop the capacity to maintain high levels of tolerance and flexibility in responding to rapidly changing circumstances. The training curriculum should expose trainees to actual crowd situations and conditions to develop resilience. Rural-based operations or open-space operations should be included in the training programme. The current curriculum, which is centred

on road and buildings, falls short of operational realities in rural areas where such infrastructure does not exist. POP training facilities should make sure that the equipment and armoured vehicles employed during operations are always available as part of their training, which is not currently the case. This can assist POP members in becoming more familiar with operational realities. To ensure that the Code of Conduct is embedded in police practice, the SAPS should provide training materials (including audio-visuals). This text should be translated into all the official languages of South Africa.

Crime intelligence

“Prevention is better than cure”: Crime intelligence becomes useful in detecting criminals and analysing crime threats in protest actions. Crime intelligence must aid in obtaining information, engaging with role players, and adopting problem-solving strategies during protest action, as stipulated in Section 5 (1) of SAPS National Instruction 4 of 2014 (SAPS, 2014: 23). Prior to any meeting of section 4 of SAPS National Instruction 4 of 2014 (SAPS, 2014) held before the protest action with all role-players present, crime intelligence must be involved. As a result, it is recommended that crime intelligence be invited to the meeting so that they may assess the threats and advise the operational commander on unplanned protest conditions. It is recommended that crime intelligence be deployed on the ground prior to the event, throughout, and afterward to assist with initial threat indications and to communicate with their commanders. Before any unplanned protests take place, members of the crime intelligence community must recruit acceptable informants on the ground to alert them.

5.4.3 Recommendations for the TMPD

As indicated by section 64E of the South African Police Service Amendment Act 83 of 1998 (SA, 1998), the municipal police service's role and responsibilities include traffic enforcement, ensuring the enforcement of municipal by-laws, preventing crime, and crowd management (see section 2.12). It is critical to understand the legal roles of the players involved so that they can work together to prevent crime during protest action. This will create an environment in which role players can carry out their responsibilities

effectively. For example, if a TMPD officer arrests a suspect, the individual can be immediately handed over to a member of the SAPS for further investigation. As a result, the police will have more time to focus on other pressing concerns, while other role-players will assist with safety and security functions.

Law enforcement serves the community by providing safety and security services but they frequently require the assistance of the PSO as additional eyes and ears. It was recommended that coordination between these role-players, businesses, and the community be prioritised in protest policing. This will aid in dealing with the protest as well as reducing traffic congestion and criminal activity. This will also ensure that the community and businesses are actively involved in monitoring the protest action to prevent looting and property damage. To make this possible, communication between the TMPD, other role-players, the community, and businesses about the protest action is essential in order to follow procedures and policies. This will strengthen the bond between society and the TMPD in terms of protest action and awareness.

Training

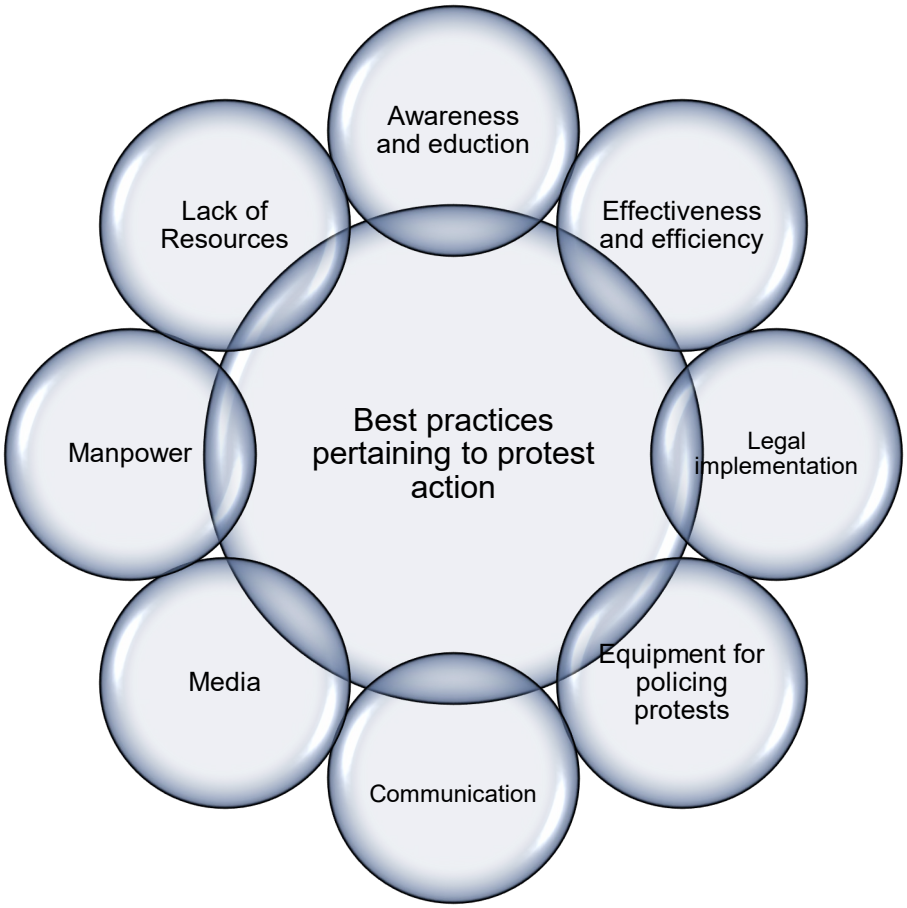
Given the complexities of public order situations, the training curriculum must reflect the realities of life. To keep up with the unpredictable crowd management situation, the crowd management courses must be updated. Continuous examination and updating of training manuals, as well as training approaches that incorporate lessons learned from operational experience and best practice will guarantee that training is current, task-focused, and multifaceted to operational demands. SAPS visible policing officers and TMPD officers should have at least first responder level of crowd management training. The mission of law enforcement should be to act in crowd control situations by restricting the situation until more specialised, equipped, and trained POP units arrive.

5.5 General recommendations

The study's findings raised a need for general recommendations for best practices pertaining to the protest action in the country. Based on the result of study, the best practice relevant to protest action model has been identified as critical in policing protest action in South Africa.

The clarification of best practices pertaining to protest action, in South Africa, is illustrated below.

Figure 5.2: Best practices pertaining to protest action



(Author's own illustration)

5.5.1 Awareness and education

The outcomes of this study, as well as the literature, highlighted the importance of community awareness and engagement in teaching the people about their right to protest (see Chapters 2 and 4). Because the process is co-maintained by the community, the participation of community members in policing protest action minimises criminality. Communities should be informed on the laws that govern protests and the consequences of violating them. As a result, measures to raise community awareness and education are needed (Hargovan, 2012: 19).

Protest awareness campaigns come in a variety of forms and features. For example, social media, television and radio broadcasts could be used to post guidelines that include processes and/or standards for sharing protest information with the public so that law enforcement gets as much information as possible about unplanned protest disturbances. This will allow more data to be shared and analysed on the current state of protests. People in charge of awareness campaigns should make sure they have enough materials, such as brochures and posters. Continuous awareness creates a culture and builds trust between the community and the safety and security industry. Strengthening the security culture should be the focus of safety and security awareness programmes. This can be accomplished by adapting to new and innovative tactics and altering the culture in the safety and security industry. All members of the safety and security business should play a role in improving security in their programmes, and management should back them up.

The administration should underline the importance of safety and security policies during protests. The best practice model, or a model similar to it, should be adopted by law enforcement to enable this integration of law enforcement ethics awareness into decision-making. The model should be incorporated into professional conduct and operational decision-making training (including in-service training).

5.5.2 Effectiveness and efficiency

There are a variety of variables that prevent the safety and security industry from being effective and efficient. They include a lack of resources, shortage of manpower, inexperienced managers, and interference from outside personnel. In addition, the study's research participants stated that those outside of the police service have a tendency to dictate how protests should be handled (see section 4.10). They backed up their claim by pointing out that, during the #FeesMustFall protest, the university's Rector requested that the problem be handled by campus PSO rather than POP members. Even though the institution had been granted a court order to cease the protest, it continued. As a result, individuals with insufficient skills were recruited and deployed, providing a barrier to the effective and efficient enforcement of protest control. The role of politicians, who give police officers orders to arrest or not arrest during protest action, has been highlighted by the media.

This contradicts the requirement to maintain endurance and make sure that police can efficiently and safely monitor protests without going against the law or apprehending criminals. The study found that the present techniques used by SAPS officers at the station level are ineffective in dealing with the issues in the specified areas. As a result, knowledge should be incorporated in order to enable police at police stations to police protest action effectively and efficiently.

5.5.3 Legal implementation

The safety and security industry should uphold the Constitution of the Republic of South Africa, which includes ensuring that human life is protected at all times. Because the SAPS was established during the apartheid era, it needs to examine its policies and processes. It also needs to improve techniques to restrict the use of force.

The Regulation of Gathering Act 205 of 1993 is useful legislation, however it leaves gaps in defining the exact tasks and the functions of other role-players. SAPS National Instruction 4 of 2014 (SAPS, 2014) must integrate and accommodate technology to address gaps, such as section 14 subsection (5), which states that it is forbidden to use sharp ammunition, but the safety and security industry sees live ammunition as necessary for their duties due to the dangers they face during protest action. Because PSO, SAPS and TMPD use live ammunition, this is a problem in South Africa. The policies should be revised to accommodate the risk while also avoiding the use of live ammunition in a crowd management environment. However, as indicated in other areas, the effectiveness of the implementation process is inadequate; consequently, seminars and workshops should be held to empower officials on how to apply existing legislation, policies, and regulations. All stakeholders should be aware of and understand the policies. All role players must be encouraged to attend the workshops and training. A booklet can be printed and distributed to the general public and shared through social media platforms to educate them on the subject as well.

5.5.4 Equipment for policing protests

It is critical to use the appropriate equipment in crowd management environment. Due to concerns raised by Human Rights organisations over the police's conduct during protest action, the police were advised to abandon the use of severe equipment

(Marikana Commission, 2014; np). Instead of using lethal weapons that can cause serious injuries and deaths, it is recommended that the police must use more equipment that is non-lethal and requires less force. Around the world, police officers utilise comparable equipment which could be linked to the equipment's perceived effectiveness as well as the fact that crowds are similar around the world (Gichanga, 2015: 31).

Horses can play a considerably bigger part in crowd management since they can charge forward with the goal of dispersing the gathering. Police officers will also have a better perspective of the crowd because of the horses' height.

The way police handle crowd control situations, as well as the equipment they use during protests, can make them appear aggressive. Because of how the police are outfitted and armed, the Robocop image functions as a deterrence and maintains public trust in the police's ability to deal with the protest actions. However, it can backfire if the media and public perceive the police to be using excessive force, especially when the demonstration is nonviolent. Although stun grenades are effective in crowd control situations their loud explosions can cause immediate hearing loss and upset ear fluid. They must therefore be used with caution because they can cause loss of balance, which is aggravated by the temporary loss of vision. This is particularly dangerous for the elderly or children taking part in the demonstrations.

Police officers must be taught how to operate diverse equipment in order to be able to use it effectively and competently if the need arises. The focus should always be on the equipment's ability to deal with the current protest situation, which should be based on the idea of using the least amount of force possible. Any equipment that is misused or abused during protest policing could be considered a violation of police powers. Many countries employ a range of techniques and equipment depending on the protest action's situation. The suitability of the strategies and equipment employed is decided by the current situation in which the protest action is taking place (see Chapter 2).

Although the law enforcement are faced by different types of protest, law enforcement must have a progressive approach to the circumstance, this varies from country to country (Michaeli, 2013: 5). Rubber-covered steel bullets, in particular, may result in

the injury or death of a large number of demonstrators. Equipment is used differently in certain countries, such as in China, where weapons are prohibited (Michaeli, 2013: 05) and Israel where electric shock weapons are used. While these countries utilise these weapons in response to the dangers they face, they should only be used when absolutely necessary, in situations when they are suitable and within the confines of the law.

5.5.5 Communication

Protests are complex in nature therefore communication with the stakeholders is crucial. Prior to any protest action, the protesters communicate either via social media or meetings. It is recommended that law enforcement attend this meeting to gather information and to strengthen the links between the community, non-governmental organisation (NGOs), businesses, and the safety and security industry in terms of crime sharing information. Crime intelligence will also strengthen the link between the community and the safety and security industry. The information manager aids in the policing of protests in support of crime intelligence. Section 4 (1) of the SAPS National Instruction 4 of 2014 (SAPS, 2014: 23–24) mandates that information managers collect data to aid in communication with other role players during protest policing. The information manager's responsibilities, according to the research participants, are to gather information and arrange for an event, which necessitates continual communication with the event organisers (see section 4.8.6). This establishes a line of communication with protest leaders and other role players who will be policing the demonstration. As a result, law enforcement will have enough time to inform protesters about the processes that must be followed under the Regulation of Gatherings Act 205 of 1993 (RSA, 1993). This function is similar to that of a negotiator who works as a middleman however most members of law enforcement are not trained as negotiators in conflict with protesters. It is recommended that law enforcement personnel must be sent on negotiation courses and conflict management must be integrated on their training.

5.5.6 Media

Technology has improved, behavioural standards have changed significantly, and

industry and business now face new difficulties. The policing of the protest action of law enforcement is no exception, and this phenomenon has become a permanent feature of current police debates. Research participants in the study believed that the media and/or social media can be effective for public relations, and policing should follow the lead of other businesses in this area (see section 4.8.1)

The SAPS can improve its overall efficiency and output by utilising social media channels. The strategic integration of social media into policing and law enforcement operations will help to address specific forms of protest both online and offline, but it can also help to enhance public opinion of police behaviour (Peters & Ojedokun, 2019: 167) (see section 4.8.1).

It is recommended that law enforcement officials should be equipped to use social media for a number of purposes, including monitoring protest action online and offline. Furthermore, society uses social media technology to report crimes and police misconduct to authorities. Based on the findings, law enforcement officials who are dealing with protest action must take advantage of the opportunities provided by social media channels to better their general functions and planning. In addition, society is discovering that technology is useful not just for communicating with police officials, but also for seeking police accountability. This finding is backed up by Peters and Ojedokun (2019: 173) who maintain that social media can aid the police because it can be used to support vital functions like protests and crime prevention.

Carli, Sagant and Capobianco (2008: 2) and Fallik, Duchar, Crichlow and Hodges (2020: 210) believe that great caution should be exercised when using media in protests because media and/or social media can easily distract from the implementation of crime prevention policies. To put it another way, only the “need to know” idea should be used in media reports. When a crime is reported, it is referred to as a "crime report” therefore it should include information on the incident and the perpetrators' methods, victims, the exact location of the crime and particular timings (Carli et al, 2008:2; Fallik et al, 2020: 210). The media and/or social media can also be utilised efficiently to raise public awareness on protest action and the crimes being committed during protest action, or any other offence deemed to be of public importance.

5.5.7 Manpower

The findings have indicated that there are still challenges facing the safety and security industry in South Africa when it comes to policing of protest action. The major challenge is the shortage of manpower. The safety and security industry (SAPS, TMPD, and PSO) appears to be continuing apartheid's legacy of using disproportionate force when confronted with a threat during protest action (Zondi, 2014: 578).

There is no doubt that the shortage of manpower in the safety and security industry puts a strain on personnel who sometimes have to work longer than usual hours. This is not good practice because it could result in fatigue, stress, depression and eventually high absenteeism rates in the workplace. To address the issue, management will also have to redesign duty rosters, give time off where it is due, and incentivise excellence through monetary or non-monetary rewards in addition to engaging in employee wellness activities such as team building, sports activities as well as arranging counselling for the officers. It is recommended that management must recruit more members to enable the safety and security industry to control the situation and have adequate time to rest.

5.5.8 Lack of resources

In order to reduce the use of force, the safety and security role players dealing with protests need more water cannons and bullet-resistant vehicles in each unit. It is recommended that each vehicle be fitted with a screamer (loud bell), which has been shown to be effective in Israel. It is recommended that National Head Office should make this a priority by requesting additional budget to ensure the availability of the necessary vehicles and equipment.

5.6 Limitations of the study

Despite the successes, every study has its own set of limitations. All human problems cannot be solved by one study. Nevertheless, a study should increase awareness and remain free from misleading reports. Research limitations are often beyond the control of researchers however they must be made clear so that the complete study's

substance is visible. Although this study focuses on the role and duties of the safety and security industry during protest actions, protests are global in nature, and broad conclusions and methods serve as an example to other studies (Bachman & Schutt, 2015: 14; Theofanidis & Fountouki, 2018: 156). The limitations of the study are discussed below.

5.6.1 Dearth of the scientific literature specific to South Africa

Scholarly and academic research on protests is fairly limited. However, the researcher made a point of finding current literature on the topic under study specific to the South African context.

5.6.2 Sample size

The researcher implemented a qualitative approach to the research problem. Furthermore, this empirical study, based on individual experience and knowledge, is considered scientific because its results can help improve theory on the subject (Emerson, 2015: 166). Because the researcher's options were limited to the small sample size, the conclusions of this study cannot be extended to the entire South African population.

5.6.3 Challenges encountered during data collection

The researcher experienced challenges during the data collection phase. For instance, when setting the appointment for interviews with the National Head officers of SAPS, the appointment was not honoured in most cases. Thus, a new appointment needed to be scheduled. Moreover, the researcher encountered various challenges with the PSOs. Sometimes during the interview, the supervisor would interfere and the appointment had to be rescheduled for another time which could be after hours or on weekends.

Despite the researcher's assurances of anonymity, several PSO managers were hesitant to answer some questions for fear of being singled out. Before the interviews, the researcher followed the process of obtaining consent and reassuring the participants that their identities would be kept confidential. Nevertheless, the

researcher was able to complete 31 interviews.

5.6.4 Financial, logistical and time constraints

The researcher had some financial and logistical constraints and time limitations. The researcher works full-time and does part-time research. Although his employer acknowledged the value of his study and gave him limited time to complete it, he needed to stick to a reasonable time schedule. The logistical and financial aspects of the study had to be considered based on the budget the researcher had available.

5.6.5 Amended title of study

As the study evolved, the researcher realised that, in order for the study to achieve its true potential, it should examine the three main role players involved in protest action in Tshwane – PSOs, SAPS and TMPD. Consequently, the title and focus of the study was amended and the necessary approvals were obtained in support of this amendment.

5.7 Recommendations for future research

Despite the importance of current research, more research on protest action is required. Future research initiatives could explore the following when designing their research studies:

- Research comparing the training of safety and security industry officers to other countries, such as USA may be helpful to SA in improving its safety and security by learning from other countries' best practices.
- An investigation into legislation that governs the PSI in South Africa may assist in identifying legal gaps that contribute to the regulatory body for the private security industry's lack of effectiveness. The regulation (PSIRA Act 56 of 2001) is the second phase of the private security industry's regulation after the Security Officers Act 92 of 1987. This type of investigation should decide whether or not additional legislation should be considered. This will also reveal whether or not present legislation needs to be amended, as well as how it should be amended.

5.8 Conclusion

This research explored the roles and responsibilities of the safety and security industry during protest actions. The study provided an outline of some of the regulations in South Africa regarding protest actions and how SAPS, TMPD and PSOs should handle protest actions within the legal framework. This study further outlines and defines the approach, findings, and objectives that were achieved.

This study revealed that there are shortcomings in the safety and security industry during protest action, particularly in terms of training and equipment. This has a negative impact on the policing of protests in terms of safety and security. Nonetheless, as indicated in the National Crime Prevention Strategy of 1996 (NCPS, 1996), eradicating crime during protest action requires collaboration between the safety and security industry, communities, and businesses.

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ANNEXURE A: Permission to conduct research study

PERMISSION LETTERS REQUEST AND APPROVAL LETTERS

Request for permission to conduct research at South African Police Service, Tshwane Metro Police Department and Private Security Industry (TUT)

APPLICATION TO CONDUCT RESEARCH IN SAPS, GAUTENG

APPLICATION TO CONDUCT RESEARCH IN SAPS, GAUTENG

FOR OFFICIAL USE	
File ref no:	
System ref no:	
Date file opened:	
Date application received:	

INSTRUCTIONS TO RESEARCHER

- **Complete your name and all other fields relevant to your research.**
- **Please do not change to font or layout of this form.**
- **This application must be printed, initialled on each page and signed by the (lead) researcher.**
- **NOTE: All information typed in by you must be in *italic* font.**
- **The signed application must be scanned and emailed to the Provincial Research Coordination Centre (RC).**
- **The original signed application must be submitted to the RC by the researcher together with any requested documents**
- **The electronic (MS word) copy must also be send to the RC.**
- **Your application will only be processed once the signed and electronic (MS word) copies have been received by the RC.**

APPLICATION FOR RESEARCH	NAME OF (LEAD) RESEARCHER:	*RABOYA ABINER MABOA*

RESEARCHER DETAILS

FULL NAMES:	*RABOYA MABOA*												
ID / PASSPORT NO:	*8*	*0*	*0*	*3*	*1*	*7*	*5*	*6*	*1*	*1*	*0*	*8*	*2*
RESIDENTIAL ADDRESS:	**Line 1**	*1786 BLOCK G*											
	Line 2	*MBONGENI STREET*											
	Line 3	*SOSHANGUVE*											
	Line 4	*PRETORIA*											
	Postal code									*0*	*1*	*5*	*2*
POSTAL ADDRESS:	**Line 1**	*1786 BLOCK G*											
	Line 2	*MBONGENI STREET*											
	Line 3	*SOSHANGUVE*											
	Line 4	*PRETORIA*											
	Postal code									*0*	*1*	*5*	*2*
WORK ADDRESS:	**Line 1**	*FORENSIC SCIENCE LABORATORY*											
	Line 2	*270 PRETORIA ROAD*											
	Line 3	*SILVERTON*											
	Line 4												
	Postal code									*0*	*1*	*8*	*4*
TELEPHONE NUMBERS:	**Work:**	*0*	*1*	*2*	*8*	*4*	*5*	*5*	*6*	*4*	*1*		
	Home:												
	Cell:	*0*	*7*	*2*	*2*	*8*	*7*	*6*	*7*	*03*			
EMAIL ADDRESS:	*oupamaboa@gmail.com*												

RESEARCHER QUALIFICATIONS

SCHOOL QUALIFICATIONS:	**School name:**	*B.K MATLALA HIGH SCHOOL*											
	Town of school:	*POLOKWANE*											
	Year matriculated:									*1*	*9*	*9*	*8*
HIGHEST QUALIFICATION (ONLY)	**Qualification:**	*B-TECH FORENSIC INVESTIGATION*											
	Name of Institution:	*UNIVESITY OF SOUTH AFRICA*											
	Town of Institution:	*PRETORIA*											
	Country:	*SOUTH AFRICA*											

APPLICATION FOR RESEARCH	NAME OF (LEAD) RESEARCHER:	*RABOYA ABINER MABOA*

Year started with qualification (studies):									
Year qualification obtained:									
Certificate reference no:									

RESEARCH EXPERIENCE

EXPERIENCE:	**Have you conducted any previous research?**	**Yes**		**No**	**X**

PREVIOUS RESEARCH EXPERIENCE DESCRIPTION

Please give a brief overview of your last two research papers (if applicable). Include at least the following: Topic, where research was done (geographical & organisational), aim of research, commissioned by whom / why was research done, was the research published and if a copy of the research paper is available. (Maximum 250 words).

Not applicable

RESEARCH PAPER 01: ***Type your description her or type in "Not applicable". Start by typing over this tests (delete this text). Not applicable***

RESEARCH PAPER 01: ***Type your description her or type in "Not applicable". Start by typing over this tests (delete this text). Not applicable***

DETAILS ABOUT CURRENT RESEARCH (YOUR APPLICATION)

RESEARCH COMMISSION

On behalf of who are the research conducted (mark with X)	**Yourself:**	**X**	**A third party:**	

Please give the following details:

- **If you conduct the research on behalf of an company, give the company details**
- **If you conduct the research on behalf of yourself, please provide the details**

Name of entity:	***UNIVERSITY OF SOUTH AFRICA***
Faculty / Division:	***FACULTY OF LAW***
Physical address:	
Line 1	***PRELLER STREET***
Line 2	***MUCKLENEUR RIDGE***
Line 3	***CITY OF TSHWANE***
Line 4	
Postal address:	
Line 1	***P O BOX 392***
Line 2	***UNISA***

APPLICATION FOR RESEARCH	NAME OF (LEAD) RESEARCHER:	*RABOYA ABINER MABOA*

of the institution through which you are studying.	**Line 3**	***SOUTH AFRICA***								
	Line 4									
	Postal code:						***00***	***0***	***0***	***3***
Details of contact person at abovementioned company / institution:	**Title:**	***Mr***								
	Initials & Name	***R.A(RABOYA ABINER)***								
	Surname:	***MABOA***								
	Work tel number:	***0***	***1***	***2***	***8***	***4***	***5***	***5***	***6***	***4***	***1***
	Cell number:	***0***	***7***	***2***	***2***	***8***	***7***	***6***	***7***	***0***	***3***
	Email address:	***oupamaboa@gmail.com***								

If you conduct the research on behalf of a third party, do you have any contractual obligation towards that third party?	**Yes**		**No**		**Not applicable**	***X***

If yes, please attach contract to application

If you conduct the study on behalf of yourself (for studies or whatever purpose) or a third party without a contractual obligation, please attach a copy of your research commission as received from the research promoter stipulating the *bona fides* of the application

RESEARCH TOPIC

What is your research topic?	***The role and responsibility of security industry during protest action***
What is the aim/goal of the research?	***The aim of this research is to analyse the roles and responsibilities of the security industry during protect action.***
Please give your possible outcome statement:	***The SAPS and security officers will understand their role and responsibilities during protest actions and perform them according to the legislation.***

RESEARCH METHODOLOGY

Research Instruments: Please mark the research instruments you will use during your research.

Questionnaires	***x***	**General Surveys**		**Interviews (Structured)**	
Tests (written or other)		**Statistical survey**		**Interviews (Semi-structured)**	***x***
General observation	***x***	**Behavioral Surveillance**		**Interviews (Unstructured)**	
Other (Please specify):					

APPLICATION FOR RESEARCH	NAME OF (LEAD) RESEARCHER:	*RABOYA ABINER MABOA*

Please attach a copy of all the research instruments you intend to use (even if only in draft form)

List your target audience / subjects (refer to specific people and /or units)?

Public Order Police Members		

List your geographical target (Which police stations or Units in what areas)? *Public Order Police Members*

All researchers, please take note of the following:

- **Any access to employees of the Service will only be granted on the condition that the access do not negatively influence the duties of those employees or the functioning of the SAPS and that any information obtained from those employees not be published prior the approval of the Provincial Commissioner.**

- **For the purpose of your research in the SAPS, *publish* means "any form of communication, other than communication to the Service".**

Will you need access to official documents?		**Yes**		**no**	***x***
If yes, specify these documents:					

All researchers, please take note of the following:

- **If you want access to records to which any member of the public would normally be permitted to have access in terms of *the Access to informationAct*, 2000 (Act 2 of 2000) – *the Act* - you must submit an application for those specific documents to the Provincial or Station Information Officer.**

- **The researcher will be liable for any costs for these documents as specified by the Minister in terms of *the Act*.**

- **IMPORTANT: despite the existing of records or information an application for such records may not be approved on the grounds that the obtaining of such records or information may negatively impact the performance of employees or the resources of the Service.**

- **If you want access to records to which any member of the public would normally not have access to in terms of *the Act* or that is contained in an open docket, you must submit an application for access to such document /**

APPLICATION FOR RESEARCH	NAME OF (LEAD) RESEARCHER:	*RABOYA ABINER MABOA*

information in which you motivate why your access to the information is needed and if your access to such will be advantageous to the SAPS.

If this application (to information) is approved, you will have to adhere to any conditions imposed to prevent the unlawful disclosure of information or the disclosure of information that may negatively impact on the functions of the Service.

- **IMPORTANT: All information (obtained from documents, members, witnesses or victims) must at all times be treated as strictly confidential and my NOT be published without prior approval by the Provincial Commissioner (or his delegate) and if such information pertains to the investigation of a crime or a criminal case, your *publication* thereof, may make you guilty of defeating or obstructing the course of justice or contempt of court.**

The outcome of the research will be:	**Fact based:**	***x***	**Opinion based:**							
How will you publish the research paper (Who will receive a copy of the document – list all)?	***Will be published by Unisa***									
	SAPS, TMPD AND Security Industry									
How long in months, will you need to have permission to conduct your research?			**<3**		**x3**		**6**			
On what date will your research paper be complete (if not sure, estimate)?	***2C***	***0***	***2***	***1***	***M0***	***1***	***D1***	***0***		

MOTIVATION FOR RESEARCH IN THE SAPS

Briefly motivate how the SAPS will / can benefit from the research:

The information that will be obtained from reviewed literature and recommendations made will assist the SAPS on how to police the protest actions and improve the interactions between the SAPS members, TMPD members and Security officer during protest actions.

SIGNATURE OF RESEARCHER: **RABOYA MABOA**

SIGNED AT: **PRETORIA**

DATE: **2019-04-26**

The Head

Strategic Management

APPLICATION TO CONDUCT RESEARCH IN THE SAPS

1. **I, Maboa Raboya with persal number 7052607-9 stationed at The Division Forensic Science Laboratory hereby apply for the permission to conduct research in the South African Police Service (SAPS).**
2. **In the year 2018 my research proposal with the topic: The role and responsibilities of security industry during action was approved by the University of South Africa (UNISA). The approved research proposal is attached as per annexure A.**
3. **I am currently a registered student for the DLSCJ 91-Dessertation: SCJ Master of Criminal Justice: Security Management with UNISA.**
4. **To successfully complete the dissertation, I must select a population and conduct interviews. I therefore would like to ask for permission from the SAPS to conduct interviews with members in the South African Police Service.**
5. **The specific groups/members that the interviews can be conducted with include the Public Order Police (Reserve Unit).**

Your support and approval will contribute to the successful completion of my studies.

Kind Regards

RA MABOA **Date.....**

Forensic Science Laboratory

Section : Ballistics

Tell: 012 845 5770

Cell: 0722876703

Email:MaboaR@saps.org.za

oupamaboa@gmail.com

Approval Letter: South African Police Service

SUID-AFRIKAANSE POLISIEDIENS SOUTH AFRICAN POLICE SERVICE

Privaatsak/Private Bag X 94

Verwysing/Reference:	3/34/2
Navrae/Enquiries:	Lt Col Joubert AC Thenga
Telefoon/Telephone:	(012) 393 3118

THE HEAD: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

The Divisional Commissioner
OPERATIONAL RESPONSE SERVICES

PERMISSION TO CONDUCT RESEARCH IN SAPS: THE ROLE AND RESPONSIBILITIES OF THE SECURITY INDUSTRY DURING PROTEST ACTIONS: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: R MABOA

1. The above subject matter refers.

2. The researcher, R Maboa, is conducting a study with the aim ***to analyses the roles and responsibilities of Private Security Officers (PSO) during protest actions.***

3. As the SAPS is the custodian of the policing of crowd management, the researcher is requesting permission to interview three (3) management level members in the Public Order Policing Reserve Unit, Division Operational Response Services. The suggested respondents are: Maj Gen ZM Mkhwanazi, Brig MP Mokharle and Col D Chetty.

4. The proposal was perused according to National Instruction 1 of 2006. This office recommends that permission be granted for the research study, subject to the final approval and further arrangements by the office of the Divisional Commissioner: Operational Response Services.

5. We hereby request the final approval by your office if you concur with our recommendation. Your office is also at liberty to set terms and conditions to the researcher to ensure that compliance standards are adhered to during the research process and that research has impact to the organisation.

6. If approval is granted by your office, this office will obtain a signed undertaking from researcher prior to the commencement of the research which will include your terms and conditions if there are any and the following:

6.1. The research will be conducted at his/her exclusive cost.

PERMISSION TO CONDUCT RESEARCH IN SAPS: THE ROLE AND RESPONSIBILITIES OF THE SECURITY INDUSTRY DURING PROTEST ACTIONS: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: R MABOA

6.2 The researcher will conduct the research without the disruption of the duties of members of the Service and where it is necessary for the research goals, research procedures or research instruments to disrupt the duties of a member, prior arrangements must be made with the commander of such member.

6.3 The researcher should bear in mind that participation in the interviews must be on a voluntary basis.

6.4 The information will at all times be treated as strictly confidential.

6.5 The researcher will provide an annotated copy of the research work to the Service.

6.6 The researcher will ensure that research report / publication complies with all conditions for the approval of research.

7. If approval is granted by your office, for smooth coordination of research process between your office and the researcher, the following information is kindly requested to be forwarded to our office:

- **Contact person**: Rank, Initials and Surname.
- **Contact details**: Office telephone number and email address.

8. A copy of the approval (if granted) and signed undertaking as per paragraph 6 supra to be provided to this office within 21 days after receipt of this letter.

9. Your cooperation will be highly appreciated.

MAJOR GENERAL
THE HEAD: RESEARCH
DR PR VUMA

DATE: 2019-10-01

Application letter: Private Security Industry(TUT)

UNISA

Department of Criminology & Security Science
School of Criminal Justice
College of Law
Brooklyn House
337 Veale Street
Brooklyn, Pretoria

25 January 2018

THE HEAD OF SECURITY
TSHWANE UNIVERSITY OF TECHNOLOGY

RESEARCH: THE ROLE AND RESPONSIBILITY OF THE SECURITY INDUSTRY DURING PROTEST ACTIONS

1. Introduction and purpose. This letter serves to confirm that Mr RA Maboa is registered with UNISA as a student, with student number 32559844. The letter also serves to assist the student to obtain consent to perform the research within the Tshwane University of Technology.

2. Purpose of the study. The present study being undertaken by Mr Maboa is an MTech in Security Management in the Department of Criminology & Security Science in the School of Criminal Justice of the College of Law at the University of South Africa. The title of the research is: The role and responsibility of the security industry during protest actions.

3. Ethics. One of the requirements of UNISA Ethics policy, is a letter from the subject/body/institution, in this case the Tshwane University of Technology, consenting to the research being conducted.

4. Procedures. A semi-structured interview and observation will be used in order to gain valuable information from the participants. The interview will serve as a means to gain insight, information from the participants' in terms of their respective fields of expertise. The researcher will ensure that the functioning of the Department is not compromised during the research. Interviews will be conducted in consultation with relevant managers/supervisors to ensure that work and productivity of participants are not affected.

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5. Benefits. There are no perceptible benefits or incentives available for the respondents of this study. However, it can be proposed that the research participant will benefit in some way through the process of knowledge production. The Tshwane University of Technology stand

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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to benefit from the research as recommendations will be made on how to address identified problem areas.

6. Respondent's rights. Participation is entirely voluntary. Respondents are at liberty to withdraw from the study at any stage of the research provided a courtesy notification of withdrawal is sent to the researcher or during the actual interview itself. No negative repercussions will be enacted on the respondent, since participation is voluntary and all information/data received from the respondent will be taken as void.

6. Confidentiality. All information will be regarded as personal and confidential. The researcher will not disclose any respondents' names or contact details unless permission to do so is first obtained.

7. Data storage and dissemination of findings. The information received from any respondent/interviewee will be stored (password protected) by the researcher. The findings of the research will be documented in the form of an academic dissertation.

8. Letter of consent. It is trusted that your office will assist the student with a letter of consent to conduct the research.

Kind regards

Dr Leon du Plessis

Tel: +27 12 433 9500
E-mail: dplesl2@unisa.ac.za

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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Approval letter: Private Security industry (TUT)

CAMPUS ACCESS LETTER

This servers to confirm that permission has been granted to Maboa R to conduct research activities on campus.

The purpose is for the UNISA registered student to complete his research studies and his study programme.

Hoping that this will be taken into cognisance.

22/08/2017

Dr Teddy Tshelko Setshedi
On Behalf of Rectorate Office(Interim)
Office: Building 12 – 5111 I Soshanguve Campus
T 012 3829240/9777 I E-mail [redacted]

Student:

Maboa R.
South African Police Service
Forensic Analyst (Warrant Officer)
Forensic Science Laboratory
Neethling Building Office 201
Ballistic Section
270 Pretoria Road
Silverton
Pretoria
Tel: 012-845 5706
Cell no: 072 287 6705
Email: MaboaR@saps.gov.za

Application letter: Tshwane Metro police Department

Brooklyn House
337 Veale Street
Brooklyn, Pretoria

25 January 2018

THE CHIEF OF POLICE
TSHWANE METRO POLICE SERVICE

RESEARCH: THE ROLE AND RESPONSIBILITY OF THE SECURITY INDUSTRY DURING PROTEST ACTIONS

1. Introduction and purpose. This letter serves to confirm that Mr RA Maboa is registered with UNISA as a student, with student number 32559844. The letter also serves to assist the student to obtain consent to perform the research within the Tshwane Metro Police Service.

2. Purpose of the study. The present study being undertaken by Mr Maboa is an MTech in Security Management in the Department of Criminology & Security Science in the School of Criminal Justice of the College of Law at the University of South Africa. The title of the research is: The role and responsibility of the security industry during protest actions.

3. Ethics. One of the requirements of UNISA Ethics policy, is a letter from the subject/body/institution, in this case the Tshwane Metro Police Service, consenting to the research being conducted.

4. Procedures. A semi-structured interview and observation will be used in order to gain valuable information from the participants. The interview will serve as a means to gain insight, information from the participants' in terms of their respective fields of expertise. The researcher will ensure that the functioning of the Department is not compromised during the research. Interviews will be conducted in consultation with relevant managers/supervisors to ensure that work and productivity of participants are not affected.

5. Benefits. There are no perceptible benefits or incentives available for the respondents of this study. However, it can be proposed that the research participant will benefit in some way through the process of knowledge production. The Tshwane Metro Police Service stand

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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Approval letter: Tshwane Metro Police Department

CITY OF TSHWANE
IGNITING EXCELLENCE

Community Safety
Tshwane Metro Police Department

Room A48 | Tshwane Metropolitan Police Department | Head Office
Cnr WF Nkomo Street and E'skia Mphahlele Drive | Pretoria | 0002
PO Box 440 | Pretoria | 0001
Tel: 012 358 0186| 082 415 5141
Email: Alineb@tshwane.gov.za | www.tshwane.gov.za | www.facebook.com/CityOf Tshwane

My ref:	MP3/5/4/2	Tel:	012 358 0186
Your ref:		Fax:	
Contact person:	Aline Birkenstock	Email:	Alineb@tshwane.gov.za
Section/Unit:	Research and Development		

16 January 2020

Lt. General JM Nkomo
Chief of Police: Tshwane Metropolitan Police Department

RECOMMENDATION FOR AN ACADEMIC STUDY TO BE CONDUCTED WITHIN THE TSHWANE METROPOLITAN POLICE DEPARTMENT

Tile of Study:	The role and responsibilities of the security industry during protest actions
Institution:	University of South Africa
Qualification:	Master of Criminal Justice: Security Management
Applicant:	RA Maboa (MaboaR@saps.org.za / oupamaboa@gmail.com)

An application in relation to the above-mentioned study has been received and has been appropriately reviewed. As the impetus of the research is to analyse and clarify the mandate, roles and responsibilities of private security operators in dealing with protest actions, it can present the Department with possible solutions on how private security operators could be incorporated into the management of protest actions.

It is subsequently recommend that the study proceed, subjected to the following conditions:

1. The National Statement on Ethical Conduct in Human Research must be complied with for the duration of the study at the Tshwane Metropolitan Police Department (Inclusive of the necessary confidentiality and privacy of information, research merit and integrity whilst balancing benefits and risks).

2. Approval from the Office of the Chief of Police must be obtained prior to the formal release and/or publication of research material.

Recommended / ~~Not Recommended / Recommended as Amended~~

A Birkenstock
.....
AC Birkenstock
Director: Research and Development

Approved / ~~Rejected / Approved as Amended~~

.....2020/01/21
Lt-Gen. JM Nkomo
Chief of Police: Tshwane Metropolitan Police Department

On request, this document can be provided in another official language.

Community Safety • UmNyango wezekaPhepha kaMphakathi • Ndzawulo ya Vuhlaphelo lya Muganga • Lintnyango Wezekaphepha Kemphakathi • Kgoro ya Polokego ya SetiBaba • Lefapha la Polokonego ya Setilhaba • Gemeenskapeveiligheid • Mohasha wa Tsimlodzo ya Tshitshavha

ANNEXURE B: Ethical clearance letter

UNISA

UNISA 2020 ETHICS REVIEW COMMITTEE

Date: 2020:06:17

ERC Reference No. : ST54
Name : R Maboa

Dear Raboya Maboa

Decision: Ethics Approval from 2020:06:017 to 2023:06:17

Researcher: Mr Raboya Maboa

Supervisor: Dr Shandre Jansen van Rensburg

The roles and responsibilities of the Security Industry protest actions in Tshwane, Gauteng

Qualification: MA Criminal Justice

Thank you for the application for research ethics clearance by the Unisa 2020 Ethics Review Committee for the above mentioned research. Ethics approval is granted for 3 years.

The low risk application was reviewed by the CLAW Ethics Review Committee on 17 June 2020 in compliance with the Unisa Policy on Research Ethics and the Standard Operating Procedure on Research Ethics Risk Assessment.

The proposed research may now commence with the provisions that:

1. **The researcher will ensure that the research project adheres to the relevant guidelines set out in the Unisa Covid-19 position statement on research ethics attached.**
2. The researcher(s) will ensure that the research project adheres to the values and principles expressed in the UNISA Policy on Research Ethics.

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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3. Any adverse circumstance arising in the undertaking of the research project that is relevant to the ethicality of the study should be communicated in writing to the CLAW Committee.
4. The researcher(s) will conduct the study according to the methods and procedures set out in the approved application.
5. Any changes that can affect the study-related risks for the research participants, particularly in terms of assurances made with regards to the protection of participants' privacy and the confidentiality of the data, should be reported to the Committee in writing, accompanied by a progress report.
6. The researcher will ensure that the research project adheres to any applicable national legislation, professional codes of conduct, institutional guidelines and scientific standards relevant to the specific field of study. Adherence to the following South African legislation is important, if applicable: Protection of Personal Information Act, no 4 of 2013; Children's act no 38 of 2005 and the National Health Act, no 61 of 2003.
7. Only de-identified research data may be used for secondary research purposes in future on condition that the research objectives are similar to those of the original research. Secondary use of identifiable human research data require additional ethics clearance.
8. No field work activities may continue after the expiry date **2023:06:17**. Submission of a completed research ethics progress report will constitute an application for renewal of Ethics Research Committee approval.

Note:

The reference number ST 54-2020 should be clearly indicated on all forms of communication with the intended research participants, as well as with the Committee.

Yours sincerely,

Prof T Budhram
Chair of CLAW ERC
E-mail: budhrt@unisa.ac.za
Tel: (012) 433-9462

Prof M Basdeo
Executive Dean : CLAW
E-mail: MBasdeo@unisa.ac.za
Tel: (012) 429-8603

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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ANNEXURE C: Semi-structured interview schedule sample A

1. How long have you been a police officer?
2. Have you done any training to deal with crowd management or control? If yes, kindly provide more details.
3. Have you been involved in policing protest action? If yes, please elaborate on your experience(s).
4. In your opinion, what are the types of protest?
5. What do you understand about the term “protest”?
6. What are the roles and responsibilities of SAPS during protest action?
7. What are the factors that hinder SAPS from executing their duties effectively during protest actions?
8. In your opinion, what are the roles and responsibilities of private security officers during protest actions?
9. Do you think that the private security officers are effective in dealing with protest actions? Please elaborate on your answer.
10. How can private security officers support the SAPS in protest actions?
11. In your opinion, do think the public protests are properly policed in a manner that is suitable in Tshwane area?
12. In your opinion, how can the policing and managing of public protests be improved?

Semi-structure interview schedule sample B

1. How long have you been a Traffic officer?
2. Have you done any training to deal with crowd management or control? If yes, kindly provide more details.
3. Have you been involved in policing protest action? If yes, please elaborate on your experience(s).
4. In your opinion, what are the types of protest?
5. What do you understand about the term “protest”?
6. What are the roles and responsibilities of TMPD during protest action?
7. What are the factors that hinder TMPD from executing their duties effectively during protest actions?
8. In your opinion, what are the roles and responsibilities of private security officers during protest actions?
9. Do you think that the private security officers are effective in dealing with protest actions? Please elaborate on your answers.
10. How can private security officers support the TPMD in protest actions?
11. In your opinion, do think the public protests are properly policed in a manner that is suitable in Tshwane area?
12. In your opinion, how can the policing and managing of public protests be improved?

Semi-structure interview schedule sample C

1. How long have you been a private security officer?
2. Have you done any training to deal with crowd management or control? If yes, kindly provide more details.
3. Have you been involved in policing protest action? If yes, please elaborate on your experience(s).
4. In your opinion, what are the types of protest?
5. What do you understand about the term “protest”?
6. What are the roles and responsibilities of private security officer during protest action?
7. What are the factors that hinder private security officer from executing their duties effectively during protest actions?
8. In your opinion, what are the roles and responsibilities of SAPS, TMPD and security officers during protest actions?
9. Do you think that the private security officers are effective in dealing with protest actions? Please elaborate on your answers.
10. How can private security officers support the SAPS and TPMD in protest actions?
11. In your opinion, do think the public protests are properly policed in a manner that is suitable in Tshwane area?
12. In your opinion, how can the policing and managing of public protests be improved?

ANNEXURE D: Informed consent letter

Ethics clearance reference number: (Ref: ST54 of 2020)

Research permission reference number:

March 2020

Title: THE ROLES AND RESPONSIBILITIES OF THE SECURITY INDUSTRY DURING PROTEST ACTIONS IN TSHWANE.

DEAR PROSPECTIVE PARTICIPANT

My name is Raboya Maboa. I am a student in the Department of Criminology and Security Science at the University of South Africa. I am doing research under the supervision of Dr. SK Jansen Van Rensburg, a senior lecturer in the Department of Criminology and Security Science School of Criminal Justice towards a degree master's Degree in Security Management. I am a Forensic Analyst at South African Police Service. I am requesting you to participate in a study entitled "The roles and responsibilities of the security industry during protest actions in Tshwane"**.**

PURPOSE OF THE STUDY.

The primary aim and purpose of this study is to analyse the roles and responsibilities of private security officer (PSO's) during protest actions.

SELECTION OF PARTICIPANTS.

You are invited to participate in this study because of the experience and knowledge of protest actions that you encounter on daily basis on your work environment.

PROCEDURES.

A semi-structured interview will be used in order to gain valuable information from the participants. The interview will serve as a means to gain insight, information from the participants in terms of their respective fields of expertise. The interview should not last longer than 45 minutes and will be held according to the participant's convenience. The interview will be voice recorded (with the participant's permission) and notes will be written during the interview.

WITHDRAWAL FROM THIS STUDY.

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. The interview is anonymous thus there is no chance of identifying you. The researcher will ensure the privacy, anonymity and confidentiality of each research participant.

RISKS AND DISCOMFORT.

There are no predetermined risks accompanying this study. The research participant is merely providing the researcher with information about the subject matter.

Participating in this study is voluntary and you are under no obligation to consent to participation.

BENEFITS.

There are no perceptible benefits or incentives available for the respondents of this study. However, it can be proposed that the research participant will benefit in some way through the process of knowledge production.

RESPONDENT'S RIGHTS.

Participation is entirely voluntary. Respondents are at liberty to withdraw from the study at any stage of the research provided a courtesy notification of withdrawal is sent to the researcher or during the actual interview itself. No negative repercussions will be enacted on the respondent, since participation is voluntary, and all information/data received from the respondent will be taken as void.

CONFIDENTIALITY.

All information will be regarded as personal and confidential. The researcher will not disclose any respondents' names or contact details unless permission to do so is first obtained.

DATA STORAGE AND DISSEMINATION OF FINDINGS.

The information received from any respondent/interviewee will be stored by the researcher. The hard copies of data will be stored in a locked cabinet. Future use of the stored data will be subject to further Research Ethics Review and approval if applicable. The data will also be protected electronically using a secure computer with a password. The findings of the research will be documented in the form of an academic dissertation.

QUESTIONS AND CONCERNS.

The researcher welcomes all the questions and concern that participants may have during the study.

ETHICAL CONSIDERATIONS.

This study has received written approval from the Research Ethics Review Committee of the College of Law, Unisa. A copy of the approval letter can be obtained from the researcher if you so wish.

COMMUNICATION OF THE RESEARCH FINDINGS OR RESULTS.

The findings are accessible to UNISA library. If you would like to be informed of the final research findings, please contact the following people:

Name	Telephone number	E-mail address
Raboya Maboa	+27722876703	oupamaboa@gmail.com

Should you have concerns about the way in which the research has been conducted, you may contact the researcher (Raboya Maboa), my supervisor, Dr SK Jansen van Rensburg (012 433 9533 or sissisk@unisa.ac.za).

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

RABOYA MABOA

CONSENT TO PARTICIPATE IN THIS STUDY

I, _____ (participant name), confirm that the person asking my consent to take part in this research has told me about the nature, procedure, potential benefits and anticipated inconvenience of participation.

I have read (or had explained to me) and understood the study as explained in the information sheet.

I have had sufficient opportunity to ask questions and am prepared to participate in the study.

I understand that my participation is voluntary and that I am free to withdraw at any time without penalty.

I am aware that the findings of this study will be processed into a research report, journal publications and/or conference proceedings, but that my participation will be kept confidential unless otherwise specified.

I have received a signed copy of the informed consent agreement.

Participant Name & Surname…… (please print)

Participant Signature……..Date……

Researcher's Name & Surname……(please print)

Researcher's signature……..Date……

ANNEXURE E: Ethics approval for face-to-face research

UNISA university of south africa

MEMORANDUM

To: Prof T Budhram

From: Mr RA Maboa

Subject: Approval to continue with face-to-face research under COVID-19 Level 1 restrictions

Date: 22 April 2021

Good day,

My name is Mr RA Maboa and I am a registered MTech student (32559844) in the Department of Criminology and Security Science at the University of South Africa (UNISA). The title of my study is "The roles and responsibilities of the security industry during protest actions in Tshwane, Gauteng". I received ethical clearance (ST54) from CLAW ERC (please see attachment) in 2020. The ethical clearance is valid from the 17 June 2020 to 17 June 2023.

The study is qualitative and will use make use of face-to-fae interviews with the targeted sample groups. The targeted population for this study is delineated below:

- South African Police Service (Public Order Policing Head Office in Tshwane)
- Tshwane Metro Police Crowd Management Unit
- Private Security Officers working at the Tshwane University of Technology (TUT)

These three sample groups are classified under essential services and have continued operation despite the various COVID-19 restrictions. Thus, I request to conduct the empirical research with the identified sample groups. I will strictly adhere to the following guidelines as stipulated by the **UNISA Covid-19 Guidelines**:

- "Do not proceed with the intended contact data collection visit or meeting if the researcher and/or participant is feeling unwell.
- Telephonic pre-screening before the visit is advised, as well as keeping a register of participants that were involved in face-to-face data collection activities.
- The researcher and members of the research team must also be screened before any human participant contact. Keep evidence of the screening data signed by a witness.
- When the visit can go ahead, please be mindful of the following procedures:
  - Wearing an appropriate cloth mask. Do not touch your face and advise the participants to do the same.
  - The researcher has to ensure that the research team and participants have masks and sanitizer.
- In specific contexts, it will be essential to handout sanitiser and sealed cloth masks to the participants.

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PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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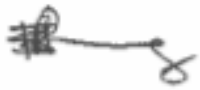
- If possible, do a pre-screening by measuring the participants' temperature (including those of the researcher) and ask questions that were not included in the telephonic pre-screening.
- Keep a physical distance of 2 meters.
- Sanitize hands with 70% alcohol-based sanitizer or wash with soap and water for at least 40 seconds before commencing any activities.
- Sanitize all surfaces before commencing activities and again before leaving.
- Avoid the exchange of paper between participants and researchers, unless the use of paper is ethically or scientifically justified.
- Use disposable gloves with the handling of hard copies of documents, put it in a paper envelope and store it away. Researcher and participants to remove the gloves or sanitize your hands since the novel coronavirus can reside on paper for up to 3 days.
- Store documents for a minimum of 3 days before taking them out.
- The risk of contagion during the use and exchange of pens, digital devices, smartphones, and tablets must be considered and mitigated.
- No food may be shared. Pre-packed, sanitized items such as chips or water."

Kind regards,

Mr RA Maboa
MTech student

Endorsed by:



Dr SK Jansen van Rensburg
Supervisor

Approved:

Prof T Budhram
Chair of CLAW ERC

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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ANNEXURE F: Observation list

UNISA

ANNEXURE H: OBSERVATION CHECKLIST

OBSERVATION CHECKLIST

TITLE: The roles and responsibilities of the security industry during protest actions in Tshwane, Gauteng

Research questions

Primary research question

- What are the roles and responsibility of private security officers during protest actions?

Secondary research questions

- What are the roles of the security industry when dealing with protest actions?
- What are the factors that promotes or hinders the effectiveness of the security function when dealing with protest actions?
- What are the best practices from the law enforcement and security industry's experiences pertaining to protest actions?

Item	Yes	No	N/A	Comments
Private security officer				
1) Are the security personnel uniformed or not?				
2) Is security personnel armed or not?				
3) Are security personnel in position of two-way radio for communication purpose?				
4) Are the security personnel always visible at the site?				
5) Is there more than one access control point?				
6) Is the access control operated by security officers?				
7) How many gates were there?				

8) If access control is operated by more than one security officer, how many security officers were there?				
9) Are security officers operating access control armed?				
10)Are there security technological aids at the access control points aiding security officers in their performance of duties?				
11)Is vehicle access control point fitted with vehicle barriers such as rising bollards, rising wedges, cable beams, or any related barriers?				
12)Do security officers check keys of vehicle on the ignition when customers exit the premises?				
13)How can private security officers support the SAPS and TPMD in protest actions?				
14) How do they behaviour during protest action?				
15)Is the legislative being implemented during protest action?				
South African Police Service				
16)What are the roles and responsibilities of SAPS during protest action?				
17)What are the factors that hinder SAPS from executing their duties effectively during protest actions?				
18)How do they behaviour during protest action?				
19)Is the legislative being implemented during protest action?				
Tshwane Metro Police Department				
20)What are the roles and responsibilities of SAPS during protest action?				

21)What are the factors that hinder TMPD from executing their duties effectively during protest actions?				
22)How do they behaviour during protest action?				
23)Is the legislative being implemented during protest action?				

ANNEXURE G: Editing certificate

Barbara Shaw
Editing/proofreading services
18 Balvicar Road, Blairgowrie, 2194
Tel: 011 888 4788 Cell: 072 1233 881
Email: barbarashaw16@gmail.com
Full member of The Professional Editors' Guild

To whom it may concern

This letter serves to inform you that I have done language editing, reference checking and formatting on the thesis

THE ROLES AND RESPONSIBILITIES OF THE SAFETY AND SECURITY INDUSTRY DURING PROTEST ACTION IN TSHWANE, GAUTENG

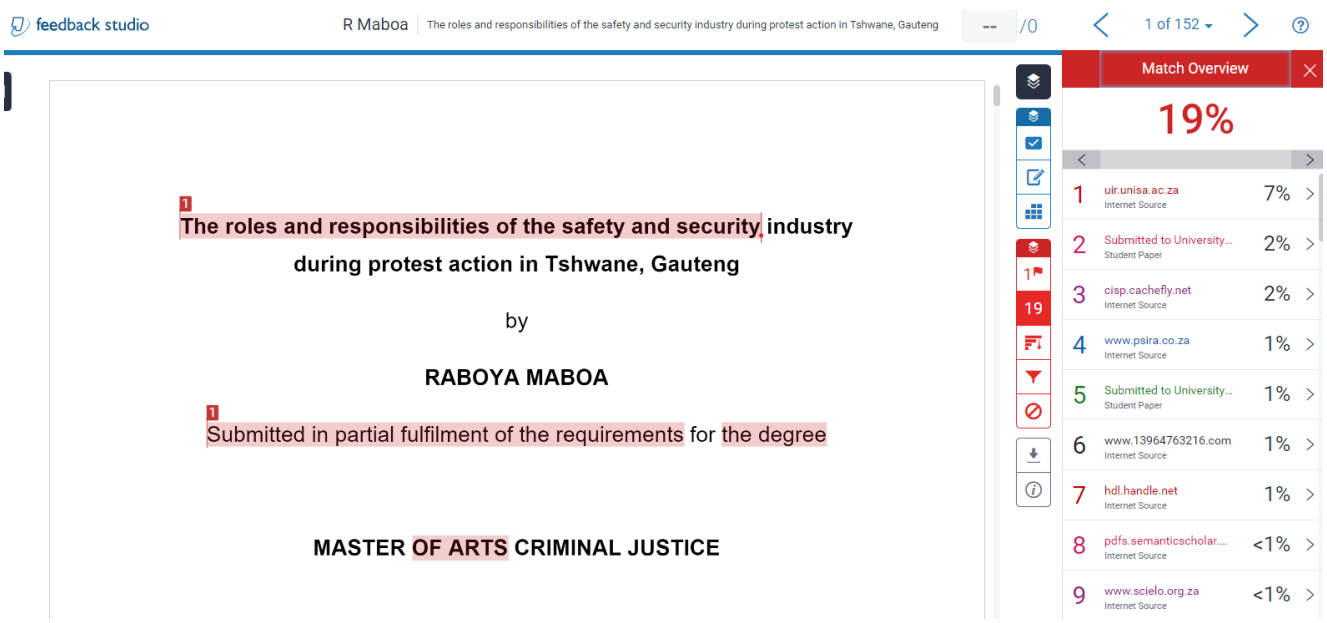
by

RABOYA MABOA

Barbara Shaw

22/01/2022

ANNEXURE H: Turnitin digital receipt



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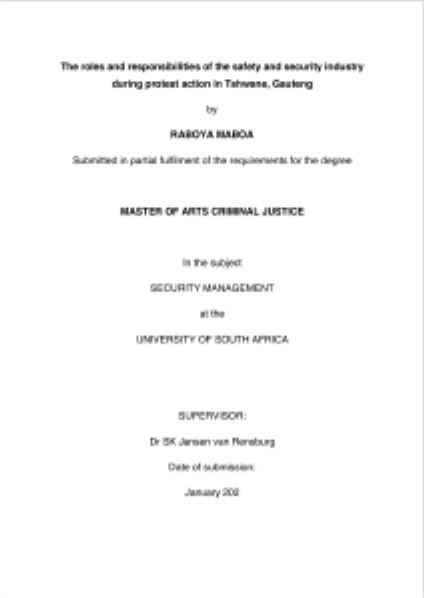

The roles and responsibilities of the safety and security industry during protest action in Tshwane, Gauteng

by

RABOYA MABOA

Submitted in partial fulfilment of the requirements for the degree

MASTER OF ARTS CRIMINAL JUSTICE

in the subject

SECURITY MANAGEMENT

at the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR:

Dr SK Jansen van Rensburg

Date of submission:

January 202

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