EVALUATION OF THE SOCIAL REINTEGRATION PROGRAMME IN CORRECTIONAL SERVICES IN MBOMBELA, MPUMALANGA PROVINCE

BY

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DECLARATION

I, **Mondlane Daniel Luckyboy**, declare that the Mini-Dissertation hereby submitted to the University of Limpopo, for the degree of Master of Public Administration has not been submitted by me for a degree at this or any other university; that it is my work in design and in execution, and that all materials contained herein has been duly acknowledged.

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Mondlane D.L.   (Mr)   **Date**

DEDICATION

This work is dedicated to my beloved parents Mrs. Sanie Violet Mondlane and the late Mr. Mabhongo Aaron Mondlane for their motivation, encouragement, and support throughout my studies.

My wife, Simangele Olgah Mondlane, thank you for the lovely support throughout my studies. You were there for me all the way. I thank you.

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ABSTRACT

The study investigated the management of the social reintegration programme in the Department of Correctional Services in Mbombela Municipality, Mpumalanga Province. The role played by the stake holders in the programme and the department in rehabilitating and reintegrating the offenders. The purpose is to evaluate the effectiveness of the programme; social acceptance and the application of skills obtained in the correctional facility as a deterrent to committing a further crime.

Section 50 of the Correctional Services Act, 1998 (Act No. 111 of 1998); provide the following mandates; the objectives of the study is amongst others to afford sentenced offenders an opportunity to serve their sentences in a non- custodial manner, to enable persons subject to the programme to lead a specially responsible and crime free life during the period of their sentence and in future, to enable offenders to be rehabilitated in a manner that best keeps them as integral part of society and to enable them to be fully reintegrated into society when they have completed their sentences.

The investigation is both qualitative and quantitative whereby; it would be descriptive; analytical, interpretive and evaluative. The findings of this study have shown that the majority of offenders do not lead a crime free life after imprisonment. However, Correctional programmes rendered are designed to equip offenders with skills to lead a responsible life on reintegration and also the level at which other stake-holders are involving themselves in the reintegration of offenders in order to reduce reoffending.

The recommendations suggest the following as research findings:

- Offenders should be equipped with skills that can make them employable and self-sufficient in the outside world.
- Offenders should also be monitored even after hours; there must be no specific time of monitoring.
- More resources should be channelled to the programme.
- Correctional Services should employ the aid of external service providers in order to equip offenders with skills in the community and reduces the chances of reoffending.
- External stake-holders should continue rendering programmes to ex-offenders who exited the system.

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CHAPTER ONE
ORIENTATION OF THE STUDY

1.1 INTRODUCTION

According to chapter 2 of the Correctional Services Act 111 of 1998 the Department of Correctional Services is part of the public service established in terms of Section 197 of the Constitution of the Republic of South Africa, Act 1996. The Correctional Services contribute to maintaining and protecting a just, peaceful and safe society by enforcing sentences of the courts in a manner prescribed by this Act, detaining all offenders in safe and secure custody. The correctional services ensure human dignity and the promotion of the social responsibility and human development of all offenders and persons subject to social reintegration as part of service delivery by the Department of Correctional Services. The White Paper on corrections, which was promulgated as a policy on 9th February 2005, identifies the correction cycle and indicates that the society has a crucial role to play as a stakeholder.

The objectives of the Department of Correctional Services are, among others, to rehabilitate the offenders, to provide safe custody of the already sentenced serving inmates and to reintegrate the corrected offenders back into the community. The department provides services such as the consistent correcting of the behaviour of the offender during the prison life into the admissible behaviour accepted by the community at large. If these services are not up to acceptable standard, however, the community will suffer the consequences, as the rehabilitated offenders will still be a problem to the community of Mbombela Local Municipality (White Paper on corrections as amended, 2011:38).

The Department of Correctional Services has a bigger problem of failing to rehabilitate the offenders. Employee commitment and lack of skills in dealing with the mental behaviour of the offenders, the psychological and socioeconomic factors attached to the daily life of the offender during and after prison life are the main causes of rehabilitation failure. Management must take this problem into consideration before it impacts negatively on the image of the department. The history of the department shows that Correctional Services officials were not trained in the skills and knowledge critical for a new rehabilitation-centred correctional system and as a result, the department is now facing major challenges to retrain its members in the new paradigm of

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rehabilitation through correction and development in a secure, safe and human environment (White Paper on corrections as amended, 2011:38).

1.2 BACKGROUND OF THE STUDY

As an organisation with diverse mandates and functions, the department's mission is carried out by a number of organisational units such as correctional centres, regional offices and area offices and community corrections offices. Service delivery is brought to customers through a network of Social Reintegration / Community Corrections offices and mobile units especially meant for physical monitoring. The department strives to become the leading state department in South Africa in terms of service delivery. Through successful stakeholder relationships, collective and collaborative solution finding, empowerment, flexibility and creativity, the Department of Correctional Services will transform itself from a reactive to a proactive organisation recognised for successful service delivery, effective and committed staff members.

In order for the department to fulfill its objectives it requires effective balancing of the immediate need for information to guide the management of resources with the need for long-range strategic information which will allow for understanding and predicting of emerging patterns and trends in the external and internal environments. In a rapidly changing world, rendering world-class service is needed to fulfill the needs of the customers.

There is a growing public awareness of the threats to the nation's integrity by way of fraud and corruption, through the release of inmates before the stipulated time as well as the awarding of parole to undeserving prisoners. To minimise these threats, the optimisation of effective, efficient and economic service delivery is crucial. By understanding the status of service delivery and trends that impact on it, limited resources can be optimally deployed in order to improve the quality of life for all the citizens. Although the organisation is doing the best to improve service delivery there are still community members / customers who are not happy about the service rendered by the department.

Public service delivery has, over the years, been a cause for concern with lack of business-like attitude by the public. These institutions, due to their monopoly as providers of services, have done little to improve their quality of service. The government has shown lack of commitment in

this regard as no investment has been made towards improving working methods, working environment as well as developing and implementing a comprehensive strategy for higher performance in the public sector. Civil servants are often viewed as lazy and under-qualified; on the other hand the employees themselves complain of high work load and low salaries to justify their level of incompetence. One sector that needs consideration is the Department of Correctional Services which, over the years, has been bedevilled by delays in the issuing of paroles, whether in the form of medical grounds, after serving half of the sentence or direct judgement from the courts. This department is characterised by long queues and frustrated citizens due to the slow pace at which work is conducted. This has resulted in the overcrowding of correctional centres; some of the inmates being repeat offenders.

1.3   RESEARCH PROBLEM

The correctional services Act 111 of 1998 laid down provisions according to which offenders placed on the social reintegration programme should comply. Section 45 of the act cites the objectives and aspirations of placement on the programme which also includes the socially responsible and acceptable life after imprisonment as an objective of the programme. Offenders due for parole are also delayed to be released (Mpumalanga News October, 10:2013). Chapter 1v of the Act also details the objectives for the already released offenders on the programme with the involvement of internal and external stakeholders.

Despite the provisions of the Act, the rate of reoffending in the Mbombela Municipality is increasing, opposed to the expectations of the Department of Correctional Services. The level of crime has gone up from 6.5% to 8.9% by perpetrators who once tasted the prison life (Department of Correctional Services Annual Report April 2012-2013).

1.4   AIM OF THE STUDY

The aim of the study is to investigate the management of the social reintegration programme in the Department of Correctional Services in Mbombela Municipality, Mpumalanga Province.

1.5   SPECIFIC OBEJECTIVES

In order to strengthen the aims of this study, the following objectives will be pursued:

- To determine the effectiveness of the program to prepare offenders for release.
- To determine strategies which could assist in rehabilitating convicts not to commit crime again?
- To determine if all the stakeholders in the reintegration process are playing their role.

1.6   HYPOTHESIS

The researcher advances the following hypotheses:

- Failure to adhere to the laid down procedures and guidelines of dealing with parolees and probationers will result in the high escalating rate of crime perpetuation, and consequently the country's economy will be negatively affected.
- Reluctance in reintegrating parolees will lead offenders to keep on committing further crimes and in doing so, the department shall be putting the community's life's at risk.
- Ineffective reintegration of offenders will cause the liberation of offenders to the community un-rehabilitated.

1.7   SIGNIFICANCE OF THE STUDY

The importance of the study is to unearth the causes of reoffending by ex-offenders by revealing the ineffectiveness of the programme designed for offenders readjustment after imprisonment, strategies and the part played by the relevant stakeholders in the reintegration of offenders as a measure to the reduction of crime and the rate of reoffending by the offenders who benefitted from the social reintegration in the Mbombela Municipality area. The study is meant for the Department of Correctional Services, community, offenders as well as the stakeholders in the programme with an effort to improvise it in all its endeavours.

1.8   DELIMITATIONS OF THE STUDY

This study was undertaken in the Barberton area which covers the following areas: Nelspruit and Nsikazi. These are referred to as part of Correctional Services management areas. Thus, the

investigation was carried out in this vast area to explore the reintegration programmes offered by the Department of Correctional Services.

1.9   LIMITATIONS OF THE STUDY

The following constraints are envisaged: that some respondents (participants) may not cooperate by not giving genuine responses or not returning the completed questionnaires as they may think they are not doing justice to their employer. The funds that might be needed for transport due to the vastness of the area might be a challenge and in order to supplement that, questions could either be posted per postal address or by using a fax machine.

1.10   OPERATIONAL DEFINITIONS

Following would be the definitions of the concepts which are circumscribe to the study.

1.10.1 Department of Correctional Services

The Department of Correctional Services in South Africa is one of the arms of government established in terms Chapter 9 of the Constitution Act 108 of the Republic of South Africa, 1996 tasked with the duty of rehabilitating and correcting sentenced individuals from courts into reforming as desirable individuals of society who should be sent back to society and fit as desirable elements.

1.10.2 Service delivery

Service delivery is deemed an essential basic need of humans which should, therefore, be provided by government and its affiliates to the public. In this manner the Department of Correctional Services should provide service to communities where it is located (Municipal Systems Act 32 of 2000).

1.10.3 Social reintegration

Social reintegration is often understood as a complementary crime prevention measure of providing support given to offenders during their re-entry into society following imprisonment. It also encompasses a number of interventions undertaken following an arrest to divert offenders

away from the criminal justice system to an alternative measure, including a restorative justice process or suitable treatment and it includes community based sentence rather than imprisonment in an attempt to facilitate the social reintegration of offenders within the community, rather than subjecting them to the marginalizing and harmful effects of imprisonment (Chesne, 2010:n.p).

It is often regarded as an outcome of the reduction of continuous reoffending by the provision of proper education, employment, accommodation, cognitive skills, social networks, attitudes, and the dealing of drugs and alcohol abuse in and within the community where the offender is attached and residing.

1.10.4 Barberton management area

A Correctional Services management area is the area of jurisdiction assigned to an office. Its core business is to administer the functional roles under its jurisdiction and command. Getting convicted individuals and rehabilitating them in a humane manner and then sending them back to society. For example Barberton Correctional Services is responsible for Barberton, Nelspruit and Lydenburg which includes areas such as Bushbuckridge, Nkomazi, and Nsikazi areas form part of Barberton management area which also operates in the heart of the Mbombela Local Municipality.

1.10.5 Parole

According to the Correctional Services Act 111 of 1998 chapter 1V Parole is an accepted mechanism that follows on the conditional release of offenders from a correctional centre after having served a certain portion to the community prior to the expiration of their entire sentences of imprisonment as imposed by a court of law.

1.10.6 Rehabilitation

The White Paper on Corrections defines rehabilitation as a result that combines the correction of offending behaviour, human development, and promotion of social responsibility and values and it is also the desired outcome of the processes that involve both the departmental responsibilities of the government and the social responsibilities of the nation (White Paper on Corrections as amended, 2011).

The Correctional Services Act 111 of 1998 refers to rehabilitation as the process of restoring an individual to his/her former state of health by training or therapy after imprisonment in a form of institutional and therapeutic programs. In this context, offenders undergo education programmes that make them change from their old, undesirable character to that deemed by society as desirable and acceptable (Correctional Services Act 111 of 1998).

1.11   ORGANIZATION OF THE STUDY

This study is divided into five chapters which are as follows:

Chapter 1: Orientation of the Study

Orientation of the study serves as the introduction and articulates the problem statement, motivation for the study, objectives of the study, the research questions, significance of the study and working definitions.

Chapter 2: Literature Review

This highlights an in-depth literature study of the related research question. A theoretical discussion and related studies on service delivery to communities by the Correctional Services is articulated. The researcher has used the library and a dialogue search to dig deeper into the role of correctional services and the challenges they meet.

Chapter 3: Research Design and Methodology

The chapter highlights the research design as both quantitative and qualitative research. The methods and instruments for data collection are discussed. Aspects such as the population, sample, sampling procedure, data collection, analysis, reliability, validity and ethical issues will be discussed.

Chapter 4: Data Presentation, Analysis and Interpretation

This fourth chapter signifies the climax of the study. The data collected through questionnaires and oral interviews are synchronised and the meaning deduced in response to the research

question(s). The thematic approach and statistical process for social sciences are used to analyse the respondents' views collected via interviews and questionnaires with open-ended questions.

Chapter 5: Findings, Recommendations and Conclusion

The chapter highlights the major research findings and conclusion, befitting recommendations on how to improve the effective social reintegration of offenders in the Mbombela Municipality Area and the conclusion of the study.

CHAPTER TWO
LITERATURE REVIEW

2.1   INTRODUCTION

The previous chapter has presented the proposal of the investigation. In this chapter the literature review relevant to the study will be presented. The Department of Correctional Services is mandated by law to incarcerate, rehabilitate and reintegrate offenders to their society of origin during and after term in the correctional centre. Reintegration of offenders as part of implementing the right association to offenders, education, and other human rights as they are in the bill of rights offer the full possibility of offender reintegration as another form of rehabilitation of offenders. So, this chapter will focus on the present state of offender reintegration in South Africa and the international world as well as their experience after imprisonment regarding the social reintegration of offenders. This chapter reviews the previous research findings and the literature on the topic as well as the way in which the Department of Correctional Services gets the results of reintegrating offenders.

2.2   THEORETICAL CONCEPT OF SOCIAL REINTEGRATION

Social reintegration is defined by the department of correctional services as a process of facilitating acceptance and effective re-adjustment of offenders as responsible citizens, into their communities of origin after incarceration. This process begins during the early stages of admission at the correctional centre, including a pre-sentencing period until to the final stage of transfer to community corrections where the offender would finally be released (Creating Paths to Offender Reintegration, 2008:10).

Throughout the process the offender should gain access to a variety of services such as legal, social, spiritual, financial and psychological services in order to prepare for his/her sentence plan which paves the way towards his reintegration. The availability of these services depends on a strong partnership within the justice system, between Non-Profit Organisations and the Department of Correctional Services and its social partners as active role players in the programme (Creating Paths to Offender Reintegration, 2008:10).

The Creating Paths to Offender Reintegration (2008:10) stipulates that the Department of Correctional Services is also claiming that the reintegration process comprises of various phases where the earliest is the is the pre-sentence report phase which is compiled and submitted to the court after the proceedings, followed is the detention phase which is only applied to individuals who had been convicted and sentenced to direct imprisonment. The programme therefore starts on induction, assessment of the needs of an offender, profiling of the offender and the development of a sentence plan which must be executed during the period of imprisonment in preparing for the release or transfer to community corrections. This process is, according to the Department of Correctional Services, also applicable to offenders who are sentenced to correctional supervision. The Department of Correctional Services is also monitoring compliance of supervision conditions to those offenders, including offenders who are on bail.

In addition, the Creating Paths to Offender Reintegration (2008:10) provides that for the department to fulfil this function, it is therefore necessary for correctional officials to interpret the conditions in a language which is simple for the offender to understand. The department is also obliged by legislation to forge a positive partnership between offenders and service providers who offer the services which the offenders may need, however it is also the responsibility of the department to apply the consequences of non-compliance to supervision conditions. The final phase of social reintegration is described by the Department of Correctional Services as the release phase. During this phase the offenders are afforded the benefit of pre-release interventions and are therefore referred to community support systems and either continue with house arrest or keep their employment as a form of reintegrating back to their societies. In this phase offenders are expected to win the trust of the society by showcasing their skills and services obtained at correctional centres as proof of having passed through the offender rehabilitation path.

2.3   LEGAL FRAMEWORK OF REINTEGRATION OF OFFENDERS

The Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) as the highest law in the country does not give a clear picture of the reintegration of offenders, however it provide a guideline in Bill of Rights as a cornerstone of democracy in the Republic of South Africa by guiding every citizen about democratic values such as human dignity, right of association,

equality and freedom. It also empowers state departments including correctional services to formulate their own laws that are subordinate to the Act.

It is often argued that the Constitution confers a duty on the state to create opportunities for offender's reintegration. However the Constitution does not expressly provide that the state should assist offenders to rehabilitate or reintegrate, but the overall framework and language of the Constitution supports this notion of a Constitutional obligation to support their reintegration by ensuring that all South Africans should contribute to maintaining a just, peaceful and safe society by promoting human development of all citizens.

The values of the 1996 Constitution have added new dimensions and theories of punishment. Offender reintegration or rehabilitation is a less superficial aspect of punishment and sentencing in contemporary times than it was prior to the drafting of a new Constitution in South Africa. The utilisation of restorative justice processes, alternative sentencing options such as correctional supervision and diversion programmes are directing to a more rehabilitative approach to the outcomes of criminal justice processes and even to punishment. Our courts have over the years regarded a prison sentence to be an acceptable form of punishment by imposing hefty sentences that lock the prisoner to rot in jail and then throw away the keys. This was not the best form of rehabilitation, thereafter our courts, began to gradually adjust to a more rehabilitative approach during the introduction of a social reintegration system to that effect. The following provisions are derived from laws passed by the parliament to regulate the reintegration of offenders.

2.3.1   The White Paper on Corrections, 2005

The White Paper on Corrections is a twenty year strategic document which gives the Department of Correctional Services a challenging mandate by directing safe custody of inmates and also their preparation for the outside world, by effectively reintegrating them back into the community and contributes meaningfully as law abiding citizens. These is not an easy task, However, it directs the Department of Correctional Services with the skills of forging partnerships with the civil society organisations, non-profit organisations, families of offenders, victims of crimes and the offenders themselves. Through effective collaboration of all these role-players there is very high likelihood of winning the battle against re-offending and the fight against crime (White Paper on Corrections, 2005).

The primary legal framework in the Correctional Services has taken a step ahead in the White Paper on Corrections. The document is clearly stating the vision and mission of the department which is to put rehabilitation at the centre of all its activities in partnership with external stakeholders through the integrated application and direction of all departmental resources to focus on the correction of offending behaviour, the promotion of social responsibility and the overall development of the person under correction, the cost-effective provision of correctional facilities that will promote security, correction, care and development services within an enabling human rights environment, progressive and ethical management and staff practices within which every correctional official performs an effective correcting and encouraging role. Last but not least are seven of the ten departmental objectives set out in the White Paper that are closely related to social reintegration.

The White Paper on Corrections, 2005 is also giving the vision and direction of the social reintegration programme as a crime reduction strategy when it sets its objectives, to put rehabilitation and reintegration at the centre of its activities. One of the main objectives is to revive the relationships between the offender and his/her victim, community, family and the society as a whole. The social reintegration programme tends to be a difficult exercise to both the family and the community who must be directly involved in accepting the ex-offenders back in either their household or societies upon their release from the correctional centre and also to offenders who have to take responsibility for their actions and become productive citizens of that particular society. Offenders who fail to reintegrate successfully into the mainstream society might reoffend. However, the state's budget is poorly aligned to social reintegration ever since it was incepted in 1992 as a one of the department's activity (White Paper on Corrections, 2005:88).

The White Paper also offers a challenging mandate to the Department of Correctional Services, simply because inmates are kept in safe custody and simultaneously prepares them for release into the community (social reintegration). The White Paper on Corrections also obligates the Department of Correctional Services to establish partnerships with the civil society and other government departments in the criminal justice cluster (White Paper on Corrections, 2005:88).

The primary legal framework in the Correctional Services has taken a step ahead in the White Paper on Corrections. The document is clearly stating the vision and mission of the department which is to put rehabilitation at the centre of all its activities in partnership with external stakeholders through the integrated application and direction of all departmental resources to focus on the correction of offending behaviour, the promotion of social responsibility and the overall development of the person under correction, the cost-effective provision of correctional facilities that will promote security, correction, care and development services within an enabling human rights environment, progressive and ethical management and staff practices within which every correctional official performs an effective correcting and encouraging role.

2.3.2   The Correctional Services Act, 1998 (Act No. 111 of 1998)

The role of the correctional system is to contribute to maintaining and protecting a just, peaceful and safe society by promoting the social responsibility and human development of all offenders subject to community corrections. The act also provides for the environment in correctional centres. That increases the prospects of effective reintegration of offenders back into their society. The provisions of section 13 of the act, obligates the Department of Correctional Services to encourage offenders to maintain contacts with their communities in order to stay informed about the current state of affairs. Prison labour at correctional centres should aim at equipping offenders with skills in order to be gainfully employed upon release. The act outlines the objectives of the department through community corrections in the following manner: to afford sentenced offenders an opportunity to serve their sentences in a non-custodial manner, to enable persons subject to community corrections to lead a socially responsible and crime-free life during the period of their sentence and in future, to enable persons subject to community corrections to be rehabilitated in a manner that best keeps them as an integral part of society, and to enable them to be fully integrated into society when they have completed their sentences (Section 50 of the Correctional Services Act 111 of 1998).

It further mandates the minister of correctional services to establish and name the correctional supervision and parole boards for each and every management area, consisting of a chairperson, vice-chairperson, two community members all from the civil society and one official from the department as the secretary of the board. The board is empowered by the act to decide on the

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specified time for offender reintegration (Correctional Services Act 111 of 1998). Section 40(1) (b) of the Correctional Services Act on labour of sentenced offenders obligates the department to provide sufficient work that must as far as practicable be aimed at equipping such offenders with skills in order to be gainfully employed in the society upon release (Correctional Services Act, 1998).

More importantly, for effective reintegration processes, section 38 of the Correctional Services Act provides for the assessment of every sentenced offender upon admission in order to determine the security classification of for purposes of safe custody, health needs, educational needs, social and psychological needs, religious needs, specific development programme needs, work allocation of specific correctional centre, needs regarding reintegration into society, restorative justice requirements, vulnerability, sexual violence and exploitation. The assessment would then be followed by a sentence plan which is to serve as a tool and the strategic plan throughout the duration of the sentence until the last expiry day of the sentence. According to section 45 of the Correctional Services Act, every sentenced offender must be prepared for placement, release and reintegration into society by participating in a pre-release programme (Correctional Services Act 1998).

2.3.3   The judicial approach to social reintegration

Courts are also obligated by law to sentence an offender to correctional supervision which should be undergone [by the offender] at the specific society where the offender has violated the law according to section 276(1) h of the criminal procedure Act 51 of 1977.

2.3.4   The restorative approach to social reintegration

The aim of offender reintegration, as opposed to retributive punishment and imprisonment, is to protect both the offenders and the society as a whole. Offender reintegration is not a crime prevention model on its own, but may be seen as part of a restorative justice initiative. Restorative justice approach includes accountability from the part of offenders about infringing other people's rights during the committal of a criminal act. In accounting for the wrong deeds, it may include opportunities for various options of mediation and conferencing between victims, offenders, families and the community through victim initiated contact, and support, as well as

various forms of community service, it also includes non-custodial sanctions as opposed to imprisonment and reintegrating former offenders to the community as productive citizens. This approach holds a greater promise to reduce crime than a strictly punitive approach [corrective approach]. The successful reintegration of offenders benefits society and reduces crime and victimization. The White Paper on Corrections (2005) promotes the inclusion of various state departments in an attempt to steer the restorative approach to social reintegration with an ultimate aim of reducing crime and victimization by implementing effective programmes (Padayachee, 2008:16).

2.3.5 Skills development approach to social reintegration

The formulation of the Skills Development Act 55 of 1996 was to address the high disparity of skills in the public sector including the Department of Correctional Services. Some of the identified challenges are to improve the high level of low productivity due to inadequate training, the high level of unskilled workers in the work place, inadequate opportunities for the upgrading of skills. So, Correctional Services is also expected to align its strategic objectives to the Skills Development Act in order to capacitate its workforce before it can attempt to develop offenders whilst preparing for their reintegration back into the society (White Paper on Corrections:2005).

The department is also expected to improve and expand its ability to reintegrate offenders by enhancing the programme through education and training from inside its premises. Better communication channels as well as public education are also a key to achieve this goal. It is also the departmental responsibility to convince the societies whilst considering public values and education. The prevailing moral climate within societies, attitudes towards crime and the willingness of citizens and their societies to take responsibility for crime in reducing tolerance towards crime levels [through joint participation in reintegration programmes and projects] is considered seriously. Community education also is an important instrument (Tapscott: 2007:91).

The development of a service strategy and the ability to deliver quality reintegration programmes within societies may well lead to the identification of training needs for both new and experience personnel in the Department of Correctional Services. The training should cover areas of technical training to ensure that the personnel are able to deal with most queries satisfactorily (Mnisi, 2007:n.p).

Correctional Services personnel should lead an exemplary life as reformed and developed humans and ensure idealism whenever they exercise their duties. This would mean that each and every correctional official is expected to be a rehabilitator, educator, and also a security official (White Paper on Corrections: 2005).

2.4   ROLE OF THE STATE IN OFFENDER REINTEGRATION

The state is the overall facilitator and driver of corrections. In addition the role of the state is, among others, to provide its citizens with the employment opportunities, economic emancipations, rural development, social and economic development, justice, crime prevention and security, education, governance and administration, health and social development. It is the responsibility of the state departments to assist non-profit organisations with financial support in order to sustain the project.

South Africa has begun to accept that positive, constitutionally derived duties with regards to criminal sanctions are placed on the state. It is arguable that a constitutional duty rests on the state to assist ex-offenders with their reintegration into society. It is also one of the responsibilities of the Department of Correctional Services to render the social reintegration of rehabilitated offenders back into their communities of origin after serving the term of imprisonment at correctional centres (rehabilitation).

Presumably it is possible for the Department of Correctional Services to improve and expand the reintegration of offenders by improving its own capacity through training and developing its workforce to do so, in addition to training it should also enhance its budget in order to meet the community's needs. It is also within its limits to develop a service strategy and the ability to deliver the service of a high quality at a required level by identifying some training needs for all the staff. This is because correctional services staff should lead an exemplary and responsible life that could be beneficial to both the society and the offenders. The state's efforts should aspire towards a crime free society which would not discriminate other sectors of the community just because of their past criminal experiences and behaviour through effective social reintegration of offenders.

2.5   THE EXPECTATIONS OF THE ORGANISATION AND PERSONNEL

The relationship between the staff and offenders should play an equivocal role in the reintegration and rehabilitation of offenders and management of corrections. The competencies required to achieve these is the combination of specific qualities, experience, expertise, professional ethics, personal development, and multi-skilling. For every staff member to effectively rehabilitate and reintegrate an offender he/she is expected to possess the qualities of an ideal official by leaving the values of the organisation as stated above. Corrections is a young and developing profession which needs each and every correctional official to take the responsibility of self-development seriously and cultivate a culture of learning. The department has asserted that every official is a rehabilitator who leads by example (White Paper on Corrections, 2005:110).

The social reintegration programme should begin on admission at the correctional centre to prepare the offender with education, skills, and any attributes that can ensure that he/she refrains from reoffending as an outcome of the programme. The department should also employ more skilled personnel who can effectively develop a culture of responsibility by engaging in skills development programmes using the aid of external stakeholders. Hence the rehabilitation is not of correctional services alone, it is a joint responsibility of each and every South African (White Paper on Corrections, 2005).

2.6   EXPERIENCES AFTER RELEASE

Ex-offenders are placed into their community of origin, it is therefore important that their family ties are maintained and encouraged while they are still in the correctional centre. The family and the community both has an important role in the welcoming of the offender back into the community, by normalising him or her after institutionalising experience of incarceration by providing shelter and food, and offer support while the ex-offender attempts to procure gainful employment.

The detention of offenders in South Africa and elsewhere has a harmful effect. Institutionalisation and socialisation in correctional centres are some of the sub-cultures that affect offenders negatively. Other factors that are impeding the effective reintegration of

offenders are limited resources in correctional centres such as the insufficient allocation of funds and poor staffing and skills shortages, overcrowding, sexual violence and corruption. These factors affect the future development of offenders as they begin from the correctional centre and continue until placement to the community. Overcrowding in correctional centres is also making it more difficult to build and sustain progress in assessing and it is even more difficult to place offenders in appropriate programmes and to allow them to complete courses that are skill-based qualifications.

Offenders, who experienced the above factors, serve their prison term and leave the correctional centre without being developed. So, there is a possibility of re-offending because they are unable to face the outside world and lead a socially and economically responsible life after release as their potentials were not identified. The reoffending is due to the lack of employment and business opportunities and the lack of after care programmes because of their rural origin like the under-development of their communities and the stigma of crime previously committed. The offender is always a suspect whenever the similar offence is committed just because he/she once tasted prison.

Offenders, who are incarcerated at correctional facilities, are faced with a broad range of social, economic and personal challenges that will end-up being obstacles to a crime-free lifestyle (Borzycki and Baldry, 200:n.p). They are sometimes having a history of social isolation and marginalization, physical and emotional abuse, poor employment or unemployment, and involvement in a criminal lifestyle that may have begun at an early age. Some offenders are mentally challenged and faced with health issues that may be related drug and substance abuse. Many offenders are challenged with skills deficits when released from the correctional centre and this would cause their inability to adjust to the community. Offender isolation due to incarceration also results in the loss of personal belongings as well as other social exclusions such as the loss of social relationships which costs an offender enough time to achieve (Griffiths, Dandurand and Murdoch, 2007:n.p).

There are other practical challenges that are faced by offenders such as poor inter-personal skills, low levels of formal education, illiteracy and innumeracy, poor cognitive or emotional functioning, and/or lack of planning and financial management skills. Some social skills include

the finding of a suitable accommodation with very limited means, inaccessibility of lawful remuneration to satisfy everyday necessities, services, and support to their specific needs (Griffiths, Dandurand and Murdoch: 2007:n.p). In addition to that some may have lost their close relationships due to the Aids pandemic.

In order to address the risks associated with the above there are criminogenic needs that must be addressed by institutional and community-based treatment services which are related to formal education, provision of employment, accommodation, drugs and alcohol abuse, mental health treatment centre, social networks, cognitive skills and attributes. Some of these risks are dynamic in nature and could be changed at any time whereas some could not. Treatment programmes differ in their efforts to address some of these risks, progress made can only depend on the willingness of the offenders, communities and the authorities to accept responsibility of reintegration (Griffiths, Dandurand and Murdoch, 2007:n.p).

Factors which affect effective reintegration of offenders are, amongst others, limited resources in correctional centres such as the shortage of specialised personnel and minimum budget allocation, overcrowding, gang violence in other areas, sexual violence and corruption. These factors together with the fact that there are minimal rehabilitation opportunities in correctional centres results in offenders being dumped back into society regardless of whether they have changed for the better or not. In the light of these challenges it is not surprising that often offenders released from the correctional facility either become more inclined to criminal acts or abscond from the system of community corrections.

2.7   OFFENDER REINTEGRATION FROM THE INTERNATIONAL PERSPECTIVE

Other countries focus more on vocational training, education and spiritual development than on psychological and behavioural aspects of rehabilitation in preparing for effective reintegration. This is due to the lack of professionals. In Tanzania, where rehabilitation is understood to include the correction of the offending behaviour, human development and the promotion of social responsibilities and values, opportunities are limited on vocational and occupational training, with limited educational opportunities for young offenders. In Zimbabwe, 70% of

sentenced offenders are engaged in literacy classes, skills training, and church and counselling services (Human Right in African Prisons: 2005 no pages).

Due to the challenges of rejection by the community, fear of revenge on the part of victims or victim`s families, and responding to this reality, the Prison Fellowship International in Zimbabwe created the victim-offender reconciliation programme to assist in the effective reintegration of offenders. Face-to-face meetings with those impacted by the crime are initiated. As a collective effort these meetings are attended by the families of victims, families of offenders, victims and community leaders. The process allows all the parties to gain the greater understanding of the crime, how it affected everyone, how the ex-offender can return and reintegrate into his/her community, the smooth running of the process becomes effective if it is generally initiated by the perpetrator (offender) and these should be a continuous process until the total healing is achieved. The Victim-Offender Dialogue (2008:n.p) pointed out these post-release interventions which generally have the following three results:

- The ex-offender asks for and receives forgiveness;
- The ex-offender offers to return stolen goods or destroyed property or to compensate the family in some way. In some cases, ex-offenders have offered to support the victim`s family; and
- Most of the forgiven and accepted ex-offenders are back in their communities of origin doing productive work.

In New Zealand, 8500 inmates and 3100 offenders are managed each week in the communities as well as in the correctional centres. Correctional services staff members are also committed to assisting those offenders to address their criminal behaviour and gain skills that will allow them a free community re-entry. Correctional programmes presented ensure compliance with the sentences and orders imposed by the courts and the correctional supervision and parole boards. Offenders are also provided with rehabilitation; correctional programmes and skills training that will turn their lives around and break the cycle of reoffending.

In South Africa the system adopted was copied from Canada and from the United States of America, the programme is implemented according to the following requirements:

- Afford sentenced offenders an opportunity to serve their sentences in a non-custodial manner;
- Enable persons subject to community corrections to lead a socially responsible and crime-free life during the period of their sentence and in future;
- Enable persons subject to community corrections to be rehabilitated in a manner that best keeps them as an integral part of society, and
- To enable persons subject to community corrections to be fully integrated into society when they have completed their sentences.

The immediate aim of the implementation of the programme is to ensure that persons subject to it should abide by the conditions imposed upon them in order to protect the community from offences which such persons may commit. The candidates of the programme are those that are placed under supervision in terms of sections 276(1)(h), direct sentence to the community by the court. 276(1)(i), offenders who were sentenced to serve only one is to six of the sentence in the correctional centre, 287(4)(a), offenders who were sentenced to imprisonment with an option of a fine, to mention just few (Criminal procedure Act 51 of 1977).

No order imposing the programme may be made unless the person who is to be subjected to it agrees that it should be made according to the stipulated conditions and undertakes to co-operate in meeting them. Before the consideration of the placement of a child, the parent or guardian, where practicable, must be informed of the proposed placement. During social reintegration, when community corrections is ordered, a court, the Correctional Supervision and the Parole Board, the National Commissioner or his delegate or another body, which has the statutory authority to do so, may subject to the limitations of the Correctional Services Act 111of 1998, which stipulates that the person concerned be:

- Placed under house detention;
- Does community services in order to facilitate restoration of the relationship between the sentenced offenders and the community;
- Seeks employment;

- Where possible takes up and remains in employment;

- Pays compensation or damages to victims;

- Takes part in treatment, development and support programmes;

- Participates in mediation between victim and offender or family group conferencing;

- Contributes financially towards the cost of the community corrections to which he or she has been subjected;

- Is restricted to one or more magisterial districts;

- Refrains from using alcohol or illegal drugs;

- Refrains from committing a criminal offence;

- Refrains from visiting a particular place;

- Refrains from making contact with a particular person or persons;

- Refrains from threatening a particular person or persons by word or action;

- Is subject to monitoring; and

- Is subject to such other conditions as may be appropriate to the circumstances.

2.8 OFFENDER REINTEGRATION AS A COMPLIMENTARY CRIME PREVENTION MODEL

The prevalent and violent nature of crime in South Africa undermines the society as envisioned in our constitution. It threatens the safety of our communities on a continuous basis. Crime also evokes and at times it responses from society which could erode our aspirations to live in a state founded on human dignity, freedom and equality. There is consequently pressure on the state to address crime with urgency and which approaches will yield immediate results. To date, such approaches have by and large included law enforcement and criminal justice responses. A larger police service, tougher bail laws and longer prison sentences as result of minimum sentencing legislation are just some measures that have been introduced to stem the tide of crime. These measures have also taken precedence over crime prevention initiatives. Unfortunately these efforts have left a negligible impact on levels of crime, which are still unacceptably high in South Africa (Chesne, 2010:n.p).

This is referring to the traditional criminal justice approaches, it is opportune that other measures with stronger crime prevention focus should be explored, and where feasible, implemented. At the end of the criminal justice process there is a correctional system, populated by thousands of inmates whose sentences are served without a clear purpose. Upon release, many ex-prisoners re-offend. The failure to assist their reintegration into society as law-abiding, productive citizens contributes significantly to the high crime rate. This paper thus argues that the effective reintegration of ex-offenders into the mainstream society should form an integral part of a coherent crime prevention strategy.

The correctional centre environment fails to prepare offenders [inmates] for a crime- free life after release. Offender reintegration addresses these issues directly. Successful social reintegration models take a holistic approach to addressing offenders' involvement in crime. They usually take account the individual circumstances of inmates and provide support to them on a needs-basis over the course of their incarceration as well as after release to ensure that they do not reoffend.

While there is no single solution to crime, offender reintegration is one obvious crime prevention measure that can reduce crime substantially. South African correctional centres host the ninth highest number of prisoners in the world and our incarceration rate per capita ranks first in Africa. International research has shown that high incarceration rates do not have significant positive effect on levels of crime in a country. South Africa is a case in point, as it has a significant crime rate despite its equally high incarceration rate. Further, it is estimated that approximately 6000 offenders are released monthly and that the majority of them re-offend. It may be inferred that repeat-offending by ex-offenders contributes significantly to the prevalence of crime in South Africa. It is also logical that if the high crime rate of repeat-offending by ex-offenders were to be reduced, this would help to bring down the crime rate measurably.

The state has a legal obligation to provide real opportunities for inmates to reintegrate into the mainstream society. This therefore reviews the framework within which offender [social] reintegration has to come to exist in South Africa and will also argue that the state has a constitutional obligation to assist offenders to reintegrate into society. Additionally, the relevance of offenders' families and communities to social reintegration processes will be

discussed. The role of non-governmental organisations in the reintegration of ex-inmates to the society was also dealt with as well in the attempt to effectively win the battle against crime. However, some other authors and researchers still argue that effective offender reintegration cannot reduce crime (Chesne, 2010:n.p).

2.9 STRATEGIES TO ENHANCE THE SOCIAL REINTEGRATION OF OFFENDERS

The effectiveness of the Case Management Committee and the Correctional Supervision and Parole Board is the most common mechanism of enhancing offender-victim dialogues with an aim of facilitating the placement of offenders on parole. Some internal mechanisms are the completion of targeted programmes to reshape the attitudes of offenders inside the correctional centre. Therapeutic and correctional programmes included. The medical Parole Review Board and other specialists like psychologists and social workers are also playing a vital role because no offender would be considered on parole either on medical grounds or ordinary parole without the formal reports of the latter. The situation in Barberton is becoming worse than expected, (see attached appendix D: Mpumalanga News 10 October: 2013).

2.10 ROLE PLAYERS IN SOCIAL REINTEGRATION OF OFFENDERS

A successful social reintegration programme requires the contributions and inputs of various stakeholders from within and without the government. In other words, the Department of Correctional Services is not alone in the process. The state is the facilitator and driver of corrections of which the end results is reintegration. These role players include offenders themselves, non-governmental organisations, family members and the community at large. The Department of Correctional Services has also looked into referring offenders to other civil society organisations and sister departments for assistance in the rendering of reintegration programmes. Some of the organisations with whom the department has partnerships are the National Institute for Crime Prevention and the Reintegration of Offenders (Nicro).

The Department of Correctional Services has also tried to strengthen its partnerships by formalising its relationships and enter into service level agreements with the public through its community participation policies. Offenders will participate voluntarily in those programmes and

they will not be compelled to take part. State departments like the Department of Justice and Constitutional Affairs were not only tasked with the responsibility of sentencing but to be pioneers of the restorative approach to social reintegration (Community Participation Policy 2006, Correctional Services Act: 1998, White Paper on Corrections: 2005). In the enhancement of the above approach the Minister of Correctional Services, Honourable S Ndebele, has launched a victim-offender dialogue with an aim of facilitating the reintegration of offenders back into the community across all the regions.

2.10.1 The role of offenders in the social reintegration process

Offenders have a vital role to play by availing themselves in rehabilitative and development programmes by actively participating and using every opportunity where possible in order to refrain from re-offending in the first place. However, there are identified challenges which can inhibit offenders from achieving their role as active participant of reintegration but it is also the responsibility of the Department of Correctional Services to assist the offenders in achieving their goal.

The profile of offenders highlights that offenders in South Africa have a history of risk behaviour, limited opportunities, poor parenting, exclusion from certain resources, and lack of abilities and skills to sustain a crime-free life. Offenders were therefore expected to demonstrate their value and potential as rehabilitated members of society. They should be transformed from being consumer of assistance but rather provider of assistance (Chesne, 2010:n.p).

2.10.2 The role of families and communities in offender reintegration

Offender incarceration does not only affect an inmate's life but it also affects the offender's family as well as the community where he/she resides. The community should have to deal with the separation and the outcome of the family member's absence from home due to imprisonment and the attached stigma for having one of the relative in prison (Chesne, 2010:n.p).

So, it is important that families and communities were expected to accept the offenders back when released and give assistance where necessary to ensure that he or she adapts to life outside prison and if the community and the families is either failing to do so, not doing enough or are unprepared to assist, it is therefore likely that the offender may end-up re-offending. Dealing

with this phenomenon would give a clear contribution of reintegrating offenders and preventing crime in our societies. Self-sufficient community members are also expected to provide material support to offenders who are trained and developed in skills that would be beneficial to both the offender and the community. Another important factor to consider is restoration of the damaged caused. The communities and families are therefore also primary role-players in the reintegration of offenders (Chesne, 2010:n.p).

In the review of the above literature it can be argued that since a large part of the South African population comprises of rural people and foreign nationals who are also forming a large percentage of the overcrowded correctional centres, less attention is paid to the role of rural societies because of their poverty stricken livelihood. Offender reintegration into the community is not a one-way process, the community needs to take an active role in the process of offender treatment and implement a strategy of advocacy, which goes beyond reintegration. Van der Waldt, Cronje and Smith define crime as a social problem which, when viewed, is shown to be harmful to society. Therefore it is an act that is in conflict with the stability of the society which would then be very imperative that the community to work together in bringing back stability and in producing the well-adjusted citizens. Correction of offenders is a societal responsibility. It is very important that the community defines its role and strategically thinks of its plan of this process (White Paper on Corrections, 2005; and Zondi, 2012).

There is a lack of communication between the community and the Department of Correctional Services. Community members are also not informed about the terms and conditions of incarcerations, placement back into the community [reintegration] of offenders before finishing the sentences imposed upon them. The study also revealed that the community should be educated on their role in the reintegration of offenders (Zondi, 2012).

2.10.3 The roles of non-profit organisations in offender reintegration

Non-profit organisations originate from the community. It is assumed that the services of non-profit organisations are valued higher than the services of the department of correctional services when it comes to the presentation of programmes to offenders. Offenders believe that by participating in the programmes that are rendered by NGO's will give them the opportunity to

work towards gaining the trust of the community and also that they will be accepted back when released.

This sector consist of faith based organisations [churches], non-profit organisations, and many others that are directly from the community. People who are leading these organisations are those who are well respected and also very much familiar with the challenges and the specific cultures that are facing the community. Programmes rendered includes therapeutic support in the form of individual and group counselling, family and victim conferences, drug and alcohol addiction counselling, anger management and conflict resolution education (Chesne, 2010:n.p).

The training provided by NGOs are important because they sometimes exposes offenders during their reintegration to the labour market, thus reducing the chances of reoffending. However, the assessment of the services rendered by NGOs is not an easy task because offenders and their families are often not aware of all the services of the NGOs. The Department of Correctional Services has a vital role to play in the strengthening of strategic partnerships with NGOs in order to render quality reintegration programmes. Reintegration of offenders as a constitutional right and the gaining of community trust is therefore possible if working in partnership with the NGOs and community based organisations is strengthened (Chesne, 2010:n.p).

The National Institute of Crime Prevention and rehabilitation organisation [Nicro] is one another NGO which struggles in rendering the preparations for releasing offenders because of lack of enough financial resources and funding (White Paper on Corretions, 2005:63). *Nicro* has redesigned its reintegration programme with an aim of starting another new project, the "Tough Enough'' programme, in order to ensure that there is enough impact on the crime situation in South Africa by ensuring that through it ex-offenders do take responsibility to be community builders, not destroyers of the social order. The programme is very specific and places a lot of responsibility to the offender, creating a supportive environment for maximum growth and participation by the offender and for choosing a constructive and responsible life (Mpuang, 2005:n.p).

The principles of the "Tough Enough" programme in the reintegration of offenders are as follows:

- Believing in the potential of people to change, to be integrated, and to take responsibilities and make choices;
- Believing in the ability for people to make a positive contribution to society;
- Believing in the basic human rights and responsibilities of every individual; and
- Believing in non-violence.

The objectives of the programme are:

- The development of skills;
- The building and improvement of relationships;
- The development of potentials; and
- Motivating actions.

The success of the programme for Nicro and the department of correctional services were guided by the following variables:

- Commitment;
- Accountability and responsibility;
- Choice to be in the programme;
- Measurable impact;
- Detailed planning;
- Contracting; and
- Creating and fostering an environment an environment that will support the programme.

In reviewing the above programme it is evident that *Nicro* took a positive and broad approach to offender reintegration in theory but not practice because there is limited or no evidence of the attempt to eradicate crime and reintegrate offenders.

2.11   CONCLUSION

Previous studies of the social reintegration programme have labelled it as a critical activity of the Department of Correctional Services, and have also stated that offenders are still part of the society whose rights was violated during the crime committal; they claim that after serving a term in the correctional centre, offenders must still be reintegrated back to where they belong, offenders also do have rights of association as fellow South African citizens and that there would be limited fruits of rehabilitation if the programme was less supported by the relevant stakeholders of the civil society. South Africa as a constitutional democratic state has provided some guiding policies in support of one another as the legal frame work according to which guiding policies to offender reintegration were formulated. Offender reintegration is not a one-man-show, but a joint effort by various stakeholders in the community where the right of a victim was violated. It goes without saying that the system of corrections cannot achieve its objectives, if it does not have a range of external partnerships. Each individual role player has a fair share on corrections.

The department also has a vital role to play as a custodian of the programme, and it also has to facilitate its communication and consultation channels with the society, instead of just implementing which limits the monitoring and evaluation of the programme with its partners in correcting the offending behaviour. The Correctional Services Department must also regulate and control the flowing in of external service providers through its policies, as it is stated in the community participation policy, and offenders themselves must be willing to participate, which would mean that this wide range of guiding policies must not compel them to participate in the programmes even if they were assessed during admissions and their needs were registered in their case files to be assisted with certain developmental, corrective and therapeutic programmes. One can still argue about whether reintegration is a crime prevention strategy or not. However, this can only be achieved through integrated and broad approach by various stakeholders in the state, in society, the business community, families of offenders, offenders themselves, faith based organizations, and community based organisations, non-governmental organizations in order to win the game of reducing crime and reintegrating offenders.

The Quagadougou Declaration and plan of action is currently used in countries like South Africa to encourage civil society groups to visit correctional centres, to work with inmates, and to assist with pre-release and reintegration programmes. There are also civil society groupings that take up some of the initiatives in the correctional services and provide such services to inmates that the system does not have the capacity to fulfil. These groupings also develop, test and run the innovative approaches to rehabilitation which sometimes finds their way into mainstream practice of rehabilitation and reintegration.

There are lot of interventions that must be considered when capacitating officials and offenders as envisaged by the Skills Development Act 1998 and the White Paper on Corrections 2005 so that the programme can best achieve its objectives of offender reintegration which could lead offenders towards a social responsible life after incarceration.

CHAPTER THREE
RESEARCH METHODOLOGY AND DESIGN

3.1   INTRODUCTION

The chapter will focus on the methods and techniques that will be used to collect data. a qualitative research that would seek to evaluate the effectiveness of the social reintegration programme of the correctional services in the Barberton Management Area and specifically in the Mbombela Local Municipality.

3.2   RESEARCH METHODOLOGY

Research methodology, as viewed by Creswell (2003:98) and Leedy and Ormond (2005:12), is the general approach that the researcher takes in carrying out the investigation. The methodology includes the approaches as well as the instruments used in carrying out the study. The method of investigation, whereby the social reintegration in the Mbombela Local Municipal area with specific reference to the Barberton Management Area is evaluated will be both qualitative and quantitative. The study is descriptive, analytical, interpretive and evaluative (Mcmillan & Schumacher, 2006:316).

The researcher did solicit views of the employees of the correctional services and members of the community served by the correctional services of Barberton Management Area and analysed and interpreted them to describe the level of success in terms of service delivery.

3.3   STUDY AREA

The study has been conducted at Mbombela with specific reference to the Barberton Management Area which comprises of Barberton and Nelspruit correctional centres in the Mbobela Local Municipality.

3.4   POPULATION

The information needed in the study has been obtained from the population of 5000 which include parents of offenders who were released on parole from 2010/04/01 to 2013/03/31, Reintegration personnel who specifically deal with the reintegrating of offenders in their

communities, four community based organizations, One non-profit organization (*Nicro*) which also deals with the crime prevention and the reintegration of offenders, The business community (Mbombela Chamber of Commerce) and managers of the programme in the management area of the Department of Correctional Services.

3.5   SAMPLING

Although Creswell (2003:93) defines a research sample as a number of selected units from a defined population, Gall, Borg and Gall (2003:67) further explain that the sample's characteristics should resemble or approximate those of the parent population from which they are drawn. Participants should comprise of parents of offenders who are (were) candidates in the social reintegration programme from 2010/04/01 to 2013/03/31, supervisors who are knowledgeable about the re-integration programme, chairpersons of the community-based organizations, senior social workers from the National Institute of Crime Prevention and the Re-integration of Offenders (*Nicro*), Managers in the social re-integration offices, executive members of the board in the business community and 20 faith based organizations.

3.5.1   Sampling method

In this study, the sampling method used shall be purposive as the required information will be obtained from the management of social reintegration programme in the management area, parents of offenders released on parole between 2010/04/01 and 2013/03/31, supervisors who are knowledgeable about the reintegration of offenders, managers of the reintegration programme, chairpersons of community-based organizations in Mbombela, senior social workers from the National Institute of Crime Prevention and the Reintegration of offenders (*Nicro*) who are also dealing with the programme on a day to day basis, Executive members of the board (Chamber of Commerce) as the highest decision making body and the Chairperson, Deputy Chairperson and the Secretary of the Mbombela Faith Based Organizations (Council of Churches).

3.5.2   Sampling size

The sample size shall be as follows: Management shall be three, parents of offenders three, supervisors from the reintegration office five, chairpersons representing each and every community based organizations four, senior social workers from Nicro four, executive members

from Mbombela chamber of commerce three (which includes the Chairperson, Deputy and the secretary), members from the Mbombela Faith Based Organizations three (which would include the Chairperson, Deputy and the Secretary) and 18 offenders who were released from 2010/04/01 to 2013/03/31 on parole. All the respondents included in the study amount to a total of 50.

3.6   DATA COLLECTION PROCESS, INSTRUMENTS AND PILOTING

Data will be collected using open-ended interviews to the three respondents in the management and the questionnaire will be used to extract data from the other 47 other participants or respondents (see the sample appendix A).

The structured interview as a direct verbal interaction between the researcher and the interviewees allows them to "speak their minds" and to lend themselves to the in-depth investigations particularly with regards to the personal accounts of experiences and feelings (Mcmillan & Schumacher, 2006). The researcher will use open-ended interviews as a data collection instrument to interview the three managers in the Correctional Services of Barberton representing the leadership of their institution.

Piloting of the study had been done a month before the actual study begun using open-ended questions to the managers of the Department of Correctional Services. The views, method used and challenges met have been used to rectify the methodology before the actual survey was undertaken a month later.

3.7   VALIDITY AND RELIABILITY

In research, validity and reliability serve the main purpose of:

- Measuring the concept in the question and nothing else; and
- Accuracy and consistency of the measuring device.

3.7.1   Validity

In research, validity is determined by the data to be collected and the method used to collect it (Leedy and Ormond, 2005:100). In this study, the focus is on the views and the responses of the research subjects. These are the subjects of the investigation who are directly affected by the

problem at hand namely the provision of an efficient and effective reintegration programme for the rehabilitated people from the Department of Correctional Services in the Barberton Management Area in Mbombela. Thus, their views should be viewed trustworthy as they are coming from the officials, direct victims and observers of the programme.

3.7.2 Reliability

Reliability should address the issue of transferability, (Creswell, 2003). In this study, the focus is on the views and responses of the research subjects as collected via interviewing with open-ended questions. The data is deemed reliable as it is coming from the affected subjects. Aspects addressed with interviewing and determined from the literature review and the questions from the interview questionnaire are structured to extract only the views pertaining to factors affecting effective delivery of social reintegration.

3.8 DATA ANALYSIS

In quantitative research, data analysis is primarily an inductive process of organising the data and deducing relationships (Gay & Airasian: 2003). Data analysis, therefore, involves an inductive process of organising data into categories and identifying patterns using the Statistical Packages for Social Sciences (SPSS).

In qualitative data, the views of the respondents were analysed using the thematic approach, where they expressed their understanding into the programme and their views were transformed into themes. With this study, an analysis and interpretation of the findings took place during and after data collection. The views of the respondents will be put into categories called sub-themes and later themes. New themes that emerge were incorporated; interviews were recorded with the permission of the participants and transcribed thereafter for thorough coding in order to identify emerging categories and sub-categories. The views of the correctional services management participants and other participants were analysed question by question. Thus, the analysis of each question (answer) yielded a theme. The analysed data with emerging categories and themes was used to answer the research question. A critical synthesis of all the views from the different respondents deemed to suffice the data analysis process which in essence depicts the answer to

the research question. Data arrays and tables were used to quantify the views and experiences of the respondents in relation to the research questions.

3.9   ETHICAL CONSIDERATIONS

Barbie and Mouton (2002:106) argue that when human beings are used in the research, they should be protected from any form of harm before, during and after the study. The following ethical aspects in the research will be followed:

3.9.1   Respect for the autonomy of the participant

The researcher will provide the respondents with sufficient knowledge about the research and the process. The respondents will be allowed to choose whether to participate or not. The researcher will give the respondents chance to decide the date and time for the interview.

3.9.2   Respect for the basic rights of the individuals

The respondents will be assured of their anonymity if they so wish. The respondents will be informed about the research results after the research process.

3.9.3   The aim of the research must be clearly communicated

The researcher will explain to the respondents the aim of the research that it is to evaluate the social reintegration programme in the department of correctional services in Mbombela in Mpumalanga Province.

3.9.4   The right to non-participation

In the study, the participants will not be forced to provide information. The respondents will be informed that participation would be voluntary. The researcher will inform the participants that they are going to use the interview and the questionnaire.

3.9.5   Confidentiality

All the acquired information would be kept confidential and only be used for the purpose of the study. This means that only the researcher has access to the original data.

3.9.6   Honesty

The researcher reported their findings with integrity without fabricating any data to support a certain conclusion.

3.9.7   Anonymity

Since the researcher was using questionnaires, it has been guaranteed that the names of the respondents who answered questions would be revealed in this study.

3.9.8   Conducting the research

The researcher visited supervisors and management of the social reintegration programme, selected parents of offenders in Mbombela local municipality, Mbombela council of churches, National Institute of crime prevention and reintegration of offenders and arranged to meet with them. On the day of the appointment, the researcher met the participants and explained to them the purpose of this study. The researcher asked for their cooperation in this research. He also assured them that their responses would be confidential and anonymous as the researcher did during the first visit of setting an appointment.

3.9.9   Data collection

Data was collected in the Barberton management area within the Mbombela local municipality.

3.10   CONCLUSION

In this chapter, the proposal on the research methodology to be followed in conducting the research was presented. The study area, sampling size and method, data collection instrument, sampling procedure and ethical consideration have also been outlined.

CHAPTER FOUR

DATA ANALYSIS AND INTERPRETATION

4.1 INTRODUCTION

The previous chapter presented the research design of the empirical investigation and the subsequent methodologies that the researcher intends following and which indicate the structure and the procedures that were followed to answer the researcher's study questions. It has been revealed that the study was conducted using qualitative and quantitative research methodologies and this chapter data is presented, analysed and interpretation of the study. The following sections focus on reporting the empirical investigation by providing answers to the perceptions and understanding of the reintegration programme. The responses to the interview items are presented in a narrative form and the responses of the questionnaires items are presented in tabular form and are followed by a brief synthesis of the findings for the item. The detailed findings are discussed in chapter 5.

4.2 ANALYSIS OF DATA COLLECTED THROUGH QUESTIONNAIRE

The responses of the questionnaires items are presented in tabular form and are followed by a brief synthesis of the findings for the item

4.2.1 Section A: Personal information of respondents

In this section the researcher presents the biographical information of the respondents in this study. The information are presented in tabular form and followed by a synthesis of the findings.

4.2.1.1 Table 4.1   Gender of respondents

	Response	Frequencies	Percentage
1	Male	32	76%
2	Female	10	24%
	TOTAL	42	100%

A total of 42 respondents took part in this study, from the 42 respondents 32 (76%) were males whereas 10 (24%) were females. All targeted 42 respondents managed to return the questionnaires, and all the questionnaires were analysed.

4.2.1.2 Table 4.2   Age of respondents

	Response	Frequencies	Percentage
1	Less than 20 years	0	0%
2	21 – 30 years	7	17%
3	31 – 40 years	19	45%
4	41 – 50 years	11	26%
5	51 years and older	5	12%
	TOTAL	42	100%

Most of the respondents, 19 (45%) who took part in this study are aged between 31 and 40 years. 11 (26%) of the respondents are aged between 41 and 50, and seven (17%) are between 21 and 30. Few respondent, namely five (12%) are older than 51 years of age and there was no respondent who was less than 20 years. It can therefore be concluded that in this study, there has been a relatively good representation of the population in terms of age distribution of respondents.

4.2.1.3 Table 4.3   Ethnicity of respondents

	Response	Frequencies	Percentage
1	Black	35	83%
2	White	4	10%
3	Coloured	3	7%
4	Indian/Asian	0	0%
	TOTAL	42	100%

Most of the respondents, 35 (83%) who took part in this study are Blacks. Four (10%) of the respondents are Whites, and three (7%) are Coloured. Among the participants who took part in this study, there was no Indian or Asian participant. A conclusion can be drawn that majority of the participants who took part in the study were Blacks.

4.2.1.4 Table 4.4   Highest educational qualification of respondents

	Response	Frequencies	Percentage
1	Matric Certificate / N – Level	30	71%
2	Bachelor Degree(s)	9	21%
3	Post-Graduate Degree(s)	3	7%
	TOTAL	42	100%

The highest educational qualification of most respondents who took part in this study at 30 (71%) is the matric certificate or N - Level. Nine (21%) of the respondents are having bachelor's degree, and three (7%) are having a post-graduate degree. From all the participants who took part in this study, the majority has got only a matric certificate or N - Level.

4.2.1.5 Table 4.5   Professional category of the respondents

	Response	Frequencies	Percentage
1	Correctional Officer	5	12%
2	Beneficiary / Offender	24	57%
3	Other	13	31%
	TOTAL	42	100%

The majority of the respondents, 25 (57%) who took part in this study are the beneficiary or offenders. 12 (31%) of the respondents fall under "other", and five (12%) are correctional officers. From the all the participants who took part in this study, a conclusion can be drawn that the majority of the participants were offenders.

4.2.2   Section B: Effectiveness of the social reintegration programme

In this section the researcher presents data regarding effectiveness of the social reintegration programme. The data is presented in the form of tables followed by brief interpretations.

4.2.2.1 Table 4.6   Reintegrated offenders are leading crime-free life after imprisonment

	Response	Frequencies	Percentage
1	Strongly agree	2	5%
2	Agree	4	10%
3	Neutral	12	29%
4	Disagree	18	43%
5	Strongly disagree	6	14%
	TOTAL	42	100%

Four (10%) of the respondents agreed with the idea that all reintegrated offenders are leading a crime-free life after serving a term of imprisonment, two (5%) respondents strongly agreed. On the other hand, the majority of the respondents are in the disagreeing categories (57%). Twelve (29%) respondents were not sure whether all reintegrated offenders are leading a crime-free life after serving a term of imprisonment or not. Most respondents of this study revealed that reintegrated offenders do not lead a crime free life after serving a term of imprisonment.

4.2.2.2 Table 4.7   Programs rendered have equipped offenders with skills to lead responsible life

	Response	Frequencies	Percentage
1	Strongly agree	9	21%
2	Agree	14	33%
3	Neutral	4	10%
4	Disagree	12	29%
5	Strongly disagree	3	7%
	TOTAL	42	100%

Four (10%) respondents in the study alluded there are not sure whether programs rendered have equipped offenders with skills to lead a responsible life on reintegration or not. While nine (21%) of the respondents strongly agreed, 14 respondents (33%) just agreed that programs rendered

have equipped offenders with skills to lead a responsible life on reintegration. On the other hand, few respondents, namely 12 (27%) disagreed that programs rendered have equipped offenders with skills to lead a responsible life on reintegration whereas three (7%) strongly disagree.it can therefore be concluded that in the opinion of the participants programs rendered by the department of correctional services have equipped offenders with skills to lead a responsible life on reintegration.

4.2.2.3. Table 4.8   Reintegrated offenders always refrain from recommitting crime

	Response	Frequencies	Percentage
1	Strongly agree	2	5%
2	Agree	5	12%
3	Neutral	7	17%
4	Disagree	23	55%
5	Strongly disagree	5	12%
	TOTAL	42	100%

Most respondents at 23 (55%) disagreed that reintegrated offenders always refrain from recommitting crimes, on the other hand, five (12%) respondents agreed with the idea of reintegrated offenders always refraining from recommitting crimes. Two (5%) respondents strongly agreed that reintegrated offenders always refrain from recommitting of crimes, whereas only five (12%) strongly disagree. Seven (17%) respondents were not sure whether reintegrated offenders always refrain from recommitting crimes or not. From the above statistics, it can be revealed that reintegrated offenders do not always refrain from recommitting of crimes.

4.2.2.4 Table 4.9   Beneficiaries of the program are monitored by officials to avoid reoffending

	Response	Frequencies	Percentage
1	Strongly agree	12	29%
2	Agree	12	29%
3	Neutral	9	21%
4	Disagree	4	10%
5	Strongly disagree	5	12%
	TOTAL	42	100%

Nine (21%) respondents were not sure whether all beneficiaries of the program are monitored by officials as scheduled to avoid reoffending. Twelve (29%) strongly agreed with the idea, whereas four (10%) of the respondents disagreed with the idea that all beneficiaries of the program are monitored by officials as scheduled to avoid reoffending. On the other hand, 12 (29%) merely agreed while five (12%) strongly disagreed that all beneficiaries of the program are monitored by officials as scheduled to avoid reoffending. The majority of respondents maintain that all beneficiaries of the program are monitored by officials as scheduled to avoid reoffending.

4.2.2.5   Table 4.10   Correctional programs are open to employment opportunities

	Response	Frequencies	Percentage
1	Strongly agree	10	24%
2	Agree	7	17%
3	Neutral	6	14%
4	Disagree	9	21%
5	Strongly disagree	10	24%
	TOTAL	42	100%

Many respondents, namely 17 (40%) agreed with the idea that correctional programs are open to employment opportunities for effective offender reintegration, and 19 (45%) disagreed. On the

other hand, six (14%) of the respondents were not sure about the idea that correctional programs are open to employment opportunities for effective offender reintegration. From the statistics above, a conclusion can be drawn that correctional programs are not open to employment opportunities for effective offender reintegration.

4.2.3   Strategies in the rehabilitation of offenders

This portion presents the strategies in the rehabilitation of offenders. The information in this section is presented in tabular form and followed by a discussion of the findings.

4.2.3.1 Table 4.11   Reintegrated offenders are complying with their set conditions

	Response	Frequencies	Percentage
1	Strongly agree	3	7%
2	Agree	3	7%
3	Neutral	9	21%
4	Disagree	27	64%
5	Strongly disagree	0	0%
	TOTAL	42	100%

The majority of the respondents, namely 27 (64%) disagreed that all reintegrated offenders are complying with their set conditions to avoid recommitting crimes, three (7%) strongly agreed. On the other hand, three (7%) agreed and there was no one (0%) who strongly disagreed with the idea that all reintegrated offenders are complying with their set conditions to avoid recommitting crimes. Only nine (21%) revealed that they are not sure whether all reintegrated offenders are complying with their set conditions to avoid recommitting crimes or not. A conclusion can be drawn that the majority of the offenders are not complying with their set conditions to avoid recommitting crimes.

4.2.3.2 Table 4.12   Reintegrated offenders are always kept busy by doing community service work

	Response	Frequencies	Percentage
1	Strongly agree	13	31%
2	Agree	15	36%
3	Neutral	9	21%
4	Disagree	4	10%
5	Strongly disagree	1	2%
	TOTAL	42	100%

With regard to keeping reintegrated offenders busy with doing community service work as a payback mechanism to the community, 15 (36%) of the respondents agreed, while one (2%) strongly disagreed with the idea that reintegrated offenders are always kept busy by doing community service work as a payback mechanism to the community. Only four (10%) disagreed and 13 (31%) strongly agreed that reintegrated offenders are always kept busy by doing community service work as a payback mechanism to the community, and nine (21%) were not sure in that regard.

4.2.3.3 Table 4.13   Offenders undergo pre-release programs

	Response	Frequencies	Percentage
1	Strongly agree	15	36%
2	Agree	18	43%
3	Neutral	5	12%
4	Disagree	4	10%
5	Strongly disagree	0	0%
	TOTAL	42	100%

Five (12%) of the respondents are not sure whether all offenders undergo pre-release programs in order to prepare for the outside world before they are released or not. On the other hand, four (10%) disagree that offenders undergo pre-release programs in order to prepare for the outside world before they are released. There was no respondent (0,0%) who strongly disagrees that offenders undergo pre-release programs in order to prepare for the outside world before they are released or not. On the other hand, the largest group of respondents namely 18 (43%) agreed that some offenders undergo pre-release programs in order to prepare for the outside world before they are released. Only 15 (36%) strongly agreed. From the above statistics, it can be concluded that offenders undergo pre-release programs in order to prepare for the outside world before they are released or not.

4.2.3.4 Table 4.14   Department has offered offenders the opportunity to upgrade their skills and academy

	Response	Frequencies	Percentage
1	Strongly agree	12	29%
2	Agree	14	33%
3	Neutral	3	7%
4	Disagree	13	31%
5	Strongly disagree	0	0%
	TOTAL	42	100%

The Department of Correctional Services has offered offenders the opportunity to upgrade themselves with skills and also academically. 14 (33,3%) of the respondents agreed with this statement, while there was no respondent who strongly disagreed. On the other hand, 13 (31%) disagreed that department had offered offenders the opportunity to upgrade themselves with skills and academically, 12 (29%) of the respondents strongly agreed that department has offered offenders the opportunity to upgrade themselves with skills and academically. Three (7%) of the respondents revealed that they are not sure whether the department had offered offenders the opportunity to upgrade themselves with skills and academically or not.

4.2.3.5 Table 4.15   Programs for offenders are designed to reduce reoffending

	Response	Frequencies	Percentage
1	Strongly agree	15	36%
2	Agree	12	29%
3	Neutral	5	12%
4	Disagree	8	19%
5	Strongly disagree	2	5%
	TOTAL	42	100%

A total of 27 (64%) of the respondents agreed that all programs that are presented to offenders in the correctional centres are designed to reduce the chances of reoffending, while 10 (24%) disagreed and five (12%) were not sure whether all the programs that are presented to offenders in the correctional centres are designed to reduce the chances of reoffending or not. So the majority of the respondents in the study revealed that all the programs which are provided by the correctional services to the offenders in the correctional centres reduce the chances of reoffending.

4.2.4   Stakeholder participation in the reintegration program

This section provides a description of the stakeholder participation in the reintegration program, and the information in this section are presented in tabular form and followed by discussions.

4.2.4.1 Table 4.16   Religious programs are always rendered to offenders on daily basis

	Response	Frequencies	Percentage
1	Strongly agree	21	50%
2	Agree	14	33%
3	Neutral	4	10%
4	Disagree	1	2%
5	Strongly disagree	2	5%
	TOTAL	42	100%

The majority of respondents, namely 35 (83%) agree with the idea that religious programmes are always rendered to offenders on daily basis, while only four (10%) were neutral, only three (7%) disagreed that religious programmes are rendered on daily basis to offenders. The majority of respondents revealed that religious programmes are rendered to offenders on a daily basis. .

4.2.4.2 Table 4.17   Faith based organizations form part of victim-offender dialogue

	Response	Frequencies	Percentage
1	Strongly agree	11	26%
2	Agree	6	14%
3	Neutral	13	31%
4	Disagree	11	26%
5	Strongly disagree	1	2%
	TOTAL	42	100%

Regarding that faith based organisations are forming part of victim-offender dialogues, a total of 17 (40%) agree with the statement, while 12 (29%) disagreed with the statement, on the other hand 13 (31%) were neutral which would mean that they were not sure with the statement.

4.2.4.3 Table 4.18   Nicro assists offenders due for release with pre-release programs

	Response	Frequencies	Percentage
1	Strongly agree	11	26%
2	Agree	24	57%
3	Neutral	3	7%
4	Disagree	2	5%
5	Strongly disagree	2	5%
	TOTAL	42	100%

Despite the fact that participation is one of the key ingredient of an empowered community, the majority of the respondents, namely 35 (83%) agree with the idea that *Nicro* as Non-Profit

Organisation assists offenders due for release with pre-release programmes, while 4 (10%) disagreed with the statement and three (7%) are neutral which means that they are not sure whether *Nicro* does participates in preparing offenders due for release with pre-release programmes.

4.2.4.4 Table 4.19   Community needs all liberated offenders to be ambassadors in moral regeneration programs

	Response	Frequencies	Percentage
1	Strongly agree	14	33%
2	Agree	23	55%
3	Neutral	3	7%
4	Disagree	2	5%
5	Strongly disagree	0	0%
	TOTAL	42	100%

Two (5%) of the respondents disagree with the statement that the community of Mbombela needs all liberated offenders to be ambassadors in moral regeneration programmes, three (7%) were neutral in the study, while 14 (33%) strongly agree and 23 (55%) agreed with the statement that the community needs all liberated offenders to be ambassadors in moral regeneration programmes. So the majority of the respondents agreed with the statement that all liberated offenders should be ambassadors in moral regeneration programs by leading a responsible life after imprisonment.

4.2.4.5   Table 4.20   Released offenders are employable by the business community

	Response	Frequencies	Percentage
1	Strongly agree	2	5%
2	Agree	5	12%
3	Neutral	5	12%
4	Disagree	5	12%
5	Strongly disagree	25	60%
	TOTAL	42	100%

With regard to the employability of released offenders by the business community of Mbombela only two (5%) strongly agreed, five (12%) agree with the statement that released offenders are employable by the business community, while five (12%) were neutral and five (12%) disagree and 25 (60%) strongly disagreed that released offenders are employable by the business community of Mbombela Local Municipality. The majority of the respondents, namely 30 (71%) disagreed that released offenders are employable by the business community.

4.3   ANALYSIS OF DATA COLLECTED THROUGH INTERVIEW

Open-ended questions have been developed in order to capture the thoughts of the respondent and also to be able to make some follow- ups on responses furnished. The total number of people that has been targeted to respond to all the developed questions is three.

4.3.1 The interview conducted reveals the following responses:

4.3.1. 1 What are your experiences regarding the social reintegration programme of Offenders in management area?

All three respondents supported the programme as it is alleviating the overcrowding of correctional centres (prisons). However they also emphasised the fact that not all reintegrated offenders are complying with the parole conditions, some end up violating their conditions with an ultimate aim of returning to prison as there is a shortage of employment opportunities in Mbombela.

4.3.1.2 How best can you describe strategies applied in the management area?

All three respondents indicated that not all liberated (reintegrated) offenders are complying with their social reintegration conditions, some of the offenders end–up absconding from the system as the department is just exercising the monitoring of complying with the house arrest conditions and forget about ensuring the self-supportive initiatives that can sustain the offender in ensuring that he/she lead a social responsible and crime free life.

4.3.1.3   Do you consider the level of monitoring of offenders effective?

All three respondents are considered the level of monitoring as ineffective as it only takes place during the day and most of the criminal activities are happening during the night and all released offenders are aware that they are only monitored once per week. Those who have been upgraded and their risk classification lifted, are prone to committing crime: during the day they wait for correctional officials to come and monitor them. So the level of monitoring these offenders is not enough and does not add any value in reducing crime.

4.3.1.4 What is the expectant role of external stake-holders in the reintegration of offenders?

All three managers agree that external stake-holders like religious workers and *Nicro* are indeed playing their role in the reintegration of offenders. But, as soon as the offender leaves the correctional centre system, there are no follow-ups undertaken. The potential employers also are reluctant in employing ex-offenders. They feel that a prisoner stays a prisoner for the whole of his life and this is one another causes of reoffending because offenders feel rejected in life.

4.3.1.5. Is the community of Mbombela Local Municipality ready to accept the offenders back?

All three managers agree to that statement as the level of parental rejection is minimal.

4.4   CONCLUSION

In this chapter, data obtained from the respondents was presented, analysed and interpreted in tabular form on the effectiveness of the social reintegration programme in the Department of Correctional Services in the Mbombela Local Municipality in Mpumalanga.

CHAPTER FIVE
FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1   INTRODUCTION

In chapter one the background to the study, motivation, problem statement, aims of the research, research methodology, clarification of concepts, research structure and summary were presented. In chapter two literature reviews were conducted about the study in South Africa and the neighbouring countries. Legal framework and strategies to enhance the social reintegration of offenders as well as the role of external role-players in the social reintegration of offenders.

The methodology used in conducting the study was outlined in chapter three. This chapter consist of the design of the investigation, the research approach, research design, population, sampling procedure, sample, data collection procedure, data analysis procedure and ethical considerations. Chapter four dealt with the analyses of data obtained through a questionnaire with 42 participants.

In this current chapter recommendations and the conclusion from the findings that were dealt with in chapter four will be presented. The researcher has summarised these findings and recommendations that relate to them. These recommendations concern the effectiveness of the social reintegration programme, formulating strategies and ensuring that those strategies are being implemented to improve the programme.

5.2   MAJOR FINDINGS OF THE STUDY

The major findings pertaining to the respondents are: the majority of respondents agree that reintegrated offenders do not lead a crime-free life after serving a term of imprisonment. Correctional programmes that are rendered by the Department of Correctional Services are designed to equip offenders with skills to lead a responsible life on reintegration. The analysis revealed that reintegrated offenders do not refrain from recommitting crimes. It was also found that the majority of offenders / beneficiaries of the programme are not monitored by officials of the department on scheduled time to avoid reoffending.

Correctional programmes are also not open to employment opportunities which lead to the high escalating of crime. The analysis revealed that the majority of reintegrated offenders violates their conditions and absconds. The picture shows that the majority of reintegrated offenders do perform their community services as pay back mechanism to the community. All offenders due for reintegration do undergo compulsory pre-release programmes. The majority of respondents agree that all the programmes which are rendered by the correctional services department to the offenders in the correctional centre reduce the chances of reoffending.

The majority of respondents agree that religious programmes are rendered to offenders on a daily basis to shape their attitudes on reintegration. The majority of respondents also reveal that faith based organizations form part of victim-offender dialogue for effective reintegration. The majority of respondents alluded that *Nicro* is assisting offenders due for release with pre-release programmes.

The community of Mbombela also needs all reintegrated offenders to be ambassadors in moral regeneration movements so that those who wish to resort to crime can avoid it all cost. Even if reintegrated offenders were rehabilitated, the study found that released (reintegrated) offenders are not employable by the business community in Mbombela.

5.3   RECOMMENDATIONS OF THE STUDY

The researcher recommends the following as research findings: in order to reduce the chances of reoffending, offenders should be equipped with skills that can make them employable and self-sufficient in the outside world. The monitoring of reintegrated offenders should also be done after hours; there must be no specific time for monitoring. The department should channel more resources to effectively monitor the offenders during unscheduled times.

Correctional services should employ the aid of external service providers in order to equip offenders with skills that could benefit them with skills in the community and reduces the chances of reoffending. External stake-holders should continue rendering programmes to ex-offenders who exited system.

5.4 RECOMMENDATIONS FOR FURTHER STUDY

The researcher recommends that further investigation on the aspect should be done. Further research studies should be conducted about the continuation of programmes to offenders who have exited the system in correctional services. The cause of not employing offenders on their reintegration, ex-offenders who exited the system should also be investigated. Correctional services should also organize workshops for the community, business community and potential service providers.

5.5   CONCLUSION

The study was intended to investigate the effectiveness of the social reintegration programme in Correctional Services in Mbombela in the Mpumalanga province. In this chapter the researcher concludes his findings, recommendations and recommends a further study

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correctional services

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Correctional Services
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Tel (012) 307 2000, Fax (012) 328-5111

Mr. DL Mondlane
Stand no 103
Koedoe Street
Hazy view
1242

Dear Mr. Mondlane

RE: FEEDBACK ON THE APPLICATION TO CONDUCT RESEARCH IN THE DEPARTMENT OF CORRECTIONAL SERVICES ON: "EVALUATION OF SOCIAL REINTEGRATION PROGRAMME IN THE DEPARTMENT OF CORRECTIONAL SERVICES IN THE MBOMBELA LOCAL MUNICIPAL IN MPUMALANGA PROVINCE"

It is with pleasure to inform you that your request to conduct research in the Department of Correctional Services on the above topic has been approved.

Your attention is drawn to the following:

- The relevant Regional and Area Commissioners where the research will be conducted will be informed of your proposed research project.
- Your internal guide will be : **Director: Supervision (Parole & Probationers): Mr. Ntuli**, You are requested to contact him at telephone number **(012) 305 8405 / 8780 / 8559** before the commencement of your research.
- It is your responsibility to make arrangements for your interviewing times.
- Your identity document and this approval letter should be in your possession when visiting.
- You are required to use the terminology used in the White Paper on Corrections in South Africa (February 2005) e.g. offenders not prisoners and Correctional Centres not prisons.
- You are not allowed to use photographic or video equipment during your visits, however the audio recorder is allowed.
- You are required to submit your final report to the Department for approval by the Commissioner of Correctional Services before publication (including presentation at workshops, conferences, seminars, etc) of the report.
- Should you have any enquiries regarding this process, please contact the Directorate Research for assistance at telephone number 012-307-2770/ 012-305 8554.

Thank you for your application and interest to conduct research in the Department of Correctional Services.

Yours faithfully

ND SIHLEZANA
DC: POLICY CO-ORDINATION & RESEARCH
DATE: 21/11/2013

P O BOX 2923

HAZYVIEW

1242

18 October 2013

Dear sir/Madam

My name is Daniel Lucky Mondlane and I am a postgraduate student at the University of Limpopo. For my research, I am evaluating the social reintegration programme of the Department of Correctional Services in the Mbombela Municipality with a particular focus to the beneficiaries, personnel and the management of the programme.

The following questionnaire will require approximately 30 to 45 minutes to be completed. There is no compensation for responding nor is there any risk. In order to ensure that all information will remain confidential, please do not include your name. Copies of the research will be provided to my university of Limpopo (TGSL) and the Department of Correctional Services. If you choose to participate in the research, please answer as honestly as possible and return the completed questionnaire promptly to the researcher. Participation is strictly voluntary and you may refuse to participate at any time.

Yours Faithfully

……………………….
Mondlane D.L.   (Mr)
Cell: 071 082 3860
Tel: 013 755 2212

QUESTIONNAIRE: THE MANAGEMENT OF THE SOCIAL REINTEGRATION PROGRAMME IN THE DEPARTMENT OF CORRECTIONAL SERVICES

Please answer the following questions by crossing an (✖) to the relevant block or writing down your answer in the space provided.

SECTION A: PERSONAL INFORMATION

This section of the questionnaire refers to the personal information. Section B consists of your feedback as needed by the researcher.

1. Gender   **2. Age (in complete years)**

Male	
Female	

2. Ethnicity

Black	
White	
Coloured	
Indian/Asian	

4. Your highest educational qualification?

Matric certificate/N-level	
Bachelor degrees(s)	
Post-graduate degree(s)	

5. Your professional category?

Correctional officer	
Beneficiary/Offender	
Other	

SECTION B: THE MANAGEMENT OF THE SOCIAL REINTEGRATION PROGRAMME

Please answer the following section by inserting a cross to the relevant block according to the following allocation score.

1-Strongly agree

2-Agree

3-Neutral

4-Disagree

5-Strongly disagree

	Effectiveness of the social reintegration programme	(1)	(2)	(3)	(4)	(5)
6	All reintegrated offenders are leading a crime free life after serving a term of imprisonment.					
7	Programs rendered have equipped offenders with skills to lead a responsible life on reintegration.					
8	Reintegrated offenders always refrain from recommitting of crimes.					
9	All beneficiaries/candidates of the program are monitored by officials as scheduled to avoid reoffending.					
10	Correctional programs are open to employment opportunities for effective offender reintegration.					

	Strategies in the rehabilitation of offenders	(1)	(2)	(3)	(4)	(5)
11	All reintegrated offenders are complying with their set conditions to avoid recommitting of crimes.					
12	Reintegrated offenders are always kept busy by doing community service work as a payback mechanism to the community.					
13	All offenders are undergoing pre-release programs in order to prepare for the outside world before they are released.					
14	The department has offered offenders the opportunity to upgrade themselves with skills and academically.					
15	All programs that are presented to offenders in the correctional Centre are designed to reduce the chances of reoffending.					

	Stakeholder participation in the reintegration program	(1)	(2)	(3)	(4)	(5)
16	Religious programs are always rendered to offenders on a daily basis assist to shape their attitudes.					
17	Faith based organizations' form part of victim offender dialogues in preparing for release.					
18	Nicro assist offenders due for release with pre-release programs in order to ensure their effective social reintegration.					
19	The community needs all liberated offenders to be ambassadors in the moral regeneration programs of the community.					
20	All released offenders are employable by the business community.					

THANK YOU FOR YOUR PARTICIPATION

INTERVIEW SCHEDULE: FOR MANAGERS IN THE DEPARTMENT OF
CORRECTIONAL SERVICES

Respond as brief and honest as possible to the best of your knowledge in the following questions.

1. What are your experiences regarding the effectiveness of the social reintegration programme(s) of the Department of Correctional Services in the management area?

2. How best can you describe strategies applied in the social reintegration program in the management area?

3. Do you consider the level of monitoring of offenders effective?

4. What is the expectant role of external stakeholders in the reintegration of offenders?

5. Does the community of Mbombela Local Municipality ready to accept the offenders back?

THANK YOU FOR YOUR PARTICIPATION

RECORDING SHEET FOR ORAL INTERVIEWS WITH MANAGERS

SECTION   A

1. Gender

Male	
Female	

2. Age range

Below 30	31-35	36-40	41-45	46-50	Above 50

3. Position held in the department of correctional services-----------

4. Number of years in the department: -----------------

5. Number of years as manager---------------

6. Highest qualification: ---------

SECTION B

SUMMARY RESPONSES

Responses.

Question 1.

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Question 2

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Question 3

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Question 4

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Question 5

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