

**PUBLIC CONFIDENCE IN THE POLICE IN MANKWENG ZONE 1, LIMPOPO
PROVINCE.**

by

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DISSERTATION

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DECLARATION

I declare that the dissertation on *Public Confidence in the Police in Mankweng Zone 1, Limpopo Province* submitted to the University of Limpopo, for the degree of Master of Arts in Criminology has not previously been submitted by me for a degree at this or any other university: that is my work in design and in execution, and all that material contained herein has been duly acknowledged.

Ms KM Matlamela

March 2023

Date

DEDICATION

I dedicate this study to my late mother, Makwena Tlou Martina Mphela who passed away in 2003. May her spirit find eternal rest. Once more, I would love to dedicate it to my father, Sekhu Phillemon Matlamela, his continuous support has helped this study come to a successful conclusion.

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I would love to thank everyone who helped me finish this research. This would have been impossible for me to finish this study without your assistance.

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- Mr. GT Mashego, for his words of encouragement. He has helped me grow as a person because of his inspiration.
- The participants, for sharing their knowledge and taking part in the study, and
- My father (PS Matlamela) for raising my siblings and I as a single parent.

SUMMARY

Title: Public confidence in the police in Mankweng Zone 1, Limpopo Province.

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Department: Criminology and Criminal Justice

Degree: Master of Arts in Criminology

This study sought to measure the public's level of confidence in the police in Mankweng, Unit- A. The study focused on public confidence in the police and reasons why it is of such importance, lack of public trust in the police, and aspects that the police should give attention to in serving the public. The study also focused on factors undermining public confidence in the police, police behaviour, and strategies to improve public confidence. The researcher used a quantitative, cross-sectional research design to evaluate the community's level of confidence with their police. Probability multi-stage cluster sampling was used to select participants. The sample size comprised of 177 participants. A fixed-response questionnaire was written in English and translated to Sepedi because the community in Mankweng Zone 1, consists almost entirely of semi-black people belonging to the Sepedi Language group.

The study measured professional fairness as the attribute of treatment and quality of decision making, and when combined the answers created a procedural fairness index of Cronbach's Alpha = .7; and mean inter-item correlation of = .394. A relatively large percentage of the respondents were negative about the attribute of making quality decisions and treatment from the police. 75,2% of the sample reckoned the police are very ineffective in fighting crime. The study found that procedural fairness judgements play a crucial part and individuals focus strongly on police competence and fear of crime.

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CHAPTER 1: GENERAL ORIENTATION

1.1 Introduction

Public confidence is a notion that supports the whole criminal justice system of policing in such a way that if the public loses trust in the police, the police's capacity to maintain public order is reduced (Pryce, Johnson & Maguire, 2017; Hough, 2003). In this sense, public trust helps the effectiveness and legitimacy of police activities (Boateng, 2012:4; Lyons, 2002:530). Regrettably, South Africa seems to be in a state where public faith in the police is historically low. In contrast, public fear of crime and disbelief in the police has extremely improved (Burger, 2011:113).

This chapter provides the introduction of the study on public confidence in the police in Mankweng Zone 1, Limpopo Province. It provides the background to the study, the research problem, a summary of the literature on the subject, and a short discussion on methodological issues such as operational concepts, objectives, data collection methods, analysis, and the division of chapters.

1.2 Background and motivation

The active operation of the criminal justice system relies on the level of trust that individuals have in the system (Tyler & Fagan, 2008:231; Hough, Jackson, Bradford, Myhill & Quinton, 2010:203). As one of the foundations of the criminal justice system, the police must maintain a high level of public trust to fully accomplish its tasks (Reisig, 2007:356). In addition, community members can only trust the police if they carry out their obligations honestly, equally and professionally (Sunshine & Tyler, 2003:513). Public satisfaction with the police is a vital subject of study as it is connected to individuals' level of support and trust in the police. Support and trust are also essential to individuals' willingness to report wrongdoing and suspicious activities to the police; to abide by police instructions; and to obey the law (Crawford & Hucklesby, 2013:5).

There has been an increase in global interest in determining public confidence in the police during the past three decades (Zondeka, 2015; Jones, 2015). Governments attempt to evaluate the effectiveness of the police by uncovering measures of public confidence and trust in their respective police forces (Zondeka, 2015; Jones, 2015). Statistics South Africa (2017) published a Victim of Crime Survey Report 2016–2017

which showed an increase in household perceptions of crime in this country generally. The crimes that were mostly feared by households were: housebreaking/burglary (61.7%) followed by robbery outside the home (42.5%) and home robbery (36.5%) (Statistics South Africa, 2017:59). Statistics South Africa's victims of crime survey showed a decline in satisfaction with the police, from a 62% approval in 2011 (Stats SA, 2011:23), to 54.2% in 2017-2018 (Stats SA, 2018:86).

Recent work (Zondeka, 2015; Faull, 2010) has shown that public expectations of the police might be conceptualised as the desire to be treated with respect, politeness, and in a reasonable way. This is known as procedural justice (Tyler, 2004:84; Sunshine & Tyler, 2003:513). Distributive justice, on the other hand, is a perspective that focuses on the fairness of outcomes rather than on the fairness of procedures (Tankebe, 2013:103; Tyler, 2004:84; Sunshine & Tyler, 2003). Thus, individuals who think that the authorities provide the same level of service to everyone are more likely to regard them as a legitimate authority (Sunshine & Tyler, 2003).

People are prepared to obey police officials if they think that results are shared relatively among the individuals and society at large (Sunshine & Tyler, 2003). Citizens value how consistent the police are in providing the same level of assistance and enforcing the law while dealing with all types of people. Nevertheless, accessible evidence shows procedural justice as a strong predictor of police legitimacy than distributive justice (Reisig, Bratton & Gertz, 2007; Sunshine & Tyler, 2003; Tyler, 1990, 2005; Tyler & Huo, 2002).

This study discusses what public confidence in the police means for participants and considers a perceived lack of trust in the police in Mankweng, Limpopo Province. Research, as mentioned, shows that public trust and perceptions of the police are essential for the way in which the public perceives and views the police (Sunshine & Tyler, 2003). In turn, this directly or indirectly shapes the manner in which the public responds to the police; the kind of help they give to the police; and their readiness to partake in community-police programmes intended to fight crime (Zondeka, 2015).

An interest in public confidence in the police as a topic for this research came about due to the scarcity of published criminological studies dealing with public confidence – particularly in Limpopo Province. Most studies on public confidence in the police focus on first-world countries, especially the United States, which has created a knowledge gap in the literature on policing (Kaariainen, 2008:142). Accordingly, relatively little attention has been given to how people on the African continent view the police. The author could not find any literature on confidence in the police that refers to the situation in Mankweng. This study is expected significantly to contribute to the discussion by identifying factors that affect the community's levels of trust in the police.

1.3 Research problem

According to Burger (2011:113), "...incidents of brutality, criminal behaviour and abuse of authority by members of South Africa's police have serious implications for public trust and confidence in the police." Lancaster (2018) and Newham (2018) report that trust in the SAPS is declining. According to Jones (2015), the then Commissioner of Police, General Riah Phiyega, reported as follows regarding the community's lack of confidence and trust in the police in South Africa:

I am conscious of public concern over the manner in which some policemen misuse their power or carry out their responsibilities in an unprofessional manner. The police cannot work in isolation, and they require the support of the communities they serve. It is self-evident that the support and trust of the public are directly related to how police officers carry out their daily duties. The South African Police Service places a high value on regaining and sustaining public confidence and trust.

As the former Commissioner of Police indicated above, the need for the public to trust the police is of utmost importance. News24 (2015) made the following remark concerning the South African police in Groblersdal: "...members of the South African Police Service in Groblersdal have simply become 'occupants' of offices, being paid to be there but without doing anything that their mission requires them to do and then being paid for it." The public often views the police as dishonest, misusing their powers, and failing to carry out their duties (Steinberg, 2011b; Burger, 2011; Newham

& Faull, 2011). The public also has little confidence in the police because of an increase in crime and the seeming inability of the police to deal with it (Bradford, Huq, Jackson & Roberts, 2014; Steinberg, 2011b). High crime levels also pose a severe threat to Mankweng and other communities in South Africa (Zondeka, 2015; Steinberg, 2011b).

Tyler (2004:86) suggests that people who have had positive interactions with the police are more pleased with them and are more likely to contact them when they need help. Furthermore, there's a possibility that they will work together with the police when they are required to do so. It is essential that members of the community should have confidence in the police so that the police can rely on public support and participation in their effort to fight and prevent crime (Bradford, Jackson & Stanko, 2009:21). Public trust and confidence are also prerequisites for effective policing.

1.4 Preliminary literature review

South Africans are feeling more and more unsafe, and the problem is not just about crime but the falling public's confidence in the police, especially the courts (Lancaster, 2018). South Africans have become increasingly dissatisfied with the courts, much more so than with the police service (Lancaster, 2018). This statement was supported by Newham (2018), who said that "levels of public approval" have in the past ten years, "deteriorated for the South African police". Which means that individuals have, over the past ten years withdrawn their support and level of faith in police officers.

Newham (2018) added that public trust could only be improved when police officers stick to precise morals of professional behaviour during their encounters with the public. Furthermore, increasing trust and respect from the public is essential to improve safety in our communities if the police behave and act as trained professionals (Burger, 2011). If the levels of public trust in the police are high, it will invariably enhance public confidence in the criminal Justice system. Public confidence lifts the efficacy and legitimacy of police actions (Lyons, 2002:530). Regrettably, in most transitional societies such as South Africa, "...the legitimacy of the police has often been undermined due to a lack of public trust" (Burger, 2011:113).

1.5 Role of theory in the study

The Procedural Justice Theory is based on the notion that individuals are more concerned with seeking favourable outcomes from the legal system than unfavourable outcomes (Tyler, 2006:22). Members of the public will trust the police if they feel that the police are trustworthy. The legitimacy of police actions will be enhanced, and as a result, the public would think that they ought to comply with the decisions made by the police (Tyler, 2011; Boateng, 2012:6).

The reason why Procedural Justice theory were chosen is because the theory passes on messages about one's social standing within the society during an encounter with the police (Tyler, 2001; Sunshine & Tyler, 2003). It shows that people concentrate more on the kind of treatment they get from the police and pays less attention to the results of their situations when assessing the police (Boateng, 2012; Tyler, 2001; Sunshine & Tyler, 2003). The theory of Procedural Justice will be discussed in detail in Chapter 3.

1.6 Operational concepts

1.6.1 Public Confidence

Public confidence refers to the public's belief in police powers and their ability to succeed in preventing and solving crime (Roberts & Stalans, 2000:99). Jackson and Sunshine (2007:214) define public confidence as "...trust given by residents based on determinations and expectancies of the police's capability to protect individuals daily and comport themselves consistently with an interest of the society". In terms of public confidence in the police, this means that residents have to trust that the police will be dependable, respond to their needs, and act according to their specific roles (Skogan, 2006; Hardin, 2013; Zondeka, 2015).

1.6.2 Trust

Hardin (2001) defines trust as "...a relational or inter-organizational state that reflects the extent to which the police and the public can rely upon one another when it counts and belief that the other will keep on acting responsively; despite an uncertain future." Trust refers to a belief that the police have the right intentions toward the people they serve and are proficient in carrying out their duties (Hardin, 2006:17). In this study, trust in the police refers to the ability by community members to hold specific views

concerning the police's capability and desire to act in certain situations. Trust differs from confidence because it reflects fundamental perceptions of an organisation as a whole (Duffy, Ganster & Pagon, 2002), while confidence demonstrates a sense of faith or belief in an organisation, its staff and its services (Duffy et al., 2002).

1.6.3 Police legitimacy

Legitimacy refers to an authority or an institution that drives individuals to feel an obligation to act in accordance with the authority's directives (Tyler, Braga, Fagan, Meares, Sampson & Winship, 2007:10; Jackson, Hough, Bradford, Hohl & Kuha, 2012:4). In this study, police legitimacy refers to the belief amongst the public that the police deserve to apply the law.

1.6.4 Procedural justice

Procedural justice is explained by Reisig, Tankebe, and Mesko (2014:259) as "...the manner in which legal authorities, including the police, relate with individuals and in what way does the qualities of those relations influence the individual's perspectives of the police and their readiness to comply with the law." It is the belief that "...the police have the right to dictate appropriate behaviour and that their actions are procedurally fair" (Reisig, Tankebe & Mesko, 2014:259). In relation to public confidence in the police, procedural justice refers to the manner in which the police act and conduct themselves during their encounters with the public.

1.7 Purpose of the study

1.7.1 Aim

The purpose of the study is to determine public confidence in the police in Mankweng, Unit-A.

1.7.2 Objectives

The objectives of the study are:

- To assess the public's perceptions about police performance in the fight against crime.
- To determine factors that affect public cooperation with the police.
- To evaluate public perceptions regarding the fairness of the police.

1.7.3 Hypothesis

A hypothesis is a statement or proposition that can be tested by reference to the empirical study (Welman, Kruger & Mitchell, 2005:26).

The following hypothesis were formulated:

Hypothesis 1: Public's level of cooperation with the police depends on the likelihood of reporting crime.

Hypothesis 2: Public's confidence in the police is determined by fair treatment from the police.

1.8 Research methodology

This study utilised the quantitative, cross-sectional approach to measure the public's levels of confidence in Mankweng police. The population from which data was collected comprises all Mankweng Unit-A residents. Mankweng is a township situated approximately 30 kilometres east of Polokwane, which is the capital city of Limpopo Province in South Africa. The reason for choosing Unit-A in Mankweng is because the police station falls in this area, which allows residents to easily access services rendered by the police.

Probability multi-stage cluster sampling was used to select participants. The sample comprised 357 respondents; a number derived from the total population size of 5000, using a sample size calculator (Survey monkey) with a confidence level of 95% and a margin error of 5%. This study used a fixed-response questionnaire adapted from a Sunshine and Tyler's (2003) New York study as a tool for data collection. The research methodology will be discussed further in chapter 4.

1.9 Quality criteria

To ensure reliability, Cronbach's Alpha was used to see how closely related items are, and to assess the internal consistency of the questionnaire. Validity was further ensured by refraining from leading participants to any answers or responses. There was no pressure on the participants to choose specific answers from the answer set.

The appropriate methodology was selected, considering the study's attributes as well as the appropriate sampling approach.

1.10 Significance of the study

Community members are consumers of police services and their thoughts count a lot because we are living in a democratic society (Boateng, 2012:4). Therefore, it is important to obtain their opinions about the service they receive from the police. The researcher hopes that the findings could encourage more effective consultations between the police and the public. The study may also assist the police to seek for new approaches to problems faced by Mankweng residents. As a result, this may elevate the level of confidence the public has in the police and, likewise, their willingness to assist the police in tackling the crime problem. Other researchers may also use the data obtained in this study to further this field of study.

1.11 Ethical considerations

Ethics is the quality of research measures concerning faithfulness to research participants, social and legal obligations (Polit & Beck, 2004). Rigorous research ethics was adhered to during the research process. The ethical principles relevant to the envisaged study encompassed aspects such as obtaining permission, informed consent, confidentiality, and anonymity, which are discussed further in chapter 4.

1.12 Division of chapters

- Chapter 1: Serves as a basis for subsequent chapters. It provides background and overview of the study.
- Chapter 2: Provides a literature review of public confidence in the police.
- Chapter 3: Discusses the theoretical framework used in the study.
- Chapter 4: Deals with the research design and methodology used in this study.
- Chapter 5: Presents the research findings and data analysis.
- Chapter 6: Comprises a summary of findings and recommendations based on the research findings.

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

Where Chapter 1 provided a general introduction to the study, Chapter 2 offers a review of the literature on public confidence in the police. A proper evaluation of relevant literature presents the researcher with important information about the subject matter at hand. Petticrew and Roberts (2006:81) state that: “the aim of the literature search is not to retrieve everything, but to retrieve everything of relevance while leaving behind the irrelevant”.

Skogan, (2005:321) pointed out that literature on the relationship between the police and the public has found that “...the level of confidence people have in the police is a reflection of police actions and police engagement with the public”. People who believe they have been treated fairly are less inclined to assume they have been personally targeted and are more willing to accept the decisions made by authorities (Tyler & Wakslak, 2004:13). Sunshine and Tyler (2003:519) proposed that, when the police are considered to be genuine, the public is more inclined to tolerate “invasive police methods”, providing the police “...more operational flexibility in their efforts to reduce crime”. On the contrary, “...when authorities are not viewed as procedurally just, their legitimacy is undermined, leading to disobedience and resistance” (Fischer, Harb, Al-Sarraf & Nashabe, 2008:167).

Observational studies have shown that, “...when the police use fair procedures, treat citizens with dignity, and respect and give citizens a voice during police-citizen interactions, they can increase the likelihood of citizen compliance” (Dai, Frank & Sun, 2011:159). Dai *et al.* (2011:159) investigated the effect of “quality treatment and quality decision-making” in Cincinnati, on citizens' disregard towards the police and disobedience during police-citizen encounters. They discovered evidence that “...procedural justice impacted on disrespect towards the police, and that the use of force influenced citizens' respect of police” (Dai *et al.*, 2011:163).

Trust is another element of social control (Tyler, 1990:66) because individuals who regard the police as having legitimacy “...are more likely to cooperate with legal authorities” (Tyler, 1990:66). Collaboration with the police is normally shaped by a

widely held public opinion that the police officers are a legitimate authority (Murphy & Cherney, 2010:1). Therefore, "...if the police lack legitimacy in the eyes of the public, they will find it difficult to elicit voluntary cooperation and build public confidence" (Murphy & Cherney, 2010:1).

Steinberg (2008:35), in his book, *Thin Blue*, suggested that some communities in South African still shy away from being policed by the South African Police Service because they do not recognise them as a credible force. This, he believes, is because the police continue to lack legitimacy, and demonstrate a poor record in combating crime and maintaining order. Given the importance of trust for efficient democratic policing, "...high levels of public mistrust in the police do not bode well for either public trust or crime prevention" (Faull, 2011:1). According to Boateng and Lee (2018), an early increase in black people's level of trust in the police following the end of apartheid did not continue for long. Since its inception in 1995, "the South African Police Service has struggled to foster an image as a professional police agency" (Faull, 2011:1).

According to the Institute for Justice and Reconciliation's (2017) analysis of the 2015 Barometer survey results, 54% of the respondents said they have no faith in the police at all or have "just a little" faith in them. This indicates that there has been a decline in public support for the police. The South African Police Service's battle for trust in modern public discourse can be related to high crime rates in South Africa and their seeming failure to curb crime (Faull, 2010:203).

2.2 Understanding public confidence in policing

The term 'confidence' can have a variety of meanings. FitzGerald (2010:298) suggest that confidence may entail "...different things to different sections of the public in different places at different times." Generally spoken, public confidence in the police can be defined as "...the extent to which members of the public have trust in- or rely upon the police in a variety of situations" (Ren, Cao, Lovrich & Gaffney, 2005:55).

Confidence involves "...attitudes towards effectiveness, fairness, and perhaps also some kind of value alignment" (Stanko et al., 2012:317). Bradford and Jackson (2010:2) assume that confidence depends on perceived fairness. This means that confidence will "...thrive in an atmosphere of fairness, equity and a high level of

professionalism” (Boateng 2012:4), and that its outcome can be best explained through the Procedural Fairness Theory.

When applied to the police, a study by Flanagan, Johnson and Talbot (2005:373) identified four dimensions of confidence that provide a useful working definition:

- “Firstly, reliance - a belief that they can be relied upon to respond.
- Secondly, competence or a belief that they can do the job.
- The third is commitment, a belief in the police’s commitment to the public; and
- Finally, capability, a belief that the police cannot deal with everything or that its effectiveness is constrained by other parties.”

2.2.1 The importance of public confidence in the police

Public confidence in the police is significant to assess as individuals can be seen as the consumer of services rendered by the police, and the police “...cannot do their job effectively without a positive image held of them by the community” (Ren *et al.*, 2005:55). Sindall, Sturgis and Jennings (2012:744) state that: “If citizens do not have confidence in the police, they are less likely to comply with police authority, to report crimes, act as witnesses or to obey the law themselves”. Stanko *et al.* (2012:320) mentioned that “there is considerable evidence that trust in the police is linked to concrete behaviours, cooperation with the police, compliance with law and engagement in informal social control.” There seems to be a positive relationship between public confidence in the police and the extent to which they will be willing to cooperate with the police.

2.3 FACTORS ASSOCIATED WITH PUBLIC CONFIDENCE IN THE POLICE

Research conducted in the United Kingdom, Australia, London, Ghana, and South Africa have explored factors related to public confidence in the police (Faull, 2010:33; Jackson & Sunshine, 2007:214; Murphy, 2009:159). Research (Wu & Sun, 2009:170; Schuck & Rosenbaum, 2005:391; Sunshine & Tyler, 2003:513) indicate that public trust, police contact, neighbourhood type and public perceptions of neighbourhoods play a crucial role on public confidence in the police.

2.3.1 Police-citizen contact

Individuals have high expectations for how they will be treated when they come into contact with the legal system (Tyler, 2006:375). In particular, they concentrate on principles of procedural fairness because "people see fair procedures as a mechanism for achieving equitable outcomes, which is the goal in cases of conflict of interest." (Tyler, 2006:375).

The Police-citizen Contact Model suggests that the nature of police-citizen interactions can affect public confidence in the police (Bradford, Jackson & Stanko, 2009:21). According to Ren *et al.* (2005:65), "Police-citizen contacts include volunteering with the police, reporting a crime, or requesting information or services". The nature of the contacts as well as its frequency can affect the level of support people would be willing to render to the police (Ren *et al.*, 2005:65).

Bradford *et al.* (2009:147) suggest that "...they have strong evidence that contact matters". People will base their trust of their local police in accordance with how they are treated during encounters, rather than on the eventual outcomes. It is the way that police officers act that matters (Chapman, 2015:245). According to Chapman (2015:245), the police can achieve positive changes "...by adopting some fairly basic and straightforward practices such as treating people with fairness, dignity and respect."

The public may encounter the police in a wide variety of circumstances such as being victims, suspects, witnesses, seekers or providers of information to the police (Cao & Stack, 2004:151). The way the police generally behave towards citizens may also influence public confidence (Cao & Stack, 2004:151).

Every interaction between the police and the public "...conveys a message about the police as well as what they represent, and sends a signal to people about their membership in the society and their place in it" (Myhill & Bradford, 2012:419). These 'signals' "have real (positive or negative) consequences for people's future willingness to trust and cooperate with the police, and whether they think of the law as worthy of compliance because it represents moral values which they share" (Cao & Stack, 2004:151).

2.3.2 Perceptions of the police

According to Frank Smith and Novak (2005:206), the perceptions people have of the police depends on contacts they have with the police, the behaviour of the police during such encounters, and broader perceptions about the police as such.

2.3.3 Lack of public trust in the police

There are various studies conducted on public trust of institutions such as the police (Boateng, 2015; 2019; Olutola & Bello, 2016; Kutnjak Ivkovich, Sauerman, Faull, Meyer, & Newham, 2020). These studies examines public trust in the South African police and public's perceptions of police behaviour, which can directly or indirectly shape the way they respond to the police, support and cooperation they render to the police (Boateng, 2012; Reynolds et al., 2008).

In South Africa, there seems to be a lack of community trust and confidence in the police because of a lack of interpersonal communication between the community and police members (Times Live, 2011). Times Live (2011) also reported that "South Africa seems to be in a position where public faith in the police is falling while fear and mistrust of the police is on the increase".

The key question is, what brought about this decline in public trust in the police? Because research has shown a correlation between the public's view of the police agency's keenness to combat crime and the public's opinion of the police (Boateng, 2019). One possible cause may be because of South Africa's extremely high rates of violent crimes (Kutnjak Ivkovich, *et al.*, 2020).

Public opinions of the police may be harmed by the prevalence of crime in the nation, but perceptions of widespread misbehaviour in both the government and the police may also be a factor in the fall in confidence (Kutnjak Ivkovich, *et al.*, 2020). According to Trinkner, Tyler & Goff (2016), fair, inclusive, and community-focused policing fosters public confidence in the legitimacy of the police and increases public trust in them. As a result, public views of police wrongdoing may pose a significant barrier to public trust in and confidence in the police.

As public confidence and trust in the police is fundamental for effective policing in a democratic society (Geneva Centre for the Control of Armed Forces, 2009:12), being excluded by the community or the police has several disadvantages. For example, citizens will not be willing to help or answer questions the police may have regarding crimes that have been committed, and the police will develop a bad reputation or there will be a lack of cooperation (Hunter & Barker, 2011). Consequently, the police risk losing the public as a participant in combating crime and as a valuable source of information (Hunter & Barker, 2011).

2.4 Police legitimacy

Tyler's (1990) Theory of Procedural Justice, also known as the "Process-based Model of Regulation", has dominated current research in the subject of legitimacy. Legitimacy refers to "...trust in the police's character and motivations" (Tyler & Huo, 2002:101), as well as "the belief that the police have the authority to call on the public to obey the law and assist in the fight against crime, and that members of the public should engage in cooperative behaviours" (Tyler, 2004:86).

Researchers have different opinions about the concept and meaning of legitimacy (Hough, Jackson & Bradford, 2013b:203). According to Jackson *et al.* (2012:4), legitimacy of the police can be defined as "the public's conviction that institutions have the right to exist, the right to perform responsibilities given to them, and the authority to impose proper behaviour". Power can be exercised by a lawful authority when those who are subject to legal authority feel bound to obey the law, and "...that this sense of obligation is grounded in a belief that the authority acts legally and shares their moral values" (Hough *et al.*, 2010). Hirsch (2010:39) defines legitimacy as "the right to rule and the recognition by the ruled of that right".

According to Beetham (2013:19), when an institution is rightful and legitimate, this means that its norms, rules, and principles are socially acceptable within society. The power to judge is legitimate when citizens feel they must cooperate with such authorities' decisions and rules out of obedience to the law of the land rather than out of fear, intimidation, or reward. Legitimacy is important because citizens believe that authority is legitimate if there is an inclination to support that authority and obey whatever rules coming from it (Sunshine & Tyler, 2003:513).

Legitimacy is associated with greater compliance with the law, more willingness to cooperate with the police, to assist in preventing crime, and to respond to it (Tyler, 2006:375).

Public trust in the police is essential for the police to function effectively (Van Damme, 2015:39). According to Jackson and Sunshine (2007:214) "... compliance with authorities cannot be guaranteed by coercive power alone, but by mutual understanding through greater levels of legitimacy that can stimulate trust towards the police that results in more cooperation and an increase in trust of the police in society, individuals complying with orders from the police is the right thing to do, notwithstanding any negative outcomes resulting from police decisions making".

Support for this argument can be observed in Tyler and Huo's (2002:76) research findings in the United States in which views of 1 656 residents of two major cities (Los Angeles and Oakland) were explored to understand factors shaping citizens' willingness to accept police decisions and whether those factors were positive or negative in terms of police legitimacy. Generally, the scholars found that police legitimacy falls into two categories: the instrumental sphere and the relational sphere. The instrumental aspect deals with three elements; police performance, the risk of detection and judgement (Sunshine & Tyler, 2003:348).

In police performance, there is an increase in police support when there is:

- Effective crime control.
- Creation of a credible risk of detection and sanction for lawbreakers; and
- Fair and equal police services towards all citizens.

The instrumental aspect implies that the police can build legitimacy among community members through effective crime control and police feedback and their performance shortcomings within the society face strong condemnation. The second aspect is relational, which involves "...procedural justice in shaping the institutional legitimacy and voluntary cooperation with authorities" (Tyler, 2006b).

Tyler (1990) suggested that dealing with citizens in a procedurally fair manner is the most effective approach for police to increase their legitimacy. Citizens are more likely to see the police as a legitimate authority when they are treated with decency and respect (Sunshine & Tyler, 2003:348).

According to the Process-based Model, the greatest approach for police to gain legitimacy is to practise procedural fairness when engaging citizens (Tyler, 2004: 94). Procedural fairness is divided into two parts: "the quality of decision-making and quality of interpersonal treatment" (Tyler, 2004: 94). Allowing individuals to voice their concerns prior to making a choice that will eventually affect them is an example of quality decision-making, as is the decision-neutrality, competency, and consistency of a decision-maker (Tyler, 2004: 94).

According to Tyler (2004:94), "since individuals are rarely in a position to know what the proper or acceptable outcome is, they depend on evidence from decision-making procedures by which outcomes shows evidence of fairness." Citizens should be valued and respected, their rights should be recognised, and their needs should be taken into account when providing interpersonal care.

2.4.1 Consequences of police legitimacy

Perceived police legitimacy brings support in the form of "...long-term compliance with the law and active cooperation on the side of the public" (Murphy, Bradford & Jackson, 2016:102). Even criminal offenders have been shown to support this notion (Papachristos, Meares & Fagan, 2012:397). It seems that people who perceive the police as legitimate also have less tolerance towards the use of private violence such as vigilante actions. (Jackson, Huq, Bradford & Tyler, 2013:479). This is of extreme important for the government and policymakers.

2.5 THE ROLE OF THE SOUTH AFRICAN POLICE SERVICE IN ENCOURAGING PUBLIC CONFIDENCE IN THE POLICE

According to Banks (2004:26), a police officer acts as "...an official representative of the government" who is "obliged and trusted to abide by the law." The powers and responsibilities of the police officer are granted by legislation. The primary responsibilities of police officers include protecting and serving the community, keeping peace, patrolling neighbourhoods, and protecting lives and property through the enforcement of laws and regulations (Banks, 2004:26).

The SAPS Code of Conduct compels members of the South African Police Service "...to work towards the creation of a safe and secure environment; and to do so by participating in all efforts aimed at maintaining public order; preventing anything that would risk the safety and security of the community; investigating any crimes that threaten the safety and security of the community; ensuring that offenders are brought to justice so that peace can reign; creating a safe and secure environment of all people in South Africa, protecting the inhabitants of the republic and their property; and participating in efforts to address the root causes of crime in the community" (SAPS Code of Conduct, 2014; Baloyi, 2013:20).

In order to accomplish the above-mentioned commitments, the police shall always be guided by the needs of the community; uphold the Constitution and the law; collaborate with the community and "government at every level and all other related role-players" (SAPS Code of Conduct, 2014).

The police must not only by abide by the rule of law. They must also be committed to protect the rights of citizens. Their responsibility extends to the protection of procedural rights granted by the Constitution or the law, which are in place to safeguard the interests of the suspect or defendant during an investigation or trial (Sauerman & Ivkovic, 2008:23).

2.5.1 Police behaviour

Police courtesy and virtuous behaviour by the police is "...an important factor in assessing their functioning" (Kumar, 2012:401). Rude and unprofessional behaviour by police officers discourage the public from approaching them for assistance, and widens the gap between them and the public, which makes crime detection and prevention harder. Police officers, according to Banks (2004:27), should carry out their responsibilities fairly, "without favour or ill-treatment and without regard for status or gender." All citizens should be treated with "...politeness, respect and dignity."

2.6 FACTORS UNDERMINING PUBLIC CONFIDENCE IN THE POLICE

2.6.1. Lack of dignity, courtesy, fair treatment, and respect

In his discussion of the Procedural Justice Model, Tyler (2001:215) ascribes confidence in the police in terms of the extent to which members of society have faith that this institution would be fair when dealing with various social groups. Fair treatment is a particularly important issue for individuals who have little faith in the Criminal Justice System in terms of respecting the rights of suspects (Office for Criminal Justice Reform, 2005c).

In terms of section 10 of the South African Bill of Rights (1996), "everyone has intrinsic dignity, and they have the right to have it respected and safeguarded." Therefore, individuals should always be treated fairly and with respect, especially throughout their interactions with the police. Without treating people with dignity, fairness and respect, their collaboration with the police is doomed from the onset and the police will also lose the respect and cooperation that they need from the public. In South Africa, one cannot expect the public to get involved in the fight against crime if they are not respected and treated with fairness (Myers, 2008:6).

It is also important that citizens should have faith in the honesty and integrity of law enforcement officers. Officers should conduct themselves in a transparent and truthful manner daily and carry out their duties with integrity (SAPS Code of Conduct, 2014). Treating people with dignity communicates to them that their rights are being respected.

2.6.2 Police corruption

One of the issues that has constantly damaged public confidence in the SAPS is corruption. Boateng (2015:18) suggests that "...any action that places an officer's personal gain ahead of duty violates police procedures and/or criminal law and constitutes police corruption." Newman (2004:232) defines police corruption as a practice "...where a policeman works for himself rather than for his country."

The public is not easily convinced of the police's effectiveness when they are more worried about police corruption (Rothmann, 2005:214). According to the Economist (2012:1), "At times South Africa's police force seems rotten to the core, riddled with corruption, crime, dirty tricks, political machinations and even murder." A further example comes from the political commentator, Justice Malala, who reports that "The public's trust in the police appears to be eroding in South Africa, while distress and mistrust of the police are on the rise." (Times Live, 2011).

The fact that people are "afraid of the police and that some of them appear to be involved in the most horrific crimes and ominous activities..." "expresses the impact of rising unfavourable reports of police behaviour, such as corruption, torture and brutality (Times Live, 2011). Trust and perceptions of corruption have a negative relationship, according to the 2017 barometer results (Institute for Justice and Reconciliation, 2017:8).

According to Burger (2011:113), "...persistent incidents of brutality, criminal behaviour and abuse of authority by members of South Africa's police service have serious consequences for public confidence and trust in the police." Lack of confidence and trust in the police damage the government's ability to curb crime and promote public safety (Burger, 2011:113).

Certain incidences of police brutality in South Africa have also eroded public confidence in the police. A classic example of police brutality was the 'Marikana massacre' on 16 August 2012, in "...which the SAPS opened fire on a crowd of striking mineworkers at Marikana, around 100 kilometres northwest of Johannesburg in the North West Province" (South African History Online, 2012). This crucial event left 34

mineworkers dead, 78 were wounded and more than 250 were arrested (South African History Online, 2012).

It was undoubtedly the most serious incidence of police violence since the dawn of democracy and brought back memories of the brutality endured by Apartheid security forces (Olutola & Bello, 2016:224).

According to Nicholson (2012:1), "...ties with criminal elements in society may be a result of bribery and corruption." Bezuidenhout (2008:56) suggests that "...dockets are sold or lost, reports on police officials who are bribed are increasing, and cases are thrown out of court because of lack of evidence" as a result of corrupt activities.

A research study by Grobler (2009) found collaboration between police, gangsters, and police corruption in dealing with gangs. The researcher found that:

Police officers have been known to steal drugs from court exhibits and act as couriers by transporting drugs for dealers using police vehicles. Corrupt officers do route clearance with their private cars, acting as "spotters" for gangs by driving in front of and behind a vehicle transporting a consignment of drugs. If they notice a police vehicle, they instruct the car carrying the drugs to divert, and police officers resell confiscated drugs, often outside their area.

The above example clearly shows the extent of corruption within the South African Police Service.

2.6.3. Lack of community participation

Community participation is defined by Nkwenyane (2011:15) as "a process by which an organization consults with interested or affected individuals, communities, organisations, and government entities before making a decision". According to Radalet and Carter (1994:34), community participation involves members of the community "taking an active role" in trying to help the police.

Nkwenyane (2011:15) explains that "...community participation occurs only when people decide and act on issues that can best be solved through joint action." Community participation motivates people to work together. In general, people are ready and willing to participate in joint action (Nkwenyane, 2011:15). If the police do not treat people with respect or are seen to favour certain groups or individuals within the community, it can have a highly destructive effect on participation.

According to Baloyi (2013:31), "...community participation through interaction with all community-based structures and relevant public-sector departments can empower communities." Jackson, Huq, Bradford and Roberts (2013) argue that "...if people do not trust that the police have their interests at heart and believe there is a wide gap between the values of the two parties, they may withdraw from the engagement and fail to offer assistance".

2.6.4 Poor public cooperation

Public apathy is one of the reasons why criminals in South Africa have become more brazen. Kumar (2012:399) added that criminals would think twice if they knew that the public was looking out for each other. Roberts and Hough (2005:30) argue that poor cooperation may be the result of the public not being overly keen on cooperating with the police. Poor cooperation by the public demotivates the police as they perceive the public to be uncooperative and ungrateful.

Demotivation among police members results in more crime being committed as a result of uninspired law enforcement (Jackson & Sunshine, 2007:215; Roberts & Hough, 2005:30). When crime rates go up, there is a further dip in public perceptions of the police, resulting in a greater resentment towards them (Jackson & Sunshine 2007:215; Bradford *et al.*, 2009). This reduced opinion of the police results in even more difficulties in securing public cooperation (Jackson & Sunshine, 2007:215).

2.8 SUMMARY

Chapter 2 explored factors related to public confidence in the South African Police Service. The police cannot function without public support. They are the first point of contact with the criminal justice system when a crime has taken place. “High levels of public confidence must be maintained if the criminal justice system intends to carry out its constitutional duties commendably” (Boateng, 2012:4).

The literature review focused on the understanding of public confidence in the police. Factors associated with public confidence in the police, the role of the South African Police Service in encouraging public confidence in the police, and factors undermining public confidence in the police were highlighted. Chapter 3 will discuss the theoretical framework within which the research is set.

CHAPTER 3: THEORETICAL FRAMEWORK

3.1 INTRODUCTION

Chapter 2 dealt with literature on the subject of public confidence in the police. Chapter 3 will discuss the theoretical framework within which this research is set.

This study assumes that there seems to be a relationship between the lack of public satisfaction with the activities of the police and public distrust of the police. This also goes together with an increase in the fear of crime among members of the public. This assumption is supported by the Procedural Justice as citizens would be more likely to comply with an institution's demands and regulations when they perceive the institution as trustworthy (Levi & Stoker, 2000). According to Tyler (2001), "institutional trust is the belief about the degree to which the police are honest and care for members of the communities that they police." This indicates that members of the public trust the police when they (the police) are perceived as "...honest and competent authorities who exercise their institutional responsibilities on behalf of all citizens" (Tyler, 2001).

3.2 PROCEDURAL JUSTICE THEORY

The Procedural Justice Theory is a "...process-based model that explains how value judgments by citizens are based on the behaviour of the police" (Bradford, Huq, Jackson & Roberts, 2013). This means that it is the actions of the police that determine what perceptions the public hold – whether positive or negative. In terms of the Procedural Justice Model, Tyler (2003) argued that the "...perception of the police as a legitimate means of law enforcement is central in the police-citizen interaction process and can lead to compliance through acceptance of immediate and long-term decisions made by police officers." Tyler (2003) also emphasises that hearing all parties before a decision is taken "...gives all participants a sense of control, fairness and satisfaction" (Tyler, 2006:375).

This study, which deals with public confidence in the police, relates the public's trust in police fairness to police legitimacy, cooperation with the police and compliance with the law. It also refers to the fairness of a process by which a decision is reached (Tyler, 2006). Procedural justice focuses on "...the way in which the police and other legal authorities interact with individuals and how the characteristics of those interactions

shape the public's views of the police, their willingness to obey the law, and to cooperate with the police in the fight against crime" (Tyler, 2001:361).

According to Mazerolle, Bennett, Davis, Sargeant and Manning (2012:1), procedural justice is based on four central principles:

- 1) "Treating people with dignity and respect,
- 2) Giving citizens a voice during encounters,
- 3) Being neutral in decision-making, and
- 4) Conveying trustworthy motives."

According to research by Mazerolle *et.al.* (2012:1), these four principles promote relationships between the police and the community in which "...the latter has confidence in the police and view them as being honest, unbiased, benevolent and lawful". When this is the case, individuals feel compelled to follow the instructions of the police because they are of the opinion that "...they share similar interests and values with the police" (Tyler, Fagan & Geller, 2014).

According to the Procedural Justice Theory, respectful treatment by the police where decisions are made in a clear fashion weighs more than outcomes that they regard as favourable to themselves (Tyler, 2001). It can, in this sense, be seen as reflecting the public's sense of righteousness or justice. During encounters with police officers, it is the quality of personal treatment "...that is the key to which trust is formed or undermined" (Bradford *et al.*, 2013). Fair treatment also communicates that the police and the community are on the same side. It also expresses the view that they share the same value systems and moral outlooks (Jackson & Sunshine, 2007).

3.2.1 Procedurally fair policing

Procedural fair policing is that aspect of individual perceptions of the fairness of police methods and the treatment minted on citizens in their encounters (Tyler & Fagan, 2008:231). In criminological research, it was discovered that "...the empirical legitimacy of the police and other legal institutions can be strengthened through perceptions of procedurally fair policing, independently from the impact of perceived police effectiveness" (Tyler & Fagan, 2008:231).

According to Tyler and Huo (2002), research shows that when the police are procedurally, the results are more effective in generating law-abiding citizens (Skogan, Van Craen & Hennessy, 2014:319).

Procedural fairness also acts as "...a buffer against negative impacts of other police actions such as involuntary contact (stop and search, for example)" (Huq, Jackson & Trinkner, 2016) According to Jackson, Bradford, MacQueen & Hough (2016a), fair procedures consist of:

"Being neutral (objective decision-making and providing equal treatment to citizens); giving voice (allowing citizens an opportunity to tell their side of the story and have an input into the issue at hand); being respectful (treating citizens with dignity and acting respectfully), and being accountable (providing citizens with reasonable explanations for decisions made)".

3.4 Summary

This chapter presented the procedural justice theory used in the study. When there is fairness during interactions between the police and the public, procedural justice strengthens the relationship between the two. Individuals who have high expectations of the police will weigh their options based on their ability to gain advantage and happiness and choose the option that gives them the greatest benefit. They are more likely to be disappointed when those expectations are not met. The next chapter will explain the methodology utilised in this study.

CHAPTER 4: RESEARCH METHODOLOGY

4.1 INTRODUCTION

In Chapter 3, the theoretical framework pertaining to public confidence in the police was discussed. This chapter discusses the research methodology of the research project. It considers the research strategy, the research design, and the research methods selected to analyse data and to ensure the reliability and validity of the research findings. Mouton (2001:56) views research methodology as "...a research process and the kind of tools and procedures to be used." Leedy and Ormrod (2010:12) maintain that "...research methodology refers to the researcher's general approach in carrying out the research project." From the researcher's perspective, research methodology involves a step-by-step process that is followed when conducting research.

A quantitative research strategy has been used in this study to appraise the concept of public confidence. This is achieved using a cross-sectional research approach, designed to assess perceptions of Mankweng Unit-A residents regarding the police operating in Mankweng.

4.2 RESEARCH DESIGN AND METHODOLOGY

4.2.1 Quantitative Research Methodology

A quantitative research method has been used in this research to achieve the aim of the study and to answer the research objectives set out in Chapter 1. Quantitative research deals with "...statistical analysis and numerical data to provide quantitative information" (Lund, 2005:1280). It also "...requires objectively evaluating the data which consists of numbers whilst trying to exclude bias from the researcher's side" (Lund, 2005:1280). The quantitative method usually makes use of a questionnaire to obtain data (Lund, 2005:1280).

Quantitative research is "...a formal, objective, and systematic process in which numerical data is used to obtain information about the subject to be studied" (Burns & Grove, 2009:22).

In this study, a quantitative approach is a more suitable approach as the researcher is concerned with measuring the level of confidence in the police in Mankweng Unit-A.

4.2.2 Research design

“A research design provides a framework for the collection and analysis of data. A choice of research design reflects decisions about the priority being given to a range of dimensions of the research process” (Bryman, 2008:46). According to Babbie (2007:112) and Creswell (2003:60), “...a research design is a set of guidelines and instructions or an integrated plan comparable to the activities of an architect who is designing a building”.

This study involves a cross-sectional survey approach to the research design. As the researcher is interested in understanding the causal relationships between the underlying factors of public confidence at a specific point in time, a cross-sectional research design is considered appropriate. Field (2009:12) believes that “Cross-sectional research design provides researchers with the natural view of the research questions they are investigating because they do not influence what happens during data collection and the variance of measures of variables is thus unbiased.”

4.3 POPULATION

The population comprises residents of Mankweng Unit-A situated next to the University of Limpopo. This community is almost entirely made up of semi-urban black people from Sepedi language group.

4.4 Sampling method

According to Kumar (2005:164), sampling methodology can be seen as “the process of selecting a few units from a bigger group to become the basis for eliminating or predicting the prevalence of an unknown piece of information, situation or outcome regarding a bigger group.” In this study, the researcher used probability sampling to choose the required number of residents in Mankweng Unit-A to participate in the study.

4.4.1 Probability sampling technique

According to Saunders, Lewis and Thornhill (2009:213) and Bless *et al.* (2006:100), "...probability sampling is a sampling technique in which the chance or the probability of each case being selected from the population is known." Such a technique ensures that "...each participant within the population has an equal chance of being selected as part of the sample" (Fox & Bayat, 2007). The following sampling technique was used in this study.

4.4.1.1 Multi-Stage Cluster sampling

For the purposes of this study, the researcher used multi-stage cluster sampling to select participants in Mankweng Unit-A. This technique involves a combination of two or more sampling stages.

The sampling took place as follows:

- A map was obtained from this unit and all blocks were identified and numbered.
- From these blocks, 15 blocks were randomly selected.
- In each of the 15 blocks, the following procedure was followed:
Starting with a random house on the north side of the block, the researcher selected every third house from there in a clockwise direction. If there was nobody available to complete the questionnaire, or if the inhabitants of the house were unwilling to participate, the researcher would move back to the previous house. This was continued until 12 questionnaires were collected from each block (12X15=180).

4.4.2 Sample size

A sample of 177 research subjects was selected. These participants were derived from a total population size of 5 000 using a sample size calculator (SurveyMonkey), with a confidence level of 95% and a margin error of 5%. According to this calculator, a minimum sample of 376 respondents would be required. Unfortunately, because of the COVID-pandemic that started at the beginning of 2020 and still continues, the researcher had to keep to 177 respondents.

Bless and Higson-Smith (2000:93), suggested that "...the larger the population, the smaller the percentage of that population the sample needs to be". With smaller populations, relatively larger percentages of the population need to be utilised than is the case with larger populations.

4.5 Data collection method

A fixed-response questionnaire was used to gather the necessary data from residents in Mankweng Unit-A.

4.5.1 Questionnaire

The questionnaire gave clear instructions on how it was expected to be completed. A Likert scale was used to measure attitudes on a scale of 1 to 5. A fixed-response questionnaire provided a collection of answers from which participants had to choose one. The questionnaire took about 15 minutes to complete.

4.5.1.1 Construction of a questionnaire in terms of its goals

In Heading 1.7.2, this study's objectives were laid out as follows:

- To assess the public's perceptions about police performance in the fight against crime.
- To determine factors that influence public cooperation with the police.
- To evaluate public perceptions about the professional fairness of the police.

The questionnaire was designed with the concerns of Rubin and Babbie (2008:205) and Creswell (2012:364) in mind, who indicated that "...an improperly laid out questionnaire can lead participants to miss questions, confuse them about the data desired and, in the worst case, lead them to lose interest in completing it." The questionnaire was accordingly arranged as follows:

- Section A of the questionnaire aimed at obtaining personal information from participants that could be used as independent variables.
- Section B consisted of statements that are used to measure perceptions of police performance.
- Section C presented statements that were used to measure public cooperation with the police.

- Section D consisted of statements that were used to measure perceptions regarding the procedural fairness of the police.

These sections were predated by a foreword explaining the purpose of the questionnaire, its importance, and what was required from the participants. The list of crimes in section B of the questionnaire were chosen because they were the most feared crimes by households (Statistics South Africa, 2017:59), and common crimes reported (Statistics South Africa, 2018).

4.5.1.2 Likert scale construction

A Likert scale was used to develop a measurement scale that would represent participants' perceptions.

4.5.1.2.1 Contents

A 5-point Likert scale was used in this study.

4.5.2 Advantages and disadvantages of questionnaires

According to Wilkinson and Birmingham (2003:39) the use of a questionnaire to obtain data holds advantages and disadvantages:

Advantages	Disadvantages
"It is familiar to users and allows them to complete it at their own convenience while allowing some time to think about their answers."	"Questionnaires often provide a low response (return rates), time-consuming follow-up, and data entry." In this study, the main obstacle was people being careful considering the COVID-situation.
"The availability of many participants in one place makes the possible economy of time and expense and provides a high proportion of useable responses."	"Questionnaires are everywhere, competing for participants' time." In this study, questionnaires only took about 15 minutes to complete.
"As research instruments, questionnaires can be used time and time again to measure differences between groups of	"Lack of adequate time to complete the instrument may result in the return of superficial data."

people. They are thus reliable data gathering tools.”	
“The person administering the instrument has the opportunity to establish rapport, explain the purpose of the study, and elaborate on the meaning of items that may not be clear.” This was found to be the case in this study, where most participants were keen to participate.	“Lack of personal contact (if the questionnaire is mailed) may mean that response rates suffer, necessitating the expense of follow-up letters, telephone calls, and other means of chasing the participant.” This was not applicable to this study.

Table 1: Advantages and Disadvantages of a questionnaire

4.6 Data analysis

According to Bryman (2016), data analysis is “...a process of bringing order, structure and meaning to the large body of information...” that the researcher has gathered so that he or she can make sense of it. It also involves the “...breaking up of data into manageable themes, patterns, and trends in determining the relationship between variables and themes” (Mouton, 2001:108). Data analysis also helps the researcher to discard data that is irrelevant and to retain what is relevant (Mouton, 2001:108). This determines “what the data mean” whilst filtering out irrelevant information, “...reducing the final information to manageable proportions” (Mouton, 2001:108).

SPSS software was chosen because of its statistical capabilities and popularity in social sciences research (Babbie & Mouton, 2008; Field, 2009).

4.7 Quality criteria

4.7.1 Reliability

The requirement of reliability essentially has to do with presenting a questionnaire in such a way that a similar measuring instrument would provide similar outcomes under similar methodology. According to Delport (2005:165), reliability is “...a way of making sure that the instrument will generate the same or almost the same outcome consistently over time”.

4.7.1.1 The Cronbach alpha coefficient

“Internal consistency refers to the degree of correlation between the various items of a measuring construct” (Sekaran & Bougie, 2010:162). According to Drucker-Godard, Ehlinger & Grenier (2001:203), the Cronbach alpha coefficient is a “...reliable procedure to indicate how well various items are positively correlated to one another”. Inter-item correlations are used to calculate the Cronbach alpha. Internal consistency is high when the items are strongly correlated, and the alpha coefficient is close to one. The alpha coefficient will be closer to zero if the items are poorly formulated and do not have a strong correlation.

4.7.1.2 Validity

Authors such as Pietersen and Maree (2007b:216) and Mertler (2009:125) refer to validity as “...the degree to which research instruments measure that which they set out to measure.” According to Coleman and Briggs (2002:61), “validity determines whether the research accurately measures what it was intended to measure or how truthful the research results are”. To ensure validity in this study, the researcher did not influence what happened during data collection and did not lead participants into any answers or responses.

4.8 Ethical considerations

Ethics is the quality of research measures concerning faithfulness to research participants, social and legal obligations. It is a philosophical dilemma that concerns moral values (Polit & Beck, 2004). According to Saunders *et al.* (2009:183), “ethics refers to the appropriateness of the researcher’s behaviour in relation to the rights of those who become the subject of your work or who are affected by it”.

4.8.1 Permission

Approval to do this study was obtained from the University of Limpopo’s Ethical Committee (TREC) prior to the commencement of the study’s data collection. Permission was also obtained from the Mankweng Tribal Authority before data was gathered (see the application letter in Appendix A).

4.8.2 Informed Consent

Informed consent requires that participants "...are made adequately aware of the type of information the researcher wants from them, why the information is being sought, what purpose it will be put to, and how indirectly the study will affect them" (Kumar, 2005:55). The aim of the study, as well as why they were chosen to fill in the questionnaire, were fully disclosed to participants. Participants were also told that they have 'the right to withdraw' from this study whenever they want to. They were given consent forms to read and sign before handing out the questionnaires. Both participants and the researcher had an agreement to partake in the study after a thorough briefing on how the study is all about (See the consent form in appendix B1 and B2). Participation in the study was voluntary.

4.8.3 Confidentiality

Research studies requires confidentiality as a matter of ethics. According to Burns and Grove (2001), confidentiality is the researcher's administration of private evidence shared by participants, whose dissemination or publishing without participants' authorisation is forbidden. In this study, participants were reassured of no unauthorised access to the data. Data collected was made available to the researcher and the statistician responsible for data analysis.

4.8.4 Anonymity

Anonymity is about the concealment of participants' names and identities (Burns & Grove, 2001). Accordingly, participants' names were concealed to sustain anonymity and to eliminate unwanted disclosure of elements of participants' identification (see the letter to the participants in Appendixes C1 and C2). A representation of participants was made in the form of numbers to protect their identities.

4.9 Summary

This chapter presented the details of the research methodology used in this study, and a description of the research design, population, sampling method, sample size, and specific data-exploration methods that have been chosen and measures that ensure validity and reliability of the study. The use of a quantitative approach was emphasized as the preferred approach for data collection. The design of a questionnaire should be evaluated in light with its objectives. Concerning the construction of the Likert scale, three sections with statements testing the degree of police performance in the fight against crime, cooperation with the police, and procedural fairness of the police were created. In each case, respondents were asked to show how much or how little they agreed with it. The next chapter will present the research findings and data analysis of the research results based on the data collected during the study.

CHAPTER 5: DATA PRESENTATION, ANALYSIS, AND INTERPRETATION OF EMPIRICAL FINDINGS

5.1 INTRODUCTION

This chapter focuses on the analysis, presentation, and interpretation of data. Interpretation was derived from the data collected through the fixed-response questionnaire, which was distributed to 177 participants in Mankweng, Zone 1. The questionnaire contains four sections and 17 questions. The face-to-face method was used by the researcher to approach people in Mankweng. The researcher introduced herself, explained the aim of the study, invited them to participate, and distributed questionnaires which were completed and returned to the researcher. The responses submitted by participants in this study form the basis of the empirical analysis presented in this dissertation.

The goal of the analysis is to change the data collected into useful information that the reader can understand (Mouton 2001:108). The four sections in the questionnaire are:

1. Demographic information
2. Perceptions of police performance in the fight against crime (effectiveness)
3. Cooperation with the police
4. Perceptions of the procedural fairness of the police

The data is presented through bar graphs, pie charts, tables and histograms.

5.2 DEMOGRAPHIC INFORMATION

According to Taylor, Peterson, Ebensen and Freng (2007:351), "...demographic information refers to the characteristics of a population such as age, gender, language, and marital status." In this study, the focus was on gender, age, language and marital status.

5.2.1. Gender

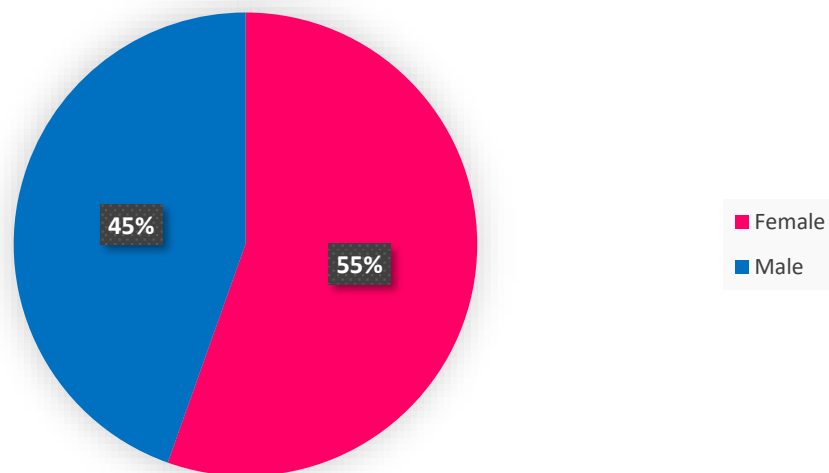


Figure 1: Gender

Of the 177 respondents, 98 (55,4%) were female and 79 (44,6%) male.

5.2.2 Age

The age distribution of respondents was as follows:

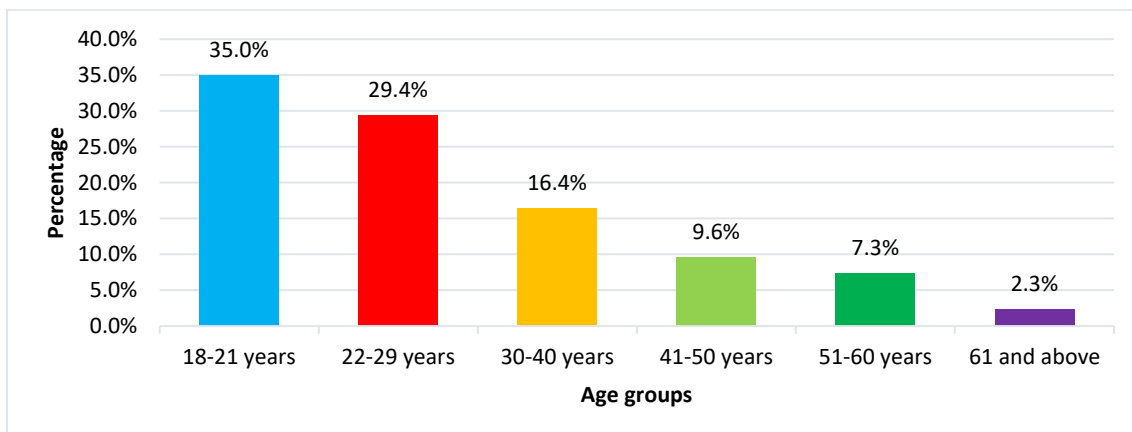


Figure 2: Age

The age distribution shows a declining trend with respect to age, with the majority of respondents in the lowest categories. Out of 177 participants, most participants (35.0%) were between the ages of 18-21 years, followed by 29.4% of participants ranging between the ages of 22-29 years. Twenty-nine participants (16,4%) were between the ages of 30-40 years, and seventeen (or 9,6%) between 41-50 years. Thirteen participants (7,3%) were between 51 and 60, and four participants (2,3%) were between 61 and above.

5.2.3 Language

The findings regarding languages spoken were as follows:

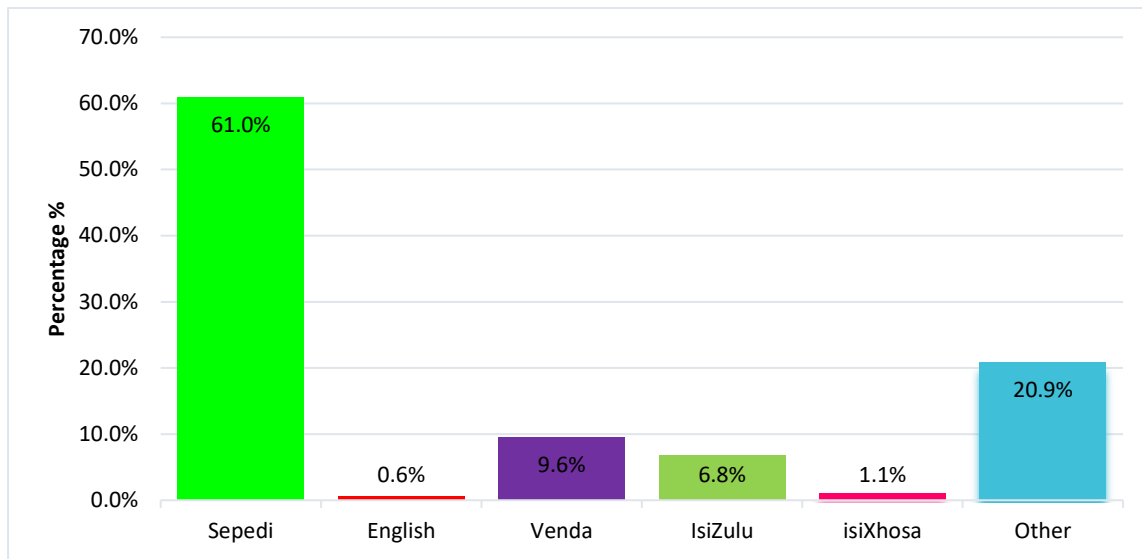


Figure 3: Language

From the sample of 177, 108 (or 61.0%) respondents were Sepedi-speaking. There were 17 Tshivenda-speaking people, which makes up 9.6% of the sample, followed by 12 (or 6,8%) isiZulu speakers. The IsiXhosa language was spoken by 1.1% (2 respondents) while one person (0,6% of the sample) spoke English. 37 respondents (20,9%) spoke other languages (e.g., Swati, Shona, etc.) that did not appear in the list of languages in the questionnaire.

5.2.4 Marital Status

Findings regarding the marital status of respondents can be presented as follows:

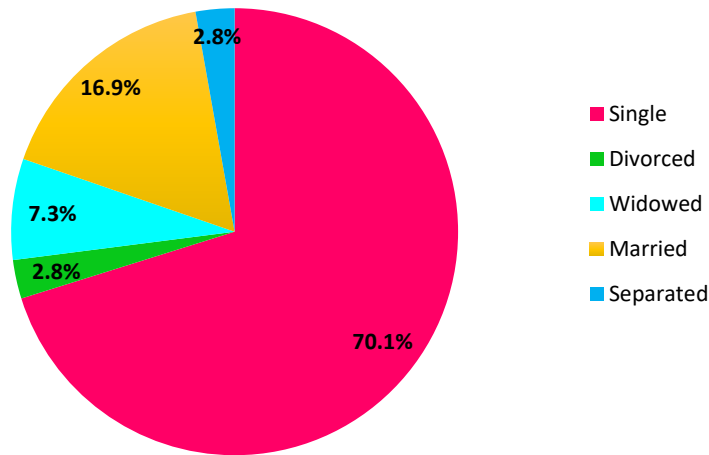


Figure 4: Marital Status

124 (70,1%) of the respondents who took part in the study were single, followed by 30 (16,9%) married participants. There were also 13 (7,3%) widowers and 10 (5,6%) individuals who were either divorced or otherwise separated from their partners.

5.3 PERCEPTIONS OF POLICE PERFORMANCE IN THE FIGHT AGAINST CRIME (POLICE EFFECTIVENESS)

A 5-point Likert-type scale – (1) Not at all effective, (2) Slightly effective, (3) Moderately effective, (4) Effective, and (5) Very effective – was used to measure respondents' perceptions of police performance in the fight against crime. In this case, higher scores reflected higher levels of performance. The six items were: (1) How effective are the police in fighting violent crimes; (2) How effective are the police in fighting gang violence; (3) How effective are the police in fighting drugs; (4) How effective are the police in fighting gun violence; (5) How effective are the police in fighting burglary; (6) The police quickly react to reports of crime; (7) The police in Mankweng are effective in providing help to victims of crime; (8) The police in Mankweng are trying to be of assistance to victims of crime. After that, the questions were merged to generate a

police performance in fighting crime index (Cronbach's Alpha = 0.4; mean interitem correlation = .066).

5.3.1 How effective are the police in fighting violent crimes

With opinions regarding the effectiveness of the police in fighting violent crimes, the following graph can be drawn:

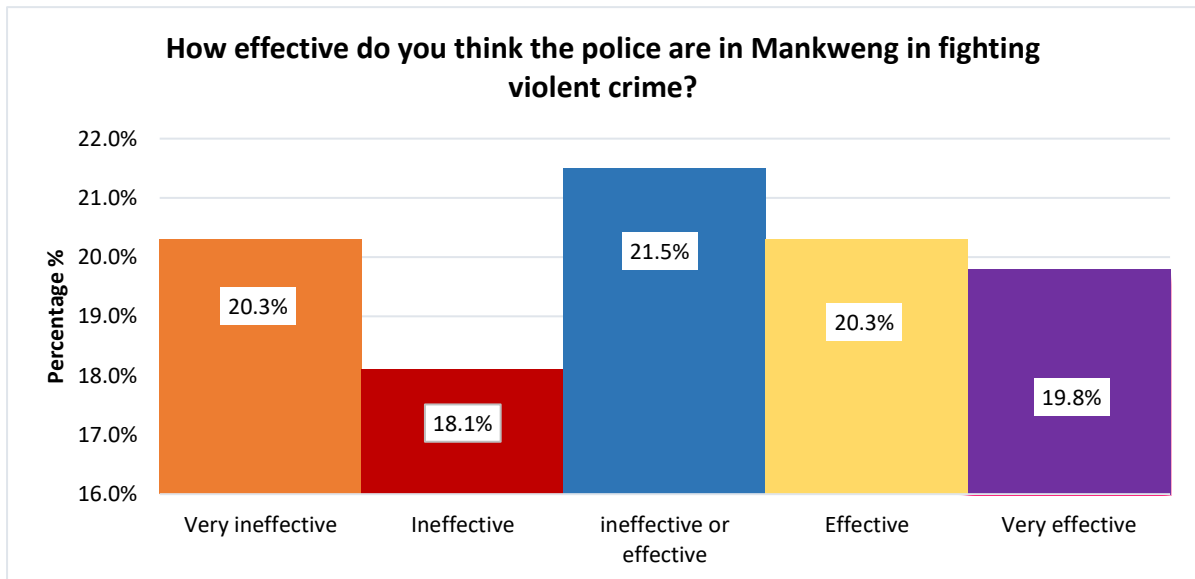


Figure 5: How effective do you think the police in Mankweng are in fighting violent crime?

When comparing responses indicating ineffective/very ineffective against effective/very effective, the data shows that 68 (or 38,4% of the sample) reckoned that the police are ineffective/very ineffective against slightly 71 (or 40,1%), who thought that the police in Mankweng are effective/very effective. 38 respondents (21,5%) were unsure or did not have an opinion. The spread of opinions indicates that people are widely divergent in their views.

5.3.2 How effective are the police in fighting gang violence?

With respect to opinions regarding the effectiveness of the police in fighting gang violence, the following graph can be drawn:

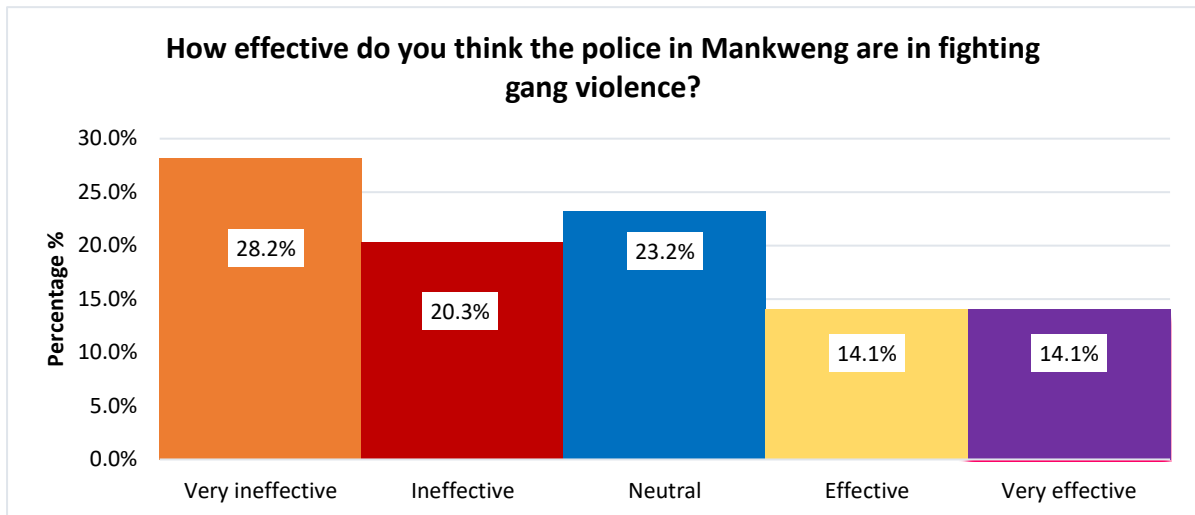


Figure 6: How effective do you think the police in Mankweng are in fighting gang violence?

When comparing responses indicating ineffective/very ineffective against effective/very effective, the data shows that 86 (48,5% of the sample) reckoned that the police are ineffective/very ineffective against less, 50 (28,2%), who thought that the police in Mankweng are effective/very effective in fighting gang violence. 41 respondents (23,2%) were unsure or did not have an opinion. The spread of opinions indicates that the majority of people think that the police are ineffective in fighting gang violence.

5.3.3 How effective are the police in fighting drugs?

With respect to opinions regarding the effectiveness of the police in fighting drugs, the following graph can be drawn:

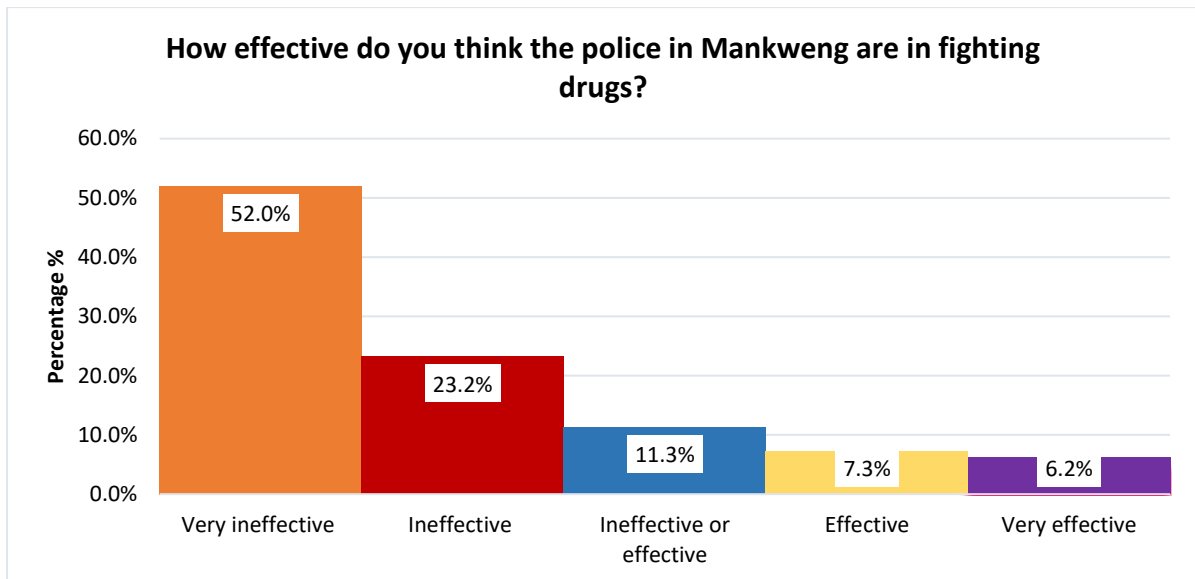


Figure 7: How effective are the police in fighting drugs?

When comparing responses indicating ineffective/very ineffective against effective/very effective, the data shows that people are largely convinced that the police are ineffective in fighting drugs. 133 (or 75,2% of the sample) reckoned that the police are ineffective/very ineffective, while only 24 (23,5%) thought that the police in Mankweng are effective/very effective. 20 respondents (11,3%) were unsure or did not have an opinion.

5.3.4 How effective are the police in fighting gun violence

With respect to opinions regarding the effectiveness of the police in fighting gun violence, the following graph can be drawn:

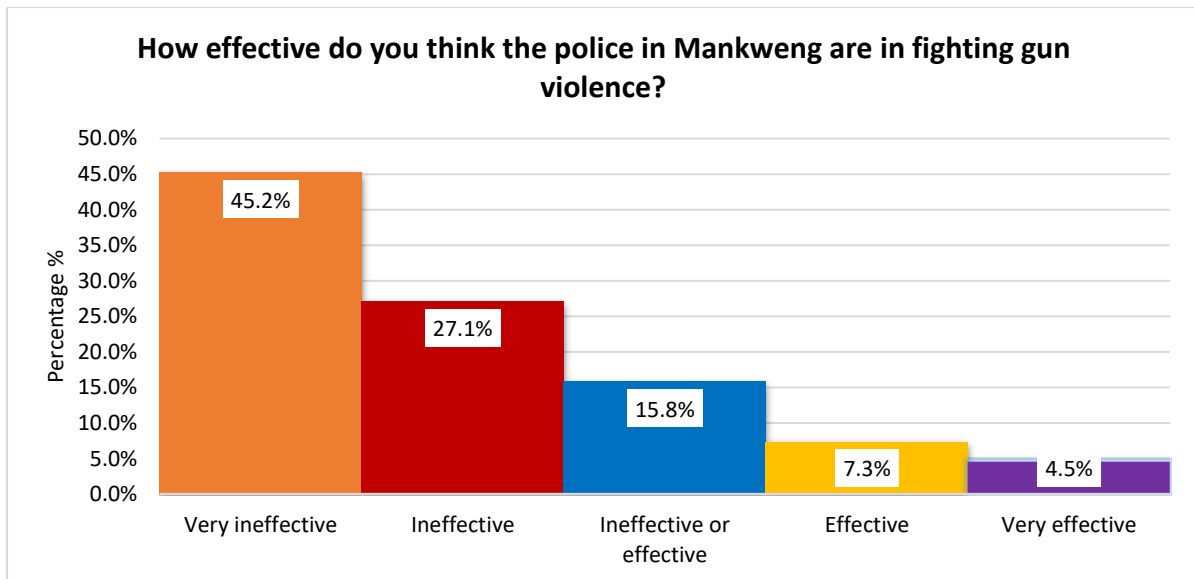


Figure 8: Histogram: How effective do you think the police in Mankweng are fighting gun violence?

Much like in the previous point, respondents do not think the police are effectively fighting gang violence. When comparing responses indicating very ineffective/ineffective against effective/very effective, the data show that 80 (or 45,2%) respondents think that the police in Mankweng are very ineffective in fighting gun violence, and 27,1% (or 48) think that the police are ineffective. 28 (or 15,8% of the respondents) are neutral, indicating that they are unsure or did not have an option. Only 13 respondents (7,3%) reckoned that the police are effective, whereas eight respondents (4,5%) think that the police are very effective in fighting gun violence.

If we look at the data distinguishing between ineffective/very ineffective and effective/very effective, it can be said that 72,3% of the respondents were negative about the police effectiveness in fighting gun violence and 11,8% were positive.

5.3.5 How effective are the police in fighting burglary

With respect to opinions regarding the effectiveness of the police in fighting burglary, the following graph can be drawn:

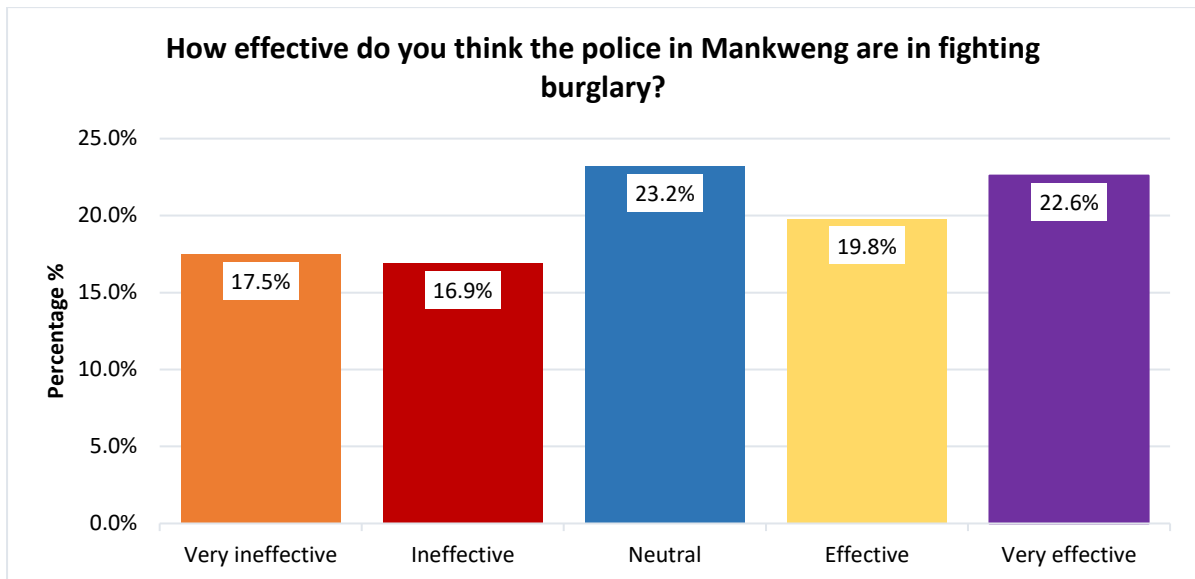


Figure 9: Histogram: How effective do you think the police in Mankweng are fighting burglary?

When comparing responses indicating very ineffective/ineffective against effective/very effective, the data show that 61 (34,4% of the sample) respondents reckoned that the police are ineffective/very ineffective against slightly more, 75 (42,4%), who thought that the police in Mankweng are effective/very effective. 41 respondents (23,2%) were unsure or did not have an opinion. The spread of opinions indicates that respondents are more positive in terms of their assessment of the police effectiveness in dealing with burglary than negative. Therefore, it can be said that a slight majority of respondents agree that the police in Mankweng are effective in fighting burglary.

5.3.6 The police react quickly to reports of crime.

Findings regarding police reaction to reports of crime were as follows:

		Gender		Frequency	Percentage
		Female	Male		
Valid	Police usually don't react	15	13	28	15.8
	15 minutes	10	8	18	10.2
	30 minutes	15	11	26	14.7
	45 minutes	24	19	43	24.3
	1 hour and more	34	28	62	35.0
	Total	98	79	177	100.0

Table 2: How quickly do the police react to reports of crime?

When comparing responses indicating how long it takes the police to respond to reports of crime, the data in the table show that 28 respondents (15,8% of the sample) indicated that the police usually do not react to reports of crime. In comparison, 87 respondents (49,2% of the sample) think that the police usually react within an hour. Those (62 respondents) who think that the police take more than an hour to respond to reports of crime formed 35,0%.

5.3.7 The police in Mankweng are effective in providing help to victims of crime

The findings regarding perceptions of police effectiveness at providing help to victims of crime were as follows:

		Gender		Frequency	Percentage
		Female	Male		
Valid	Effective	27	29	56	31.6
	Unsure	45	23	68	38.4
	Not effective	26	27	53	29.9
	Total	98	79	177	100.0

Table 3: Do you think the police in Mankweng are effective in providing help to victims of crime?

When comparing responses indicating effective against ineffective, the table shows that 31,6% of participants think that the police in Mankweng are effective in providing help to the victims of crime, while 38,4% are unsure if the police in Mankweng are effective in providing help to victims of crime, 29,9% of the participants think the police

are not effective. The majority of participants (38,4%) are not sure whether the police are effective or not in providing help to the victims of crime.

5.3.8 The police in Mankweng are trying to be of assistance to victims of crime

The findings regarding the willingness of the police to assist victims of crime were as follows:

		Gender		Frequency	Percentage
		Female	Male		
Valid	Yes	38	40	78	44.1
	Unsure	39	19	58	32.8
	No	21	20	41	23.2
	Total	98	79	177	100.0

Table 4: Do you think the police in Mankweng are trying to be of assistance to victims of crime?

If we look at the data distinguishing between yes and no, the table above indicates that 44,1% of participants think that the police in Mankweng are trying to be of assistance to victims of crime, while 23,2% disagree with the statement. 32,8% are not sure if the police in Mankweng are trying to be of assistance to victims of crime, which indicates that the answer they gave fell between yes or no. From these figures, it seems that most respondents have a positive view of the willingness of the police to assist victims of crime.

5.4 COOPERATION WITH THE POLICE

Cooperation with the police was measured using three items. A 5-point Likert-type scale – (1) very likely, (2) likely, (3) unsure, (4) unlikely, and (5) very unlikely – was employed to measure this dependent variable. The scale was coded so that lower scores reflected higher levels of cooperation. The five survey items were: (1) Call the police to report an accident; (2) Call the police to report a crime occurring; (3) Help the police find someone suspected of committing a crime; (4) Report dangerous or suspicious activities; (5) Take part in community policing activities. After that, these responses were put together to form a cooperation index (Cronbach's Alpha = .6; mean inter-item correlation = .24).

5.4.1 The likelihood of respondents to call the police to report an accident

The responses regarding the likelihood of them calling the police to report an accident can be presented as follows:

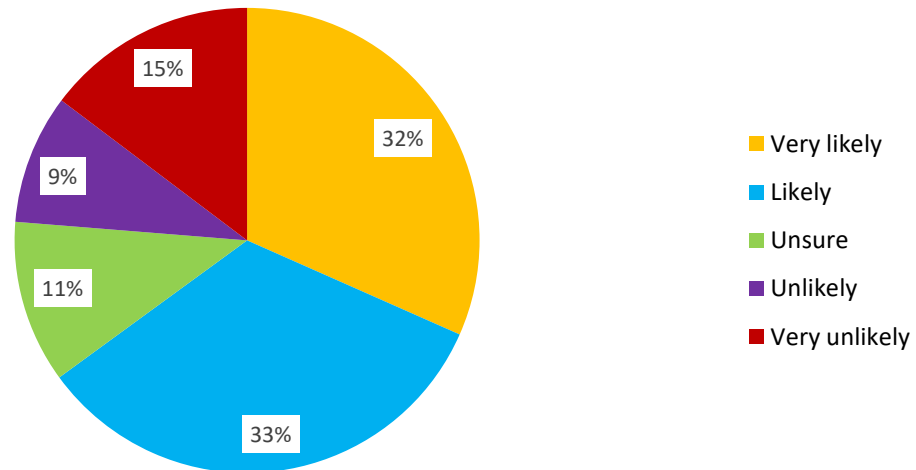


Figure 10: How likely are you to call the police to report an accident?

When comparing responses indicating likely/very likely against unlikely/very unlikely, the data on the pie chart show that participants who are very likely to call the police to report an accident formed 32% (56 respondents) while those who are likely formed 33% (59 respondents). 20 respondents (11%) were neutral, which indicates that they were either unsure or gave an answer that fell between unlikely and likely. 16 respondents (9%) were unlikely to call the police, whereas 26 respondents (15%) were very unlikely to do so. It is clear that the majority of respondents are likely to call for police assistance when an accident occurs.

5.4.1.1 The likelihood of reporting crime by gender

The likelihood of reporting crime between males and females can be presented as follows:

Scale	Are you male or female?		Total no: of respondents
	Female	Male	
Very likely	33	23	56
Likely	31	28	59
Unsure	10	10	20
Unlikely	9	7	16
Very unlikely	15	11	26
Total	98	79	177

Table 5: the likelihood of reporting crime by gender.

This table shows that both men and women were very likely/likely to call the police and report crimes committed or occurring. The number of females who reported very likely/ likely to the likelihood of reporting crime were nearly the same. When Compared to men, women were more likely to report crimes to the police.

5.4.2 The likelihood of respondents to call the police to report a crime occurring

Responses regarding the likelihood of calling the police to report an occurring crime can be presented as follows:

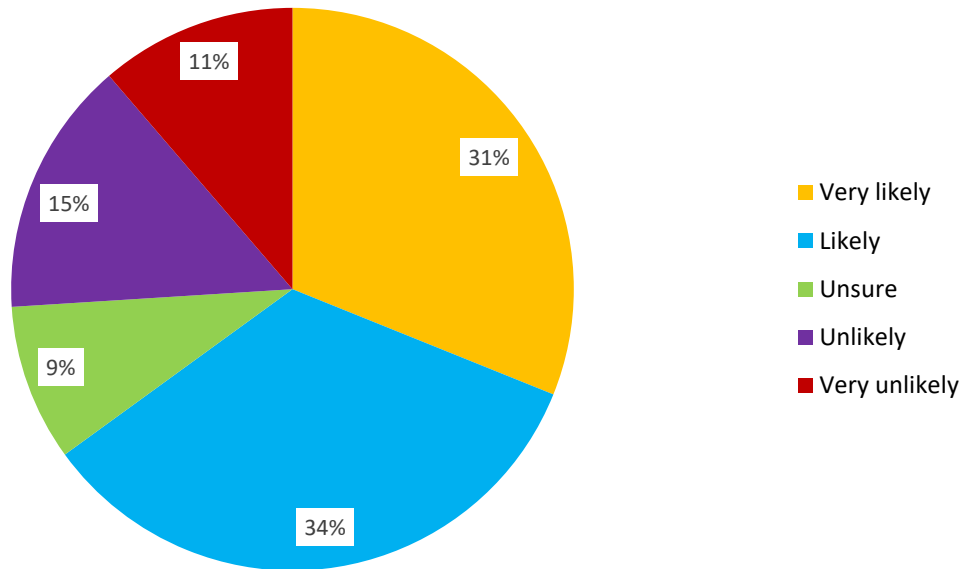


Figure 11: How likely are you to call the police to report a crime occurring?

When comparing responses indicating likely/very likely against unlikely/very unlikely, the data show that participants who are likely or very likely to call the police to report a crime occurring forms 65% of the sample, whilst those who were unlikely or very unlikely formed only 26%. 9% of participants were neutral, which indicates that they were either unsure or they did not have an opinion. If we look at the data distinguishing between likely/very likely and unlikely/very unlikely, a relatively large percentage of respondents were positive about calling the police to report an occurring crime, against a small minority who would not (65% vs. 26%).

5.4.3 The likelihood of respondents to help the police to find someone suspected of committing a crime

Responses regarding the likelihood of helping the police to find someone suspected of committing a crime can be graphically presented as follows:

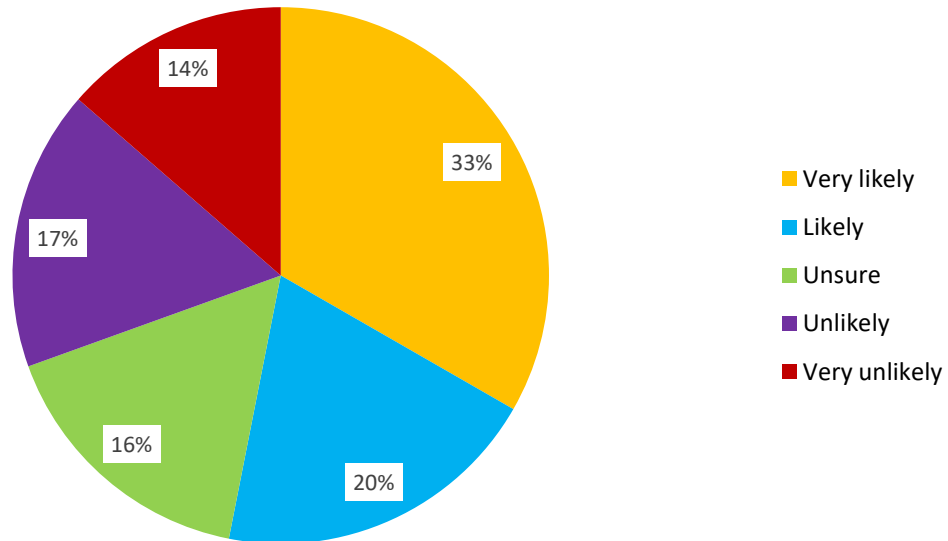


Figure 12: How likely are you to help the police find someone suspected of committing a crime?

When comparing responses between likely/very likely against unlikely/very unlikely, the data above indicate that 59 (or 33% of the sample) respondents reported that they were very likely to help the police find someone suspected of committing a crime, while 35 respondents (20%) were likely. 29 respondents (16%) were neutral, indicating that they were either unsure or gave an answer that fell between likely and unlikely. 30 (17% of the respondents) respondents reported unlikely to help the police find a crime suspect, while 24 (14% of the sample) reported very unlikely.

Therefore, it can be said that the majority (53%) of respondents were likely to help the police to find someone suspected of committing a crime, while 31% were unlikely.

5.4.4 The likelihood of respondents to report dangerous or suspicious activities

Responses regarding the likelihood of them reporting dangerous or suspicious activities can be graphically presented as follows:

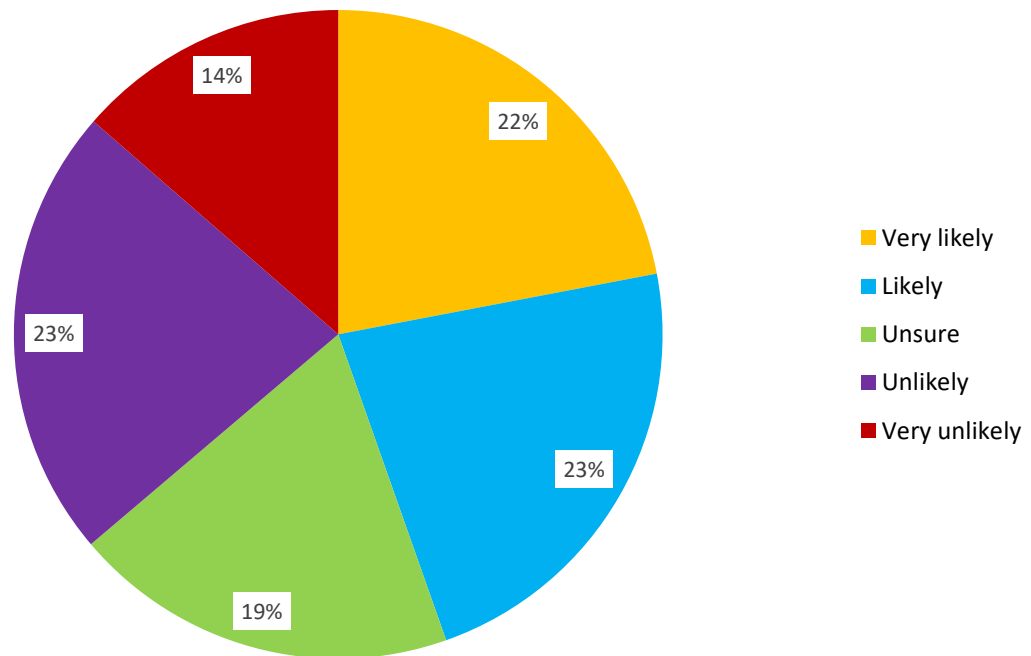


Figure 13: How likely are you to report dangerous or suspicious activities?

The graph above indicates that 14% of participants indicated that they were very unlikely to report dangerous or suspicious activities, while 23% were unlikely to report it. 19% of the participants are unsure, 22% indicated they were very likely to report dangerous or suspicious activities, and 23% indicated they were likely. Thus, it can be said that the majority of participants are more likely to report dangerous or suspicious activities.

5.4.5 The likelihood of respondents to take part in community policing activities

Responses regarding the likelihood of taking part in community policing activities can be graphically presented as follows:

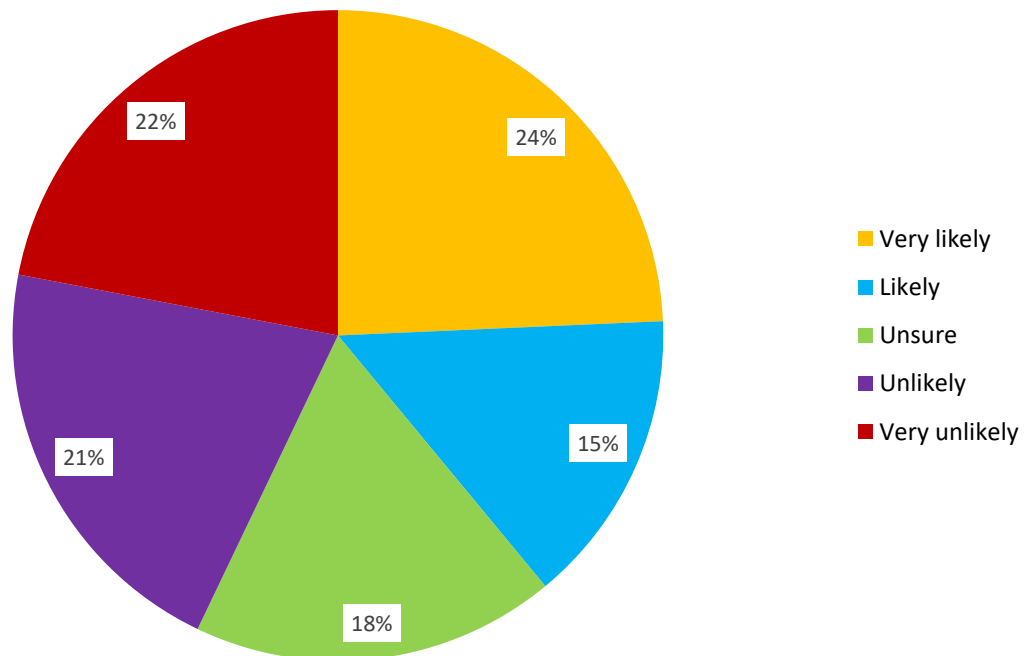


Figure 14: How likely are you to take part in community policing activities?

When comparing responses indicating likely/very likely against unlikely/very unlikely, the data show that 35 (or 22% of the sample) respondents were very unlikely to participate in community policing activities, and 21% (or 49 respondents) reported unlikely. 45 respondents (18%) were neutral, which indicates that they are not sure or did not have an opinion. 30 respondents (15% of the sample) were likely to participate in community policing activities, while 18 respondents (24%) reported very likely. The spread of opinions indicates that people are widely divergent in their views.

If we look at the data above, distinguishing between likely/very likely and unlikely/very unlikely, it can be seen that slightly less (39%) respondents were positive about taking part in community policing activities, against the 43% who were not.

5.5 PERCEPTIONS ON THE PROCEDURAL FAIRNESS OF THE POLICE (QUALITY OF TREATMENT AND DECISION-MAKING).

In this study, procedural justice was measured as Quality of Treatment (four questions) and Quality of Decision-Making (two questions). A 5-point Likert-type scale – (1) strongly disagree, (2) disagree, (3) Unsure, (4) agree, and (5) strongly agree – was employed to measure this variable. The scale was coded so that higher scores reflect higher levels of quality of treatment and quality of decision-making. These responses were then combined to create a procedural justice index (Cronbach’s Alpha = .7; mean inter-item correlation = .394). The measures for quality of treatment were: (14) Treat everyone equally; and (15) Treat everybody with dignity and respect. The measures for quality of decision-making were: (16) Considers people’s opinions when deciding what to do; and (17) Sincerely try to help people with their problems.

5.5.1 Treat everyone equally

Responses regarding whether or not the police treat everyone equally can be graphically presented as follows:

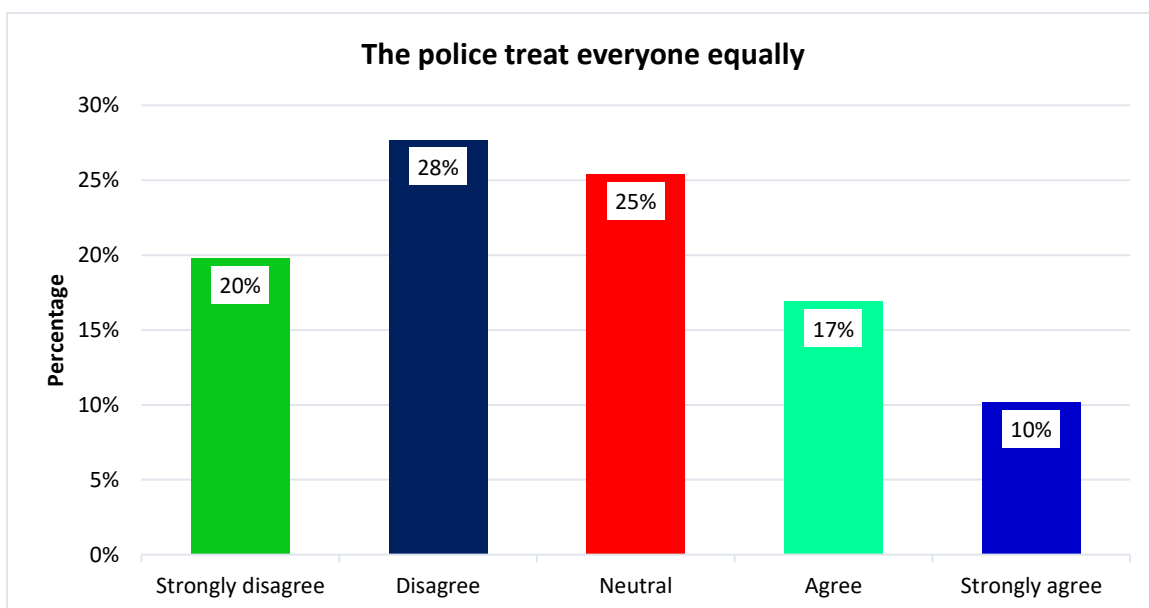


Figure 15: The police in Mankweng treat everyone equally.

When comparing responses indicating strongly disagree/disagree against agree/strongly agree, the data show that respondents were generally not convinced that the police treat everyone equally. If we look at the data, distinguishing between disagree/strongly disagree and agree/strongly agree, it can be seen that a relatively

large percentage (48%) of the respondents were negative about the police treating people equally against 27% who were positive.

5.5.1.1 Quality treatment by Gender and Age.

The difference in police treatment between men and women in terms of age were recorded as follows:

Age	Are you male or female?		Total no: of males & females	Total % of age
	Female	Male		
18-21 years	43	19	62	35.0%
22-29 years	25	27	52	29.4%
30-40 years	12	17	29	16.4%
41-50 years	8	9	17	9.6%
50-60 years	8	5	13	7.3%
61 and above	2	2	4	2.3%
Total	98	79	177	100.0%

Table 6: The police treatment by gender and age.

The highest number of female participants who think that the police do not treat everyone equally was recorded between the ages of 18-21 years. There were nearly the same number of females and males between the age of 41-50 years. The number of males (2) and females (2) respondents between the ages of 61 and above who were the same. In terms of age, respondents in older age groups were more positive about police treatment than respondents in younger age groups.

5.5.1.2 Quality treatment by Gender and Language

The difference in quality of treatment between men and women in terms of language were recorded as follows:

Language	Are you male or female?		Total	Total % of language
	Female	Male		
Sepedi	68	40	108	61.0%
English		1	1	0.6%
Venda	5	12	17	9.6%
IsiZulu	6	6	12	6.8%
IsiXhosa	1	1	2	1.1%
Other	18	19	37	20.9%
Total	98	79	177	100.0%

Table 7: Police treatment by gender and language.

The majority of the respondents were Sepedi-speaking, with 68 out of 98 female respondents and 40 out of 79 male respondents. The number of females and males from Other language category was nearly the same. 19 males and 18 females recorded other languages. English language recorded the lowest number of one male respondents.

5.5.2 Treat everybody with dignity and respect

The findings regarding whether or not the police treat everybody with dignity and respect can be graphically presented as follows:

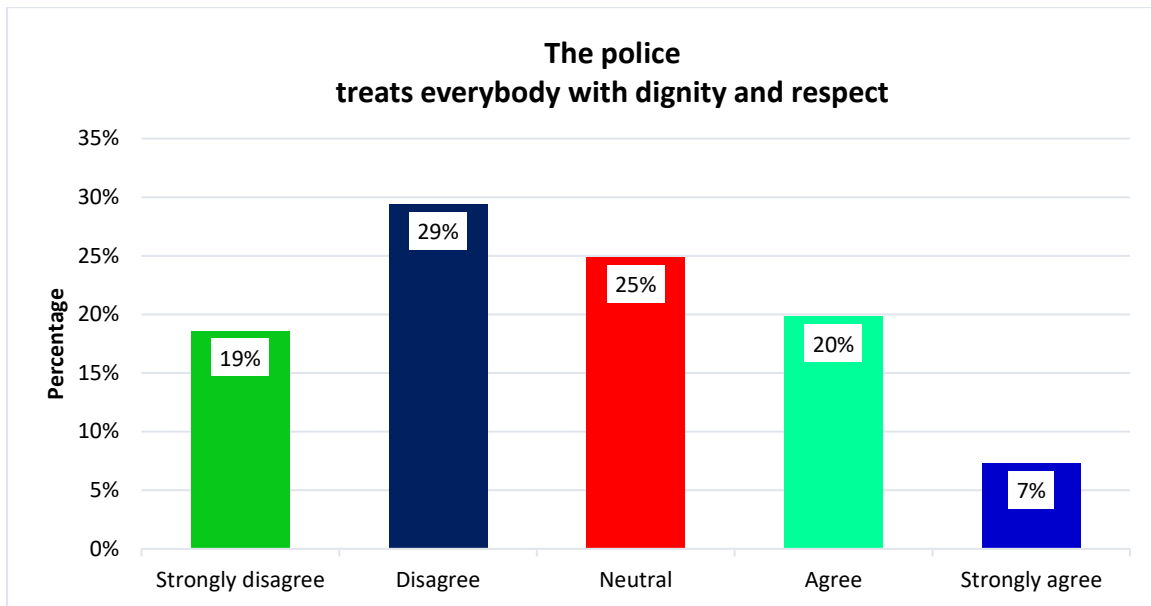


Figure 16: the police in Mankweng treat everybody with dignity and respect.

When comparing responses indicating strongly disagree/disagree against agree/strongly agree, the data from the histogram indicate that 19 (or 19%) of the participants strongly disagree with the statement that the police in Mankweng treat everybody with dignity and respect, while 29% (or 33 respondents) disagree with the statement. 50 respondents (or 25%) were neutral, which indicates that they were either unsure or gave an answer that fell between disagree and agree. 60 respondents (20%) agree that the police treat everybody with dignity and respect, while 7% (15 respondents) strongly agree. If we look at the data distinguishing between disagree/strongly disagree and agree/strongly disagree, 48% were negative about the police treating everyone with respect and dignity, and 27% were positive about it.

5.5.3 Consider people's opinions when deciding what to do

Findings regarding whether or not the police consider people's opinions when making decisions can be graphically presented as follows:

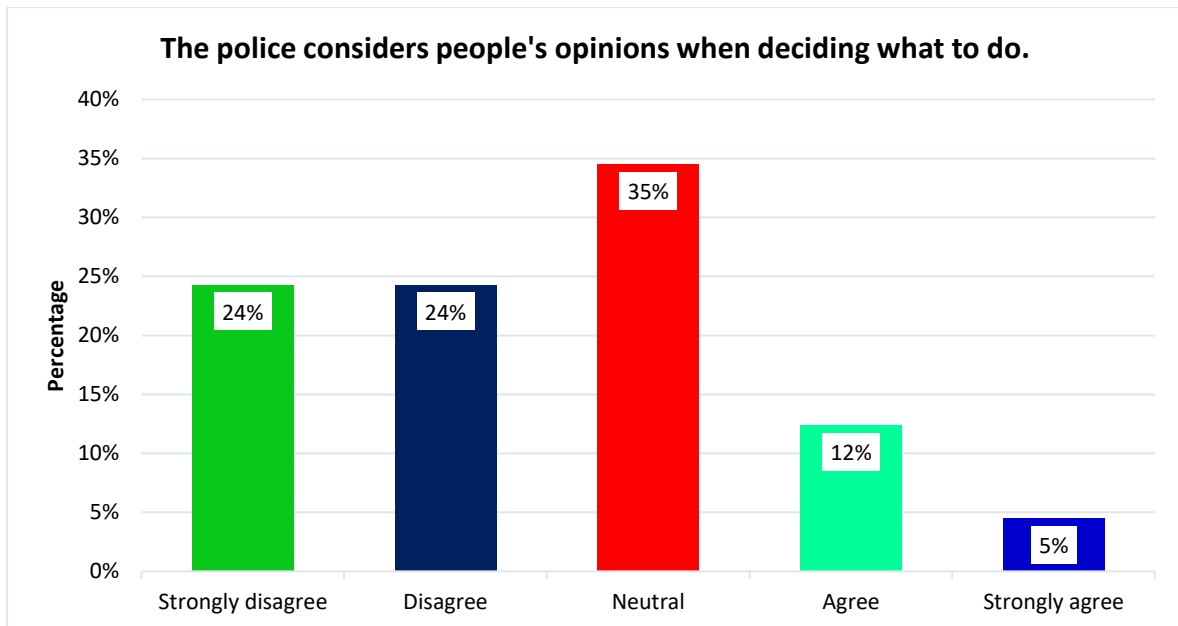


Figure 17: The police in Mankweng consider people's opinions when making decisions.

When comparing responses indicating strongly disagree/disagree against agree/strongly agree, the data on the histogram indicates that participants who disagree/strongly disagree with the statement that police consider people's opinions when making decisions formed 48% of the sample (86 respondents), whilst those (30 respondents) who agree/strongly agree formed only 17%. A large percentage of respondents were uncertain about this question.

5.5.4 Sincerely try to help people with their problems

The findings regarding police sincerity in trying to help people with their problems can be graphically presented as follows:

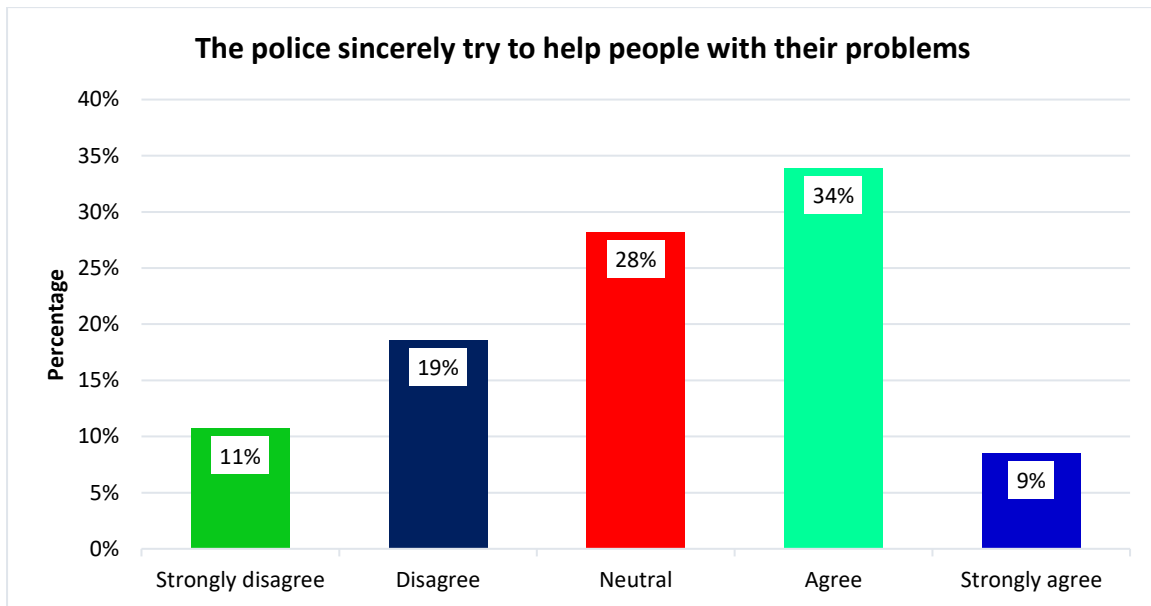


Figure 18: The police in Mankweng sincerely try to help people with their problems.

When comparing responses indicating strongly disagree/disagree against agree/strongly agree, the data from the histogram above indicate that 19 respondents (or 11% of the sample) strongly disagree with the statement, while 19% (or 33 respondents) disagree that the police are sincerely trying to help people with their problems. 50 respondents (or 28%) were neutral, which indicates that they were either unsure or gave an answer that fell between disagree and agree. The majority of 60 respondents, at 34%, agree with the statement, while 9% (15 respondents) strongly agree. If we look at the data distinguishing between disagree/strongly disagree and agree/strongly disagree, 43% were positive about the sincerity of the police and 30% were negative.

CHAPTER 6

SUMMARY, RECOMMENDATIONS AND CONCLUSIONS

6.1 INTRODUCTION

The findings of this study highlighted a few issues that should be adhered to address public confidence in the police in Mankweng. This chapter presents the summary of the study and findings, limitations, conclusions, and recommendations.

6.2 SUMMARY OF THE STUDY

Chapter 1 provided a general orientation of the study. Aspects such as the background, motivation of the study, and research problem were highlighted. The aims and objectives of the study were also presented.

Chapter two dealt with literature pertaining to public confidence in the police. The importance of public confidence, factors associated with public confidence, the role of the SAPS in encouraging public confidence, and factors undermining public confidence in the police were deliberated. The chapter concluded with strategies that are needed to enhance public confidence in the police.

Chapter three discussed the theoretical framework within which the study is set. The Procedural Justice Theory was deliberated.

Chapter four dealt with research methodology and related aspects.

In Chapter 5 the data was presented, analyzed, and interpreted.

6.3 SUMMARY OF MAIN FINDINGS

6.3.1 Demographic variables

6.3.1.1 Age

The age distribution showed a declining trend with respect to age, with the majority participants in the lowest categories. More females (43%) between the age groups of 18-21 years participated more than males of the same age group. This assisted the researcher in respect of knowledge about the age groups that are less inclined to have faith in the police (Weitzer & Tuch, 2005; Murphy, 2009).

6.3.1.2 Gender

More women took part in the study than men.

6.3.1.3 Marital status

The majority of respondents who took part in the study were single, followed by those who were married. The respondents who were either divorced, widowed, or separated from their partners were in the lowest categories. The marital status of respondents helped the researcher in obtaining perspectives from married and single respondents, and in identifying or knowing which categories are most likely to interact with the police.

6.3.1.4 Language

The study involved numerous language groups. The data reflect the demographics of residents in Mankweng Unit-A, Limpopo Province, where the majority of respondents were Sepedi-speaking people against other language groups. The addition of different language categories in the study helped the researcher in obtaining perspectives from people speaking different languages.

6.3.2 Findings concerning the public's perceptions of police performance in the fight against crime.

- With respect to opinions regarding the effectiveness of the police in fighting violent crimes, most respondents were unsure or did not have an opinion, whereas 40.1% thought that the police are effective in fighting violent crimes.
- A lot of respondents reckoned that the police in Mankweng are ineffective/very ineffective in fighting against gang violence.
- The finding shows a declining trend regarding police effectiveness in the fight against drugs, with most respondents in the lowest categories. A large percentage of 75,2% of the sample reckoned the police are very ineffective against 23,5% who were positive.
- 45,2% of respondents reckoned that the police are very ineffective, whereas 4,5% thought that the police are very effective in fight against gun violence.
- When answering how quickly the police in Mankweng react to reports of crime, 35% reckoned the police take more than an hour to respond to reports of crime. Therefore, it can be said that the police take time to react.

- 38,4% were neutral, which indicates that they were either unsure if the police in Mankweng are effective in providing help to victims of crime, or they gave an answer that fell between effective and ineffective.
- With respect to findings regarding police assistance to victims of crime, 44,1% of respondents agree with the statement that the police in Mankweng are trying to be of assistance to the victims of crime. In comparison, 23,2% of the participants disagree with the statement, and 32,8% are not sure if the police in Mankweng are trying to assist the victims of crime, which indicates that the answer they gave fell between yes or no.

When one looks at the findings distinguishing between ineffective/very ineffective and effective/very effective, it can be said that a sizeable number of those who took part reported negative about the police performance in the fight against crime, whereas a small number of were positive.

6.3.3 Findings regarding public cooperation with the police

- The findings regarding the likelihood of calling the police to report an accident indicate that 65% of respondents were likely to contact the police to report an accident, against 24% who were negative.
- A relatively large percentage (65%) of respondents were positive about calling the police to report an occurring crime, while 26% were negative.
- The higher number of female and male respondents were located on areas which corresponds mostly to very likely/ likely.
- 16% of respondents were neutral, indicating that they were either unsure or gave an answer that fell between likely and unlikely in helping the police find a crime suspect.
- With respect to findings regarding the likelihood of reporting dangerous or suspicious activities, 45% were positive about reporting suspicious activities, while 37% were negative.
- When asked about the likelihood of taking part in community policing activities, 43% reckoned unlikely, while a slight percentage of 39% reported likely.

If we look at findings, distinguishing between likely/very likely and unlikely/very unlikely, it can be said that a relatively large percentage of respondents were positive about cooperating with the police, and 43% were negative.

6.3.4 Findings on public perceptions regarding the professional fairness of the police.

- When comparing responses indicating strongly disagree/disagree against agree/strongly agree, the findings indicate a trend of different views regarding police treatment. A relatively large percentage (48%) of respondents were negative about the police treating people equally against 27% who were positive.
- With respect to the findings regarding whether or not the police treat everybody with respect and dignity, 25% were neutral, which indicates that they were either unsure or gave an answer that fell between disagree and agree. 48% disagree with the statement that the police treat everybody equally while 27% agree.
- A relatively large percentage (35%) of respondents were neutral, which paints a picture where respondents were either unsure of whether the police consider people's opinions when making decisions or disagreed with it.
- 34% agree with the statement of police sincerity in trying to help people with their problems while 19% disagree with the statement.
- The public's perception of procedural fairness was lower. 35.0% of male and female respondents viewed the police as not procedurally fair.

If we look at the data distinguishing between disagree/strongly disagree and agree/strongly disagree, a large percentage of the respondents disagree or were negative about the quality of making decisions and treatment from the police against a slight percentage who were positive.

6.3.5 Findings relating to the research hypotheses.

Hypothesis 1: Public's level of cooperation with the police depends on the likelihood of reporting crime. This hypothesis was proven to be true because most respondents were very likely to report crimes to the police. They were more likely to cooperate with the police and report crimes.

Hypothesis 2: Public's confidence in the police is determined by fair treatment from the police. This assumption could not be fully proven because the majority of the participants disagreed that the police does not treat everyone equally. However, few

respondents agreed while other respondents were in-between. Public confidence in the police may be damaged by perceptions of unfair treatment and lack of objectivity when making decisions.

6.4 LIMITATIONS OF THIS STUDY

Several limitations regarding this research should be pointed out.

1. Firstly, the geographical limitation of this study means that we cannot generalize the findings to larger areas.
2. Secondly, the study was cross-sectional, thus, causality cannot be determined.
3. Thirdly, the findings were based on people's perceptions about police officers rather than on the real-life experiences of Mankweng citizens with the police.

The study was conducted in Mankweng Unit-A. Females made up a majority of those who took part, therefore gender perspective was limited. The sample size of this study was a limitation. The number of questionnaires was limited to 177 because of the current situation of Covid-19 that the country is faced with. The researcher had to practice social distancing, which hindered the completion of the rest of the questionnaires. This had a limiting effect on the data obtained about public confidence in the police. Furthermore, this study used a quantitative methodology, with questionnaires serving as the primary tool for gathering information from participants. This had a restrictive effect because the majority of the participants were willing to talk about their experiences with the police and their behaviour towards them.

6.5 CONTRIBUTION MADE BY THE STUDY

The research would make a substantial difference to the existing literature by assessing the public's perceptions of police performance in the fight against crime, procedural fairness, and cooperation with the police in Mankweng Unit-A. This study contributed to the comprehension of what public confidence in the police is and gave us insight into, and understanding of, the effectiveness of procedurally fair policing in Mankweng community. This study offers a new perspective by considering factors that undermine public confidence, police-citizen encounters as well as the influence of procedural fairness on views of police credibility, and citizen satisfaction with the police.

6.6 RECOMMENDATIONS

Based on the findings of this study that determine public confidence in the police in Mankweng, public confidence in the police has negative effects not only on the police but also on their communities. Therefore, the researcher makes the following recommendations for strategies that could be implemented to enhance public faith in the police.

6.6.1 Building trust in the community

The relationship between the police and the community must be based on trust. Building trust in the police is important to ensure support from the community. Trust and support involve a two-way system where public trust and cooperation is determined by the actions of the police. The police depend primarily on public faith to carry out their duties of "...maintaining public order, crime prevention and detection" (Kumar, 2012:399). Strong, mutually trusting relations amongst the police and the people they serve is essential in order to maintain public safety and effective policing (Kumar, 2012:399). Community members are relied upon to offer information about crime in their neighborhoods and to collaborate with the police in order to create solutions to crime and disorder issues (Kumar, 2012:399; Baloyi, 2013:31).

6.6.2 Enhancing public input

The police in South Africa must hold formal discussions with members of the public to enable community members to identify and discuss problems that they are facing in the community (SAPS Code of Conduct, 2014). The police must also listen to what the community is saying, cooperate with one another to address concerns, recommend solutions to their concerns, and include community inputs into planned actions (SAPS Code of Conduct, 2014).

Through their website, the police must tell community members what the local police are doing, and ensure good communication, giving specific details of aspects such as police responses to local problems and information on planned actions.

6.6.3 Training and educating members of the community

Educational programmes that educate the public about issues related to policing and victimization can also improve public faith in the police. Members of the public should be well informed about crime and everything happening in their communities, including putting their trust in the police to deter, solve crime, recover stolen goods, and about measures the public can take to protect themselves from becoming victims of crime.

6.6.4 Community involvement

The process of participating in communication and collaboration with people in the community is known as community involvement (Environmental Protection Agency, 2019). Being involved in the community helps foster a sense of belonging, trust and credibility among individuals (Chavis & Lee, 2015). In South Africa, community involvement can be seen in the form a Community Police Forum (CPF) which - according to Minnaar (2010) – “is a legally recognized entity that represents policing interests of the local community”.

According to Skidmore, Bound and Lownsborough (2006:1), providing communities with an opportunity to involve themselves in issues of governance and service delivery would lead them to establish better relationships with public officials and institutions. In terms of policing, this would mean that the public would become involved in policing issues, and that the police would serve or deliver services to the public. It is believed that by doing so, the community will become more active in problem-solving with the police. (Bezuidenhout, 2008:55).

6.6.4.1 Enhancing community involvement

Forming community partnerships and alliances with community leaders can assist in building relationships in areas where tension might be forming (Chavis & Lee, 2015). Foot patrols where officers make regular neighborhood contacts with the residents and local businesses could be enhanced (Chavis & Lee, 2015). Involvement in community programmes and neighbourhood projects can bring citizens and the police together to create a conversation to build unity and become actively involved in issues that concerns the community (Chavis & Lee, 2015). Therefore, keeping “the community well-informed of ongoing and planned activities can encourage and enable community members to get involved” (Environmental Protection Agency, 2019).

6.7 Recommendations for future research

It is, therefore, recommended that:

- A larger sample must be drawn for future investigations in order to improve the findings.
- To repeat the current study using probability samples and open-ended questions for more definitive findings.

6.8 FINAL COMMENTS

Perceptions of police fairness, as in other countries, have a significant impact on South African legitimacy decisions. However, in this case, unlike in other countries, the relationships between fear of crime, efficacy, and legitimacy appear to be exceptionally significant. To create and maintain a solid relationship with the public and gain their trust in general, procedurally just policing tactics should become routine, and people should be able to see that police are following the basic precepts of procedural justice on a regular basis.

This study has shown that, individuals pay attention to the police's performance as well as its impartiality. It appears that in South Africa, opinions about police ineffectiveness in their 'fight against crime' appear to be gravely undermining the police's legitimacy. The police should use basic procedural justice principles when developing new techniques to enhance the quality of police-citizen interactions. This study implies that police-citizen interactions should be improved by promoting fairness, respect, and police behaviour.

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Appendixes

Appendix A: Application letter for permission of study



Department of Criminology
University of Limpopo
Private Bag X1106
0727

Date

Mankweng Tribal Authority
Sovenga
0727

Dear _____

REQUEST FOR PERMISSION TO CONDUCT STUDY

I, Matlamela Koena Maureen, a registered student at the University of Limpopo, hereby request permission to conduct a research study at Mankweng Zone 1 as a requirement for my master's degree in the Department of Criminology and Criminal Justice. My research topic is "Public Confidence in the Police in Mankweng Zone 1, Limpopo Province".

During the study, the following ethics will be adhered to:

- a. Participation is voluntary, and participants are allowed to pull out of the study if they do not want to continue.
- b. The information that the participants will provide will be kept confidential, and the information will be utilized for the intended purposes of the study only.
- c. Data will be collected through questionnaires.

Yours faithfully,

Ms KM Matlamela

Date

Email: maureenmatlamela@gmail.com



Project Title: Public Confidence in the Police in Mankweng Zone 1

Consent statement concerning participation in a Research Project.

I have been fully informed about the aim and objectives of the envisioned Research Project and have been given a chance to ask questions and enough time to reconsider the issue. The aim and objectives of this Research Project are adequately clear to me, and I was not forced to partake in any way. I am aware that my taking part in this study is voluntary, and I can pull back whenever I want without any penalty.

I acknowledge that this Research Project has received approval from the Turfloop Research Ethics Committee of the University of Limpopo. I understand that any information regarding my participation will remain confidential.

I give permission to take part in this Research Project.

Signed at on the of 2020

Name of participant	Signature
---------------------	-----------



Leina la Protšeke: Boitshepho bja setshaba mo go maphodisa a Mankweng Zone 1

Setatamente mabapi le tumelelo ya go tšea karolo go Protšeke ye.

Ke tsebisitšoe ka botlalo mabapi le kgwekgwegolo ya dinyakišišo tšeo di akantšwego, le gona ke ile ka filwe sebaka sa go botšiša dipotšišo, le nako yeo e lekanetšego gore nka naganiša ka ga taba ye. Ke kwešiša maikemišetšo magolo le kgwekgwe ya dinyakišišo tše gabotse. Ga se ka gapeletšwa go tšea karolo ka tsela efe goba efe. Ke a kwešiša gore go tšea karolo protšekeng ye ke ka boithaopo gomme nka tlogela go kgatha tema nakong efe goba efe ntle le kahlolo.

Ke a dumela gore protšeke ye e dumeletšwe ke ba School of Social Sciences Research Ethics Committee, Yunibesithing ya Limpopo. Ke a kwišhiša gore tshedimošo mabapi le karolo yaka e tla ba ka mokgwa wa sephiri.

Ka fao ke fana ka tumelelo ya go tšea karolo protšekeng ye.

Lefelo Letšatšikgweedi

Leina la motšeakarolo	Mosaeno
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Appendix C1: Letter to the participants (English)



Department of Criminology
University of Limpopo
Private Bag X1106
0727

Date

Dear Participant

Thank you for your interest to participate in this study which focuses on public confidence in the police in Mankweng zone 1, Limpopo Province.

Your responses to this questionnaire will be kept confidential. Your anonymity as a participant will be ensured. The information obtained in this study will be useful in forming part of knowledge about the issue under study and when analyzing data. The results of this study will be compiled in a research report that will be submitted to the University of Limpopo.

Kindly respond to all questions as honestly as possible. Your involvement in this study is voluntary but very important. You are allowed to pull out from partaking in this study at any point when you feel like doing so.

Thank you for your time.

Sincerely,

Matlamela KM (Masters Student)

Date



Lefapha la Criminology
Yunibesithing ya Limpopo
Private Bag X1106
0727

Letšatšikgwedi

Motšeakarolo

Ke a leboga ge o bontšhitše kgahlego ya go tšeya karolo lesolong le la thuto leo le ikemišeditšeng go tseba ka “Boitshepho bja setšhaba mo go maphodisa a Mankweng Zone 1, profentsheng ya Limpopo”.

Karabo tša gago go dipotšišo tšeo, di tla tshwarwa ka mokgwa wa sephiri. Go se tsebagale ga gago bjalo ka motšeakarolo go a tshephišwa. Tshedimošo yeo e tla ba e tšwa mo lesolong le la thuto e tšile go tšea karolo mo go oketšeng tsebo mabapi le taba yeo e nyakishišwang, gape le go hlahlobeng ga tshedimošo. Dipelo tša lesolo le di tla ngwalwa ka go nyakišišo ya tlalego yeo e tla išwang Yunibesithing ya Limpopo.

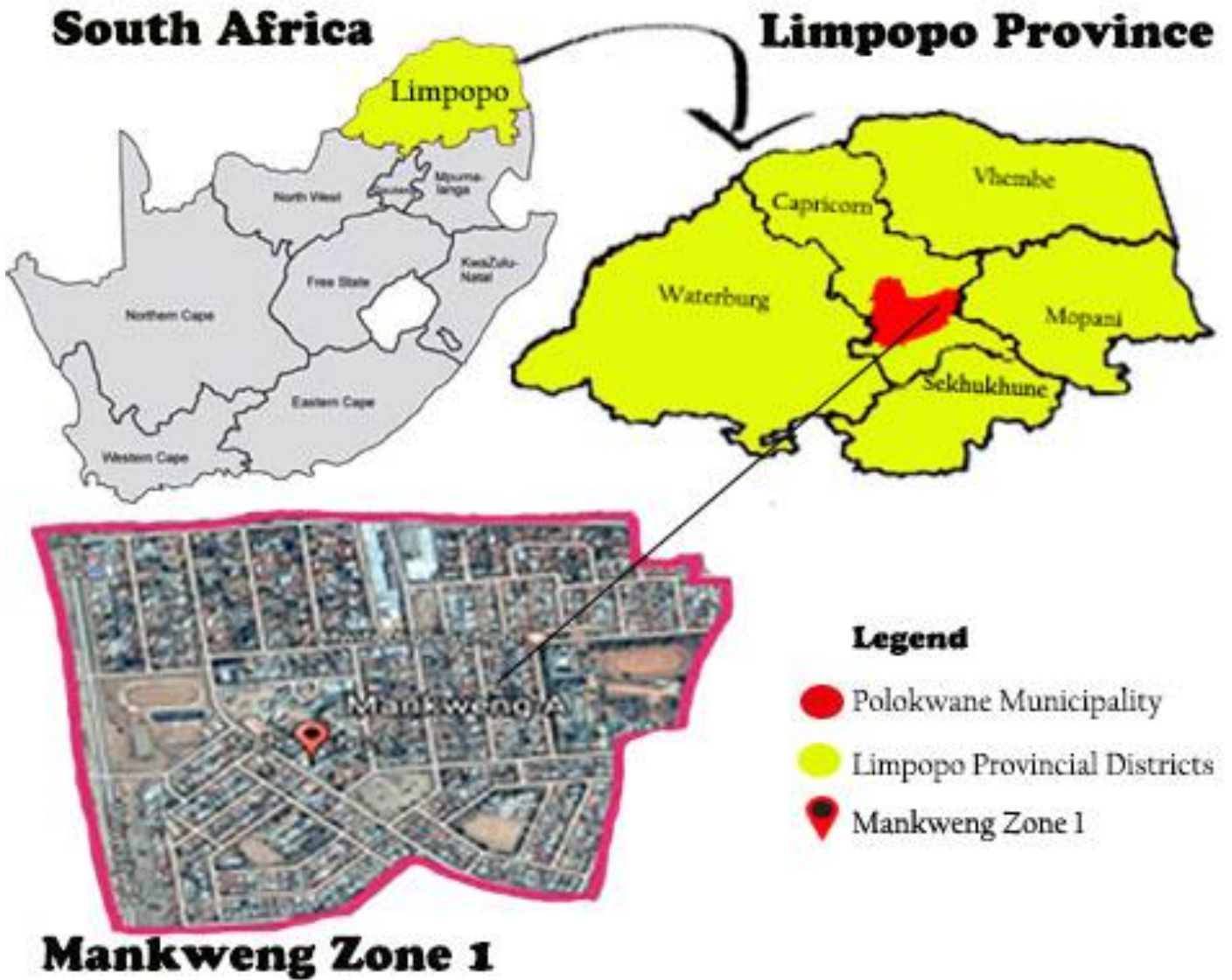
O kgopelwa go araba dipotšišo ka botshephegi go ya le kamo o ka kgonago. Go tšeeng karolo ga gago ga se kgapeletšo eupša go bohlokwa. O dumeletšwe go tlogela go tšea karolo nako efe goba efe.

Ke leboga nako ya gago.

Ka botshephegi,

Matlamela KM (Moithuti wa Masters)

Letšatšikgwedi



Appendix E1: Questionnaire (English)



Dear participant

Thank you for your interest to participate in this study which focuses on public confidence in the police in Mankweng Zone 1, Limpopo Province. This study aims to determine the public's level of confidence in the police in Mankweng. Please note that your participation is voluntary, and you are allowed to withdraw from the study if you do not wish to continue. Kindly respond to all questions as honestly as possible because the results of this study will be compiled in a research report that will be submitted to the University of Limpopo.

SECTION A: BIOGRAPHICAL DATA

Please provide the following information by showing your choice with an (x) in the suitable block using a pen or pencil.

1. Are you male or female?

Female	<input type="checkbox"/>	(1)
Male	<input type="checkbox"/>	(2)

2. How old are you?

18-21 years	<input type="checkbox"/>	(1)
22- 29 years	<input type="checkbox"/>	(2)
30-40 years	<input type="checkbox"/>	(3)
41-50 years	<input type="checkbox"/>	(4)
51-60 years	<input type="checkbox"/>	(5)
61 and above	<input type="checkbox"/>	(6)

3. What language do you speak?

Sepedi	<input type="checkbox"/>	(1)
English	<input type="checkbox"/>	(2)
Venda	<input type="checkbox"/>	(3)
IsiZulu	<input type="checkbox"/>	(4)
IsiXhosa	<input type="checkbox"/>	(5)
Other	<input type="checkbox"/>	(6)

4. In which category do you fit?

Single	<input type="checkbox"/>	(1)
Divorced	<input type="checkbox"/>	(2)
Widowed	<input type="checkbox"/>	(3)
Married	<input type="checkbox"/>	(4)
Separated	<input type="checkbox"/>	(5)

SECTION B: POLICE PERFORMANCE IN FIGHTING CRIME

5. According to your opinion, how effective do you think the police in Mankweng are in fighting the following types of crime?

1=Not at all effective; 2=Slightly effective; 3=Moderately effective; 4=Effective; 5=Very effective.

	Categories:	1	2	3	4	5
5.1	Violent crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2	Gang violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3	Drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4	Gun violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5	Burglary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(1) (2) (3) (4) (5)

6. How quickly, according to your experience, do the police react to reports of crime?

Police usually don't react;	<input type="checkbox"/>	(1)
15 minutes	<input type="checkbox"/>	(2)
30 minutes	<input type="checkbox"/>	(3)
45 minutes	<input type="checkbox"/>	(4)
1 hour and more	<input type="checkbox"/>	(5)

7: How effective do you think the police in Mankweng are at providing help to victims of crime?

Effective	<input type="checkbox"/>	(1)
Unsure	<input type="checkbox"/>	(2)
Not effective	<input type="checkbox"/>	(3)

8. Do you think the police in Mankweng are trying to be of assistance to victims of crime?

Yes	<input type="checkbox"/>	(1)
Unsure	<input type="checkbox"/>	(2)
No	<input type="checkbox"/>	(3)

SECTION C: COOPERATION WITH THE POLICE

Show your agreement level with the following statements, using a scale of five. 1=Very likely; 2=Likely; 3=Unsure; 4=Unlikely; 5=Very unlikely.

If a situation arises, how likely are you to:

		1	2	3	4	5
9	Call the police to report an accident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Call the police to report a crime occurring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Help the police find someone suspected of committing a crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Report dangerous or suspicious activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Take part in community policing activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(1) (2) (3) (4) (5)

SECTION D: PROCEDURAL FAIRNESS OF THE POLICE

Please show your level of agreement with each of the following statements, using a scale of 1-5. Where, 1=Strongly disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly agree.

The police in Mankweng:

		1	2	3	4	5
14	Treat everyone equally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Treat everybody with dignity and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Considers people's opinions when deciding what to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Sincerely try to help people with their problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(1) (2) (3) (4) (5)

Tlaleletšo E2: Lenaneo la dipotšišo (Sepedi)



Motšeakarolo

Ke leboga ge o bontšhitše kgahlego ya go kgatha tema lesolong le la thuto leo le ikemišeditšeng go tseba ka “Boitshepho bja setšhaba mo go maphodisa a Mankweng Zone 1, Profentsheng ya Limpopo”. Morero wa thuto ye ke go tseba maemo a boitshepo bja setšhaba mo go maphodisa a Mankweng. Go tšeeng karolo ga gago ga se kgapeletšo eupša go bohlokwa. O dumeletšwe go tlogela go tšea karolo nako efe goba efe. O kgopelwa go araba dipotšišo ka botshephegi go ya le kamo o ka kgonago gobane dipoelo tša lesolo le di tla ngwalwa ka go nyakišišo ya tlalego yeo e tla išwang Yunibesithing ya Limpopo.

KAROLO A: TSEBO KA TŠA BOPHELO BJA MOTŠEAKAROLO

O kgopelwa go araba dipotšišo tšeo di latelago ka go thala leswao la sefapano (X) lepokising leo le tshwanetšego ka pene goba pencil.

1. O monna or mosadi?

Female	<input type="checkbox"/>	(1)
Male	<input type="checkbox"/>	(2)

2. O na le mengwaga ye mekae?

18-21 years	<input type="checkbox"/>	(1)
22- 29 years	<input type="checkbox"/>	(2)
30-40 years	<input type="checkbox"/>	(3)
41-50 years	<input type="checkbox"/>	(4)
51-60 years	<input type="checkbox"/>	(5)
61 and above	<input type="checkbox"/>	(6)

3. O bolela leleme lefe?

Sepedi	<input type="checkbox"/>	(1)
English	<input type="checkbox"/>	(2)
Venda	<input type="checkbox"/>	(3)
IsiZulu	<input type="checkbox"/>	(4)
IsiXhosa	<input type="checkbox"/>	(5)
Other	<input type="checkbox"/>	(6)

4. O wela sehlophaeng sefe?

Bo tee	<input type="checkbox"/>	(1)
Tlhalano	<input type="checkbox"/>	(2)
Hlokofaletšwe	<input type="checkbox"/>	(3)
Nyetšwe	<input type="checkbox"/>	(4)
Kgaogano	<input type="checkbox"/>	(5)

SEHLOPHA B: TŠWELELO YA MAPHODISA GO LWANTSHANA LE BOSENYI

5. Go ya le ka maikutlo a gago, o nagana gore maphodisa a Mankweng a shoma gabotse go lwantsha mehuta yeo e latelago ya bosenyi?

1=Ga ba some le ga tee; 2=Ba soma gabotse; 3=Mosomo wa magareng; 4=Ba soma gabotse; 5=Ba soma gagolo.

	Mehuta:	1	2	3	4	5
5.1	Bosenyi bja dikgaruru					
5.2	Ntwa ya megofe					
5.3	Direthefatsi					
5.4	Ntwa ya dithunya					
5.5	Go thuba ka ntlong					

(1) (2) (3) (4) (5)

6. Go ya le ka maitemogelo'a gago, maphodisa a tseya sebaka se kaakang, go tseya magato ka dipego tsa tshelo ya molao?

Maphodisa ga a arabe;		(1)
Metsotso ye lesome hlano		(2)
Metsotso ye masometharo		(3)
Metsotso ye masomenne hlano		(4)
Awara e tee le go feta		(5)

7: O nagana gore maphodisa a Mankweng a fana bjang ka thuso go batswasebelo ba bosenyi?

Ba soma gabotse		(1)
Magareng		(2)
Ga ba some gabotse		(3)

8. Na o nagana gore maphodisa a Mankweng a leka go thusa batswasehlabele ba bosenyi?

Ee		(1)
Magareng		(2)
Aowa		(3)

SEHLOPHA C: TŠHOMIŠANO'MMOGO LE MAPHODISA

Bontšha tumelo ya gago ka thušo ya sekala sa dintlha tše hlano (5). Moo, 1= Ga ona kgonagalo le ga tee; 2= Ga ona kgonagalo; 3=Ke magareng; 4=Go na le kgonagalo; 5=Go na le kgonagalo kudu.

Ge boemo bo ka tšwelela, go na le kgonagalo ye kaakang gore o ka:

		1	2	3	4	5
9	Leletša maphodisa o bega molato					
10	Leletša maphodisa go tlalega molato wo o diragalago					
11	Fana ka tshedimošo go maphodisa go ba thuša go humana mogonenelwa wa tša bosenyi					
12	Bega dangerous or suspicious activities					
13	Tšeya karolo go kopano ya maphodisa le setšhaba go boledišana ka bosenyi					

(1) (2) (3) (4) (5)

SEHLOPHA D: MAGATO'A MEKGWA E MEBOTSE YA MAPHODISA

Bontšha tumelo ya gago ka thušo ya sekala sa dinthla tše hlano (5). Moo, 1= Gana kudu; 2= Gana; 3= Magareng; 4= Dumela; 5= Dumela kudu.

Maphoisa a Mankweng a:

		1	2	3	4	5
14	Tshwara batho ka go lekana					
15	Tshwara motho yo mongwe le yo mongwe ka seriti le tlhompho					
16	Ela šedi maikutlo a batho pele ba tšeya sephetho sa gore ba dire eng					
17	Leka ka botshepegi go thuša batho bao ba nang le mathata a bona					

(1) (2) (3) (4) (5)



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29 October 2021

Dear Sir/Madam

SUBJECT: EDITING OF DISSERTATION

This is to certify that the dissertation entitled: 'Public confidence in the police in Mankweng Zone 1, Limpopo Province' by Ms KM Matlamela has been copy-edited, and that unless further tampered with, I am content with the quality of the dissertation in terms of its adherence to editorial principles of consistency, cohesion, clarity of thought and precision.

Kind regards

Prof. SJ Kubayl (DLitt et Phil - Unisa)
Associate Professor
SATI Membership No. 1002606