

**COMMUNITY PARTICIPATION IN THE ESTABLISHMENT OF COMMUNITY  
POLICING FORUM: A CASE STUDY OF NELSPRUIT POLICE STATION,  
MPUMALANGA PROVINCE**

by

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## **Declaration**

I, Evelyn Badiketlile Nkwenyane, declare that this study is an original work of mine, and that all references used in the study has been duly acknowledged as required, unless stated otherwise in this study.

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E.B Nkwenyane

## **Dedication**

I dedicate this study to my children, Thabisa, Tlhogelo, and Dineo. May this study inspire you to focus on school work and grow to become more than what I achieved so far. To academics, researchers, practitioners working with community participation in the CPF on a daily basis and activist in crime prevention, this study are wholly dedicated to you. Let us use the outcomes of this study to improve our own situation, and research further to improve where the study has left gaps.

## **Acknowledgements**

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## **Abstract**

Participation of members of the community in policing is critical in ensuring that policing becomes a people oriented process. This will go a long way into ensuring that a shift in the policing environment, from a police force to a police service underpinned by involvement of community members in policing activities is realised throughout South Africa. That is, since 1993, the South African Police Service (SAPS) adopted a community policing process to meet the safety and security requirements of all people in the country. A major objective of community policing is to establish active partnership between the police and the community, especially at local level through which crime, service delivery and community-police relations can be evaluated and plans to address problems implemented. Throughout South Africa, Community Policing Forums (CPF) has been set up to work with SAPS.

This study was conducted with the aim of establishing the extent to which communities around the Nelspruit policing area, in the Mpumalanga Province, participate in the establishment of the existing Community Policing Forums (CPFs), to sought means and ways through which there can be maximal involvement or participation in community policing around the Nelspruit Policing Area.

Accordingly, Mpumalanga as a province has also adopted community policing as a strategy towards ensuring better policing. Police stations have been mandated to establish CPFs in consultation with relevant stakeholders and communities. The establishment of community policing forums and boards, which should be broadly representative of the community, is of crucial importance. The main objective of partnership is to determine, through, consultation, community needs and policing priorities, and to promote police accountability, transparency and effectiveness.

The research methodology used for the study was a combination of both qualitative and quantitative research design. This enabled the researcher to draw data from the identified sample of study, in order to respond to critical research questions as raised in Chapter 1 of the study. As a result the study was divided into five (5) Chapters summarised as follows:

Chapter 1 of this study introduces the study by presenting the research problem, aim and objectives of the study, research questions, and division of the study; and Chapter 2 of the study presents literature review. In other words, chapter 2 examines selected empirical research, reported practice and identified innovations relevant to community participation in the community policing forum (CPF). It provided the study with an opportunity to give better insight into the dimensions and complexity of the problem. Chapter 3 of the study presents Research Methodology used in the study. In the main chapter 3 expatiates on the necessary tools employed in the study to elicit the necessary research outcome. This includes research design, data collection method, data analysis, and interpretation. On the other hand, Chapter 4 of the study presents observations drawn from the data as presented, this done in order to describe and explain community participation in CPF within the Nelspruit Policing Area, in Mpumalanga Province of South Africa. Lastly, Chapter 5 in the main presents recommendations and conclusions drawn from the study.

The following were findings of the study: lack of public awareness on the CPF and its activities; unclear or undefined roles and responsibilities on members of the community in CPFs; lack of proper resources to carry out the work of CPFs by community members, underrepresentation of previously disadvantaged groups and organized groups in CPFs

It is recommended that efforts need to be put in place to increase public awareness on the CPF via print and electronic media; CPFs must be provided with budget, offices, transport, computers, resources aimed at ensuring visibility of CPF members in communities (reflector jackets, and enabling resources - torches , whistles), and communication technology; allocation of roles and responsibilities to members of the community partaking in CPFs shall help to dispel the thinking that community members are only used as tokens or spies for SAPS, and instil a feeling of ownership of policing by community members; and a special focus needs to be put in place to encourage members of the community and CPFs to engage individuals drawn from previously disadvantaged groups and organised groups for increased participation in CPFs by this groups.

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### Chapter 1

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# CHAPTER 1

## INTRODUCTION AND BACKGROUND

### 1.1. Background

Community participation gained momentum in Europe from the 1960s and 1970s, whereby beneficiaries of public policy were involved in the decision-making process that affected their lives. This participation took many forms, and it was definitely seen as a good thing as it meant that the decision-making process would be fair, and would bring about a better understanding and fulfillment to those who participated, and ultimately it would lead to better decisions (Cornwell & Gaventa, 1999:5).

The democratization in South Africa, turning an authoritarian state to inclusive democratic state, is one of the greatest political achievements in world politics. The African National Congress (ANC) in 1994 made a staunch commitment towards massive participation and consultation in the policy process (Booyesen, 2001:6). Since 1993, the South African Police Service (SAPS) adopted a community policing process to meet the safety and security requirements of all people in the country. A major objective of community policing is to establish active partnership between the police and the community, especially at local level through which crime, service delivery and community-police relations can be evaluated and plans to address problems implemented. Throughout South Africa, Community Policing Forums (CPF) have been set up to work with SAPS (Bua News, 2007:2)

Initially, CPFs were established at police stations across the country to ensure that station commissioners were more accountable to those they serve. This was done primarily to build trust and legitimacy, particularly to those areas in which the relationship between the police and the community had been characterized by mistrust and conflict. CPF , on the other hand , are confined to the precinct of only one police station area and have a key role to play in , among other areas , the determination of

and participation in crime prevention programmes. It must be clearly recognized that community police forums have played a valuable role in ensuring greater co-operation with the SAPS at local level. It is also appropriate that the functions of the CPF structure be supplemented by duly elected representatives of communities (White Paper on Safety and Security, 1998:34-35). Mpumalanga as a province has also adopted community policing as a strategy towards ensuring better policing. Police stations have been mandated to establish CPFs in consultation with relevant stakeholders and the communities. The establishment of community policing forums and boards, which should be broadly representative of the community, is of crucial importance. The main objective of partnership is to determine, through, consultation, community needs and policing priorities, and to promote police accountability, transparency and effectiveness (Community Policing Policy Framework and Guidelines, 1997:2).

The procedure for establishing a community Policing Forum states clearly that communities should be extensively consulted and educated through community meetings and workshops so that they know exactly what the terms of reference of these forums are. The communities should have ownership of these structures to enable them to support the initiatives that these structures may come up with. According to a Manual for the South African Police Service (1997:52), a community profile should also be conducted in order to ensure that the forum is a representative of the community.

## **1.2. Problem Statement**

The broad community of Nelspruit policing area within Mpumalanga Province should in terms of A Manual for the South African Police Service (1997:52) , participate in the establishment of the existing Community Policing Forum. Nelspruit Police Station is one of the 86 police stations in Mpumalanga that is called upon to allow community participation on policing matters by ensuring that a Community Policing Forum (CPF) is democratically established. This means that the structure should be broadly representative of the community. The CPF is intended to consist of people chosen to

act or speak on behalf of a wider group, being the community in which they live. It is imperative to establish the commitment and participation of affected people in such community initiatives. While the local people are expected to participate in community policing initiatives others do not do so and the structures feel they are not represented or did not participate in such activities.

### **1.3. Aim and Objectives of the Study**

The aim of this study is to establish the extent to which communities around the Nelspruit policing area, in the Mpumalanga Province, participate in the establishment of the existing Community Policing Forum (CPF)

As its major objectives, this study seeks:

- To evaluate the processes followed for establishment of CPFs, with the aim of finding-out causes of minimal participation by communities in policing matters
- To evaluate the extent at which awareness on the establishment of the community police forum was done in order to allow the people of Nelspruit policing area , Mpumalanga Province to participate
- To determine whether the community of Nelspruit policing area , Mpumalanga Province , participated in the existing CPF structure
- To suggest probable solutions to the identified problems regarding participation of the public in the establishment of the CPF, in order to improve community participation in the establishment of CPF

#### 1.4. Research Questions

The research questions to be answered therefore are as follows:

- What are the measures of promoting community participation in the community policing forum (CPF) of Nelspruit policing area in the Mpumalanga Province?
- To what extent do the local people participate in CPF activities?
- What are the causes of lack of community participation in policing matters of the Mpumalanga Province?
- What are the probable solutions to improve community participation in policing matters in the Mpumalanga Province?

#### 1.5. Operational Definition of Concepts

Concepts differ in meaning according to how they are used in different contexts. Concepts are defined for the purpose of avoiding confusion that often exists about what certain concepts mean. In this study, the following concepts will be defined: Community Participation, Community Policing Forum, and Community Policing.

**Community Participation:** community participation means active involvement of the community in making decisions about the planning and implementation of the process, programmes and projects that affect them (Phillip 2000:35).

**Community Policing Forum:** A community policing forum (CPF) refers to a forum established in terms of Section 19(1) of the South African Police Service Act 68 of 1995.

**Community Policing:** community policing can be defined as a philosophy of or an approach to policing that recognizes the interdependence and shared responsibility of the police and the community in ensuring a safe and secure environment for all people of the country (Phillip 2000:6).

**Policing:** policing refers to that form of coercive action within the structure of formal social control, which is directed at the maintenance of internal order in conformity with the principles of legal jurisdiction and constitutional rights of the individual (Tilley, 2003:296).

### **1.6. Ethical Consideration**

This study will be designed to ensure that an ethical code, guided by the Nuremburg Code of Ethics is adhered to. According to Grodin (1995: 60), the Nuremburg Code of Ethics provides for the following:

- Voluntary consent of the human subject;
- Limit any possible harm that may be inflicted to the participants involved
- Ensure a highest level of confidentiality; and
- Reduce biasness in the interpretation of results.

### **1.7. Significance of the Study**

The envisaged study will have the following significant impact if it succeeds

- **Information:** The study's findings provides data/information to the Department of Safety and Security that assist in terms of reviewing policies and strategies regarding the process of community participation in policing matters with special reference to the establishment of CPF. The communities will be informed about the processes to be followed if they wanted to participate in policing matters
- **Knowledge:** The study will alert communities in terms of knowing what is expected from them in the establishment of CPF. The study will also assist in providing knowledge to the communities in terms of who should participate in CPF matters and how

## **1.8. Research Report Outline**

This study will be constituted as follows:

### **Chapter 1: Introduction and Background**

The purpose of this chapter is to introduce the entire study. This chapter shall discuss, amongst others, background to the study, significance of the study, aims and objectives of the study, research questions and problem statement, definition of concepts, significance and ethical considerations.

### **Chapter 2: Literature Review**

This chapter focuses on literature review. The researcher reviews literature covering a wide range of issues relating to community policing, its practices and philosophies.

### **Chapter 3: Research Methodology**

The purpose of this chapter is to expatiate on the necessary tools that were employed in the study to elicit the necessary research outcome. This ranges from research design, data collection method, data analysis, and interpretation.

### **Chapter 4: Data Analysis**

This chapter presents and manipulates observations drawn from the presented data for the purpose of describing and explaining the phenomena that those observations reflect.

### **Chapter 5: Recommendations and Conclusions**

The purpose of this chapter is to present recommendations and conclusions drawn from the envisaged study.



## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1. Introduction**

The major aim of this Chapter is to provide a discussion of the various definitions and interpretations of community policing as advanced in various academic literature. As a result this Chapter will solely discuss the wider concept of community policing and community participation by considering issues and problems surrounding these concept. This will as such help by providing enhanced understanding of the definitional and interpretational debates which shadow these concepts, followed by a presentation and an analysis of application of these concepts in South Africa.

#### **2.2. Definition of Community Policing**

There are numerous definitions of community policing, but they appear to have three common features, police community partnerships, a problem solving approach, and organizational decentralization (Somerville, 2009:264). Looking at these common features, community policing can be defined as a philosophy that promotes organizational strategies which support the systematic use of partnerships and problem solving techniques to proactively address the immediate conditions that give rise to public safety issues such as crime, social disorder, and fear of crime (Scheider, Chapman and Schapiro, 2009:697).

In identifying a proper definition for community policing, Cardarelli, McDevitt and Baum (1998:400), a variety of definitions have been provided as follows:

- Community policing programme is an initiative which establishes communication and partnerships among businesses , residents, and organizations with the goals of preventing crime, fear of crime, and disorder

- A partnership between the community and police to improve the quality of life by identifying and solving public safety concerns
- Community policing is a joint effort to prevent crime and violence by working with communities on problem solving
- Community policing is decentralized policing that focuses on crime prevention education and crime reduction with the assistance of community partnerships

The four definitions above identify a key tenet of the community policing paradigm, which is partnership between communities and police. From the above, community policing can be comprehensively defined as a systematic approach to policing with the paradigm of instilling and fostering a sense of community responsibility, within a geographical neighbourhood , in order to improve the quality of life , through decentralization of the police and implementation of a synthesis of three key components being, the distribution of traditional police resources, the interaction of police and all community members to reduce crime and the fear of crime through indigenous proactive programs , and a concerted effort to tackle the causes of crime problems rather than put band-aids on the symptoms (Somerville , 2009:264).

### **2.3. Theoretical Framework on Community Policing**

The theoretical framework on community policing provides for approaches critical to implementing community policing by defining some critical elements in community policing, required for practice. Majority of the literature on community policing has focused on varying theories, several scholars have attempted to deal with third class of problems, being the need to articulate the theory and understand that “the gap between theory and practice is substantial (Oliver and Bartgis , 1998:496). It can be maintained that the collection of scholarly work will help a great deal, in advancing the current thinking about theories of community/problem oriented policing (Rosebeum, 1994:12). While there are varying theories on community policing, this study seeks to

make a comparative analysis of Social Resources Theory and Problem Oriented Policing. Wong (2008:26) identifies and contrasts his theory, Social Resources Theory (SRT) and Goldstein Problem Oriented Policing (POP) as indicated in table 1 below:

Table 1: Goldstein “Problem Oriented Policing” and Wong “Social Resource Theory

	Goldstein POP	Wong SRT
Definition of problem	Police in consultation with the public	People identifying their own personal or community problem
Ownership of problem	Police	People
Solution to problem	Police provision of solution to the problem	People draw upon the police as a resource to solve personal problems
Means to solve problems	More police resources	Varieties of community /personal resources
Role of police	State control agent	People’s problem solving agent
Role of citizen	Community participation (policy consultation) and assistance (eyes and ears)	Citizen consult, engage, or direct police to solve problem

In contrast, Goldstein POP theory is in the main a theory about solving community problems as revealed by individual’s call for assistance. Central to these, Goldstein’s POP maintains that the police should not be driven by law, focused on crime and reacting to incident, but instead police work should have a larger reference and more pragmatic concerns in dealing with citizen’s problems. On one hand Wong’s SRT maintains the importance of Goldstein’s theory’s argument, but maintains that from the perspective of the victim it is the latter that is important. Much of the orientation of Goldstein’s POP is bent towards police driven community policing while Wong’s SRT makes an emphasis on community involvement (Wong, 2008:24-26). The two theories provide a clear

distinction between a police driven community policing and a people's driven community poling.

#### **2.4. The philosophy and practice of community policing**

The philosophy of community policing has emerged as the preeminent philosophy or dominant strategy of current policing, being a widespread phenomena and well embraced by the political establishment (Robinson and Chandek, 2000:281). At the core of community policing lays the notion that it is a philosophy including all efforts of the police to achieve the goal of a closer relationship with the public (Wycoff 1991:104). Community policing is most broadly regarded as a philosophy requiring significant and fundamental organizational change. It is defined as a recognition and acceptance of the community in influencing the philosophy, management and delivery of police services (Seagrave, 1996:5). Thus, the definitions and interpretations of community policing highlight different policies, components and principles and do not yield themselves easily to a single description.

Cordner (1995:7) has cited three major dimensions of community policing being: firstly, the philosophical dimension which addresses a broader interpretation of policing incorporating citizen input and policing tailored to local needs, secondly the strategic dimension which incorporates the operational aspects and as such translates the philosophy to action, and lastly, the programmatic dimension which translates philosophies and strategies into programs, tactics, and behaviors. While the definition of community policing remains the subject of considerable debate, it is agreeable that there are several elements of the community policing philosophy (Robinson, and Chandek, 2000:282). The most basic element of community policing philosophy is the assumption that the public has something to contribute to policing, the police and communities should work together to solve community problems and reduce crime to improve the quality of life. Substantiating the latter, Manning (1997:92) maintains that community policing is also based on the tenet that the reform era too narrowly defined

the role or mission of the police as one of “crime responsible professional work”, however a profession that has more emphasis on a broad, social role for the police, with officers viewing their primary function as dealing with community problems and, reinforcing the community’s informal control mechanisms. Therefore, in community policing the police are expected not only to serve the public, but also to learn from citizens, to involve them in crime prevention and in the end to be accountable to the community, which contrasts with earlier police community relations programs, which sought to develop contacts with the public but did not seek to involve the community either in defining crime problems or ameliorating them (Weisburd, Shalev and Amir, 2002:81).

Historically, community policing has not just served to reorient the ways in which police view the community and their involvement in crime prevention, it has also led to fundamental changes in the organization of the police (Weisburd, Shalev and Amir, 2002:82). While traditional policing has relied on a military model of control, which centralized command and limited discretion of street level police officers, such a command structure has been assumed to be inconsistent with community policing, which naturally placed more emphasis on those police officers closest to the community. That is, the philosophy of community policing calls for a redefinition of the role of the police and the operation of police organizations, from traditional methods of professional law enforcement services (Schafer, 2002:700).

It is argued in Wong (2008:5) that community policing has variously been associated with police public relations, team policing, foot-patrol and crime prevention, while the recent shift is directed at:

- Enhancement of human relations,
- a community - sensitive and user-friendly police services ,
- consultation on the needs of communities,

- respect for human rights, cultural sensitivity,
- continuous positive contact with community members ,
- discussion on the part of police officers when they enforce the law, and
- the establishment of mechanisms to enhance the accountability and transparency of the police

## **2.5. The Principles of Community Policing**

While thinking about democracy and policing in community policing, despite the variety of terms and phrases in which they are expressed, the conclusion that one arrives to point to six principles of good democratic policing: effectiveness, efficiency, accessibility, accountability, congruence and general order (Marenin, 1998:169). The principles incorporate technical, political and justice standards. How these principles would look as operational policies or street behaviour will depend on the ingenuity and knowledge of aid implementers, the local police and of local societal groups and forces. In interpreting these principles the following components can be looked at:

### **2.5.1 Efficiency and Effectiveness**

Efficiency means that resources allocated to policing should be spent on policing, not siphoned off for corrupt personal or organizational gains or wasted through inattention, poor planning or shoddy execution, and effectiveness means resources should be expended in ways most likely to achieve the greatest impact on stated goals (Marenin, 1998:169). Efficiency and effectiveness are required at all levels of police work and discretion in that, on the street, police officers must behave by the rules set out for them (for example , laws , departmental regulations, codes of professional conduct, public expectations of polite treatment); within the organization, rewards, sanctions , the flows of authority, controls and communication need to encourage proper behavior; at the level of governance , effectiveness and efficiency require budgets , properly audited and carried through, which are sufficient for existing problems of public order and crime.

### **2.5.2 Accessibility and Accountability**

Accessibility and accountability argue for the inclusion of political criteria in evaluating police performance, meaning that the police are available for those who request their help and services, which in a democratic society should be a widely distributed resource and that the police accept such requests as legitimate (Marenin, 1998:170). Accountability refers to the relations of the police to civil society and to the state. That is the police should not see themselves in the end as an autonomous and self controlled, whether that claim is based on expertise, professional skills, power or merely rejection of outsiders looking over their shoulder. The police must accept that they have to explain themselves, what they do and fail to do, to outsiders who pay their salaries, supply their resources and suffer the consequences of their work. That is, the police need to accept their political status, not directly as a partisan agency of rule and repression, but as a government organization constrained by democratic values and practices.

### **2.5.3 Congruence and General Order**

Congruence links community policing to the unique cultural, ideological and legal characteristics of a country. It thus follows that, as democratization proceeds, the hope is that the normative order which embodies the standards against which police work will be judged will itself begin to incorporate democratic values, a spirit of inclusion, tolerance and a belief in the value of rough equality or universality in the allocation of government attention and resources (Marenin, 1998:171). That is, within the organization, congruence means, internally, that standards of fair treatment apply to relations within the organization and externally, that police policies, the allocation of resources or the selection of priorities, are influenced by local expectations. General order refers to the dual nature of coercion. Coercion can be used for the good, being protection which benefits people, and for evil, being repression which kills because someone wishes people dead. Coercion can be exercised to maintain the minimal

expectation of stability, order and routines which allows people to predict what they are able to do, or coercion can be used to benefit particularistic interests and small groups, to protect their values, interests, property and person against challenges to their dominance or power.

## **2.6. Factors Contributing to the need of Community Policing**

While it can be noted that community policing aims to establish an active and equal partnership between the police and the public through which crime and community safety issues can jointly be determined and solutions designed and implemented, various factors contributing to the need for community policing have been identified. This include the following : A growing demand for more responsive and client-oriented policing; an increase in the socio-economic stimuli of crime ; a growing demand greater police accountability; the existence of unrealistic expectations on the part of the community about the effectiveness of traditional police responses ; growing evidence of the shortcomings of the traditional policing approach in providing a long-term answer to crime and problems of disorder; the growing realization that in the absence of community support , neither more money, more personnel , better technology , nor more authority will enable the police to shoulder the burden of crime ; the fact that police personnel want to be more than cogs in a machine , they want to be actively involved in determining and managing their future; rising levels of crime , especially, violent crimes; the changing socio-political environment; and mistrust , antagonism and even open hostility of some sections of the community towards police (Community Policing Policy Framework and Guidelines, 1997:7)

## **2.7. Defining Community Participation**

Community participation can be defined as “an active process by which beneficiary client groups influence the direction and execution of a development project with a view to enhancing their well being in terms of income, personal growth, self reliance or other values they cherish” (Cernea, 1985:39). Accordingly, this definition implies that



the context of participation is focused on the participation of beneficiaries, and not that of government personnel, that the joint or collaborative involvement of beneficiaries in groups is a hallmark of community participation and that community participation refers to a process and not a product in the sense of sharing project benefits. On the other hand, Ngowi and Mselle (1998:315) maintains that community participation occur only when people act in concert to advice, decide and act on issues which can best be solved through such joint action. Participation, on the one hand, is a form of cooperation between agencies and the community, and is widely recognized as an efficient tool for analyzing and addressing social problems in a sustainable manner (Osti, 2004:6). In essence, community participation can be divided into three stages, being planning, implementation and follow-up (Ngowi and Mselle, 1998:315). The planning stage involves four levels of intensity in community participation which is distinguished as follows: Information sharing, consultation, decision making and initiating action.

## **2.8. The Essence of Community Participation in Policing**

Emanating from the definition of community policing , Oliver and Bartgis (1998:490) , argues that community participation in policing increases police and community interaction, a concentration on quality of life issues, the decentralization of the police, strategic methods for making police practices more efficient and effective, a concentration on neighborhood patrols, and problem oriented or problem solving police officer.

The police and the community are the two most important actors in the call for community policing, it is the impact that they have on police behavior and how police perform their duties that are critical to successful implementation of this new approach to policing (Kelling and Moore, 1988:346). That is, community policing is a change in the prevailing police philosophy, and a variety of factors, endogenous to the police, are involved in the influence of police behavior. First and foremost, the influencing factor is the adoption of a community orientation, rather than a law enforcement mentality

(Silverman, 1995, 43). This necessitates a change in policing values, management, and organization. As community policing continues to evolve, the increased participation of residents in policing efforts signifies a fundamental break with traditional policing where a less collaborative style prevails (Cardarelli, McDevitt and Baum, 1998:398). In the former, the police were primarily oriented towards controlling crime, they viewed themselves as experts on crime and sought to limit the information they shared with the public. That is community policing is intended to bring the police and the public together in a co-productive effort to jointly enhance crime prevention, community safety, and quality of life at the neighborhood level (Schafer, 2002:670). That is, police efficacy is enhanced when the relationship between the police and the public is based upon mutual respect and support.

## **2.9. Factors Affecting the Sustainability of Community Policing**

Community policing is a relatively new paradigm for police departments, and some of the factors that are critical to its sustainability remain largely unexplored. That is, by placing community policing within a broader framework, emphasis must be directed to the importance of the interactive effects of the external and internal environments in the formulation and implementation of policing strategies (Sadd and Grinc, 1996:432). Taken together, these elements provide a framework for sustaining community policing programmes as discussed below.

### **2.9.1 The External Environment**

Like many governmental initiatives, community policing programmes may be affected more by structural factors of a state or national character over which police administrators and programme managers have little control, than by those of a local nature (Skogan, 1990). These factors include the change in demographic composition of the population where community policing programmes are directed, change in legislative mandates and court ordered policies and procedures may affect policing or

withdrawal of increased funding or reduction in policing budget by the government may force police to discontinue community policing programmes (Wilson, 1987).

### **2.9.2 The Political Environment**

The political environment has a critical role to play in sustaining community policing at all costs. A positive and supportive political structure at instances is viewed by police chiefs as the most important factor in their ability to implement community policing. In this instance, the support of / by local mayors, town managers and officials are crucial to the long term success of their community policing programmes (Cardarelli, McDevitt and Baum, 1998:408). There has been a demonstration to the effect that, a supportive political environment is a key factor in receiving the full cooperation of agencies charged to deal with community policing issues.

### **2.9.3 The Role of the Community**

During the past decade there has been renewed academic interest in understanding the relationships between community characteristics and the patterns of crime and delinquency that manifest themselves (Jencks and Peterson, 1991:231). Building on a rich tradition of ecological studies in sociology and criminology, researchers have begun to focus more closely on how community dynamics affect the ability of residents to achieve or maintain some sense of social control, and thus, a sense of cohesion within the public realm. There is considerable variation in the expectations of ethnically distinct neighborhoods regarding police services, as well as in resident attitudes towards police. Residents of the middle class neighborhood voiced the strongest approval of the view that citizens have a responsibility to be involved with crime control (Dunham and Albert, 1988:522). That is in communities with little or no communication between police and residents about problem solving activities, there will be little accountability between police and public, thereby diminishing the likelihood that any co productive activities will be sustained for any extended period of time.

#### **2.9.4 The Internal Environment**

The need to factor into community-policing equation those internal elements around which pre-existing law enforcement activities are generated is critical (Crank, 1997:173). This is because, community policing encourages problem solving within defined geographical units, and the need to ensure that the everyday actions of police officers are supportive of the community is viewed as central to the success of community policing. Some of the issues included here are broad-based commitment to community policing and problem-solving strategies, specialized training for officers, decentralization of decision making, and permanence of beat assignments for officers

#### **2.10. Background to Community Policing in South Africa**

During the apartheid era, the old South African police were in the front line of the enforcement of many criminal laws, which were devoid of morality and founded on the underlying policy of racial discrimination and the oppression of the majority. The majority saw policemen and women as being the least friendly arm of the state. That perception resulted in a very negative mutual relationship between the police and the community/people – one of the mutual fear and often hatred (Nel & Beizenhout, 1997). As a result, Community participation ensures that people are equal and active partners in the decision making process, have a better understanding of the issues and difficulties associated with their particular problem or need, and share responsibility to develop practical solutions to the issues raised.

Community participation does an important and valuable role in assisting to changing perceptions of ordinary people on the police, empowering people and developing a common understanding about issues that require the collective effort of communities and the police. For the police to gain legitimacy in the eyes of the communities, partnership will have to be developed (Phillip, 2000:36). The interim Republic of South

Africa Constitution (Act No. 2000 of 1993) section 221(1) and (2) provides for the establishment of community police forums in respect of police stations. This requirement has now found detailed expression in the provisions of the South African Police Service Act 28 of 1995. The objectives of such forums are, inter alia:

- To promote communication between the police and the community
- To promote co-operation between the police and the community in order to meet the community's police needs
- To improve transparency and accountability of the police service

The idea behind the CPF is certainly a noble one. However, their effectiveness as institutions will depend on a number of factors. One factor, which is probably of more importance, is the extent to which the police are able to allow communities to influence their policies, choices and decisions. It will indeed be unfortunate if the perception develops that community police forums are little more than instruments of the police to control communities (Nel & Beizenhout, 1997:62). The concept of community policing "stresses policing with and for the community, rather than policing of the community".

Prior to 1994 the relationship between the police and communities often involved conflict situations in the form of public unrest and attacks on police personnel. The police were regarded as agents of the government who in turn enforced many laws that were discriminatory and oppressed the majority of residents of the country. The community policing forums were set up to involve all local stakeholders and key organizations (Tilley, 2003:315). They meet regularly with the officers in charge within a local police station and discuss problems and solutions to crime in that area. For community policing to be successful, it is important for members of the community to realize and accept that they also have a social and moral obligation to assist and support the South African Police Service in the fight against crime and other forms of social

disorder. With the support and involvement of the community, the police will be in a position to meet the safety and security needs of the country.

Community policing practitioners should know the values of the community in which they operate, know their own capacity and must lobby for support before implementing community policing. Participation is the essence of community participation. Consultation of the community is not enough, that is, the emphasis must on ownership (Fox, Van Wyk & Fourie, 1998:206).

### **2.11. Legislative Framework on Community Policing in South Africa**

There exist various legislative frameworks persuading a paradigm shift from traditional policing methods to the modern community policing, encouraging a shift from authoritative to democratic way of policing. These frameworks, in the main, include the Constitution of the Republic of South Africa, Act 108 (1996); and the White Paper on Safety and Security.

Other legislative prescripts which have an indirect bearing on community policing in south Africa includes the South African Police Service Amendment Bill, No. 39 of 1998; and SAPS Amendment Act, Act 83 of 1998; the White Paper on Local Government (March 1998); Local Government Transition Act (1993): Integrated Development Plans (IDPs); The Development Facilitation Act of 1995; and the Green Paper on Development and Planning of May 1999. For this study, the Constitution of the Republic of South Africa, Act 108 of 1996 and the White Paper on Safety and Security, September 1998, are discussed.

#### **2.11.1 Constitution of the Republic of South Africa, Act 200 of 1993**

The transitional Constitution of the Republic of South Africa, Act 200 of 1993, is a supreme law of the land (in the Republic of South Africa) , providing for the Bill of Rights and a basis for structural being of the government and state machinery. That is,

community policing approach lies at the heart of constitutional (transitional Constitution of the Republic of South Africa, Act 200 of 1993) vision and in section 214 (1), which provides for the establishment of community-police forums at all police stations. According to section 221 (1) (2) of the transitional Constitution of the Republic of South Africa, Act 200 of 1993, on local policing, the Act referred to in section 214 (1) shall provide for the establishment of community- police forums in respect of police stations. Therefore 221 (2) the functions of community-police forums referred to in section 214 subsection (1) may include-

- the promotion of accountability of the Service to local communities and co-operation of communities with the Service;
- the monitoring of the effectiveness and efficiency of the Service; advising the Service regarding local policing priorities;
- the evaluation of the provision of visible police services, including-
- the provision, siting and staffing of police stations;
- the reception and processing of complaints and charges;
- the provision of protective services at gatherings;
- the patrolling of residential and business areas; and
- the prosecution of offenders; and
- Requesting enquiries into policing matters in the locality concerned.

It should be noted that the transitional Constitution of the Republic of South Africa, Act 200 of 1993, was repealed by the Constitution of the Republic of South Africa, Act 108 of 1996.

#### 2.11.2 Constitution of the Republic of South Africa , Act 108 of 1996

The Constitution of the Republic of South Africa 1996 Chapter 11 on Security Services Police, section 205 provides for:

- The national police service must be structured to function in the national, provincial and, where appropriate, local spheres of government.
- National legislation must establish the powers and functions of the police service and must enable the police service to discharge its responsibilities effectively, taking into account the requirements of the provinces.
- The objects of the police service are to prevent, combat and investigate crime, to maintain public order, to protect and secure the inhabitants of the Republic and their property, and to uphold and enforce the law.

The fact that the constitution of the republic of South Africa, Act 108 of 1996, provides for national legislation to establish a national police service structured to function in both the national provincial as well as local spheres of government, including the necessary powers and functions of a national policing service, sets a prerequisite for localized policing activity as possible. It should be noted that much more emphasis is made in the South African Police Service Act, Act 28 of 1995 on how police should relate and involve the public in community policing.

### **2.11.3 The South African Police Service Act , Act 28 Of 1995**

While the Constitution of the Republic of South Africa, Act 200 of 1993 and the Constitution of the Republic of South Africa, Act 108 of 1996, provide a foundation for the establishment of community policing, this requirement has found detailed expression in the provisions of the South African Police Service Act 28 of 1995. The objectives of such forums are, inter alia:

- To promote communication between the police and the community
- To promote co-operation between the police and the community in order to meet the community's police needs
- To improve transparency and accountability of the police service



The South African Police Service Act 28 of 1995 has been enacted by parliament to give effect to the provision of establishing the South African Police Service, bringing to end the existing apartheid policing service which compromised to great detail, the aspects of community involvement in community policing.

#### **2.11.4 The White Paper on Safety and Security(September 1998)**

The White Paper on Safety and Security (September 1998) provides that crime will be reduced through two strategies: law enforcement and social crime prevention. That is, accordingly social crime prevention needs much broader participation by government and community members. It implies that social crime prevention should be an integral part of good urban management and not something that is added on to existing functions (Liebermann and Landman 2000). Furthermore, the White Paper on Safety and Security (September 1998) provides that local government should play a significant role in establishing working relations with community policing forums in order to:

- Identify flashpoints , crime patterns and anti-crime priorities and communicate these to local government and SAPS;
- Jointly set crime prevention priorities and agree on strategies; and
- Mobilize community-based campaigns and activities and the resources to sustain them

#### **2.12. Critical Aspects to be Considered when Initiating Community Policing**

The move towards a style of policing embracing a philosophy of participatory democracy is not, however, without significant obstacles (Cardarelli, McDevitt and Baum, 1998:398). Given the history of tensions and distrust between police and some communities in South Africa, there is likely to be considerable reluctance on the part of both parties to any suggestion of partnership in solving neighborhood problems (Browning, 1994:10).

### **2.12.1 Legitimacy**

Without legitimacy the right to exercise authority, conduct arrest, intervene in public disputes, or just communicate with the public becomes impossible. Weitzer (1995:83) defines legitimacy as acceptance of the moral authority of a police force and its right to enforce laws and issue commands. That is, once a police agency has lost legitimacy it creates another power void within the government which certain groups within the society believe they must fill. Democratization of policing activities is critical in legitimizing policing activities within or amongst communities they are policing.

### **2.12.2 Representation**

Representation within the police force is one such critical aspect towards community policing. That is, in order for law enforcement agencies to maintain their level of legitimacy the organization must reflect the population to be policed (Jackson and Lyon, 2001:576-8). The philosophy behind community policing is to build a connection between the police and the public, which will eventually lead to greater accountability within the police organization and towards the public.

### **2.12.3 Control of territory**

The perceptions of community, both geographical and human, become paramount to establishing good relations between the public and the police. It is important that police limit intruding local and isolated cultures, thus imposing different societal standards, which can result in more conflict (Jackson and Lyon (2001:579). The rehabilitation of a failed policing mechanism, requires reformers to consider the importance of police culture, the security situation, their idea of democratic policing, the role that politics has on police, and the relationship between the police and the public as this are all part of the policing environment, a territory that should be controlled. That is, it may be difficult if policing mechanisms for police to access intractable areas and police them and the people who occupy them, if community partnership is not solicited.

#### **2.12.4 Availability of Resources**

An additional barrier to effective implementation of community policing for many departments involves the availability of resources. Absent adequate and appropriate evidence to overcome these challenges, community policing programmes may fall victim to the vagaries of budget reductions and the growing demands by government for cost-effective policies and procedures (Cardarelli and McDevitt (1995:235).

#### **2.13. Conclusion**

Community policing in South Africa has been identified to play a critical role in creating interdependence and shared responsibility of the police and the community in ensuring safe and secure environment for all people throughout the country. If well advocated and implemented , community policing will serve as a good tool for an active and equal partnership between the police and public , through which crime and community issues can be jointly determined and solutions determined and implemented in that partnership.

In Chapter 3, the study focuses on the research methodologies used to collect data and their justification.

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.1. Introduction**

This chapter reports on the research tools employed in the study to elicit the necessary research outcome. The research methodology and the research design for this study are thus discussed.

#### **3.2. Research Methodology**

Research methodology considers and explains the logic behind research methods and techniques. Therefore this study made use of a combination of quantitative and qualitative research design, to investigate subjective data, generated by the mind of the respondents or interviewees taking part in the study (Welman, Kruger & Mitchell, 2005:2). Quantitative research design puts more emphasis on the quantification of constructs, by measuring the properties of a phenomenon through assigning numbers to the perceived qualities of things. Its emphasis on precise measurement of a phenomenon, that is, accompanied by questions related to how much, how often, how many, when, and who (Cooper and Schindler, 2006:198) on the one hand, qualitative research design provides explanations, and descriptions of a specific phenomenon using observation on such phenomenon under study. Section 3 of the research tool focused on qualitative elements of the CPF in Mpumalanga Province. This type of a design helped the researcher achieve the aims and objectives of the study.

#### **3.3. Research Design**

A research design refers to the plan according to which we obtain research participants (subjects) and collect information from them (Welman, Kruger & Mitchell, 2005:52). The research design is thus there to guide a researcher through the logical sequence of steps of how to undertake the research. It comprises methods and steps to be applied

for population and sampling method, data collection methods and data analysis, and interpretation of results. The design followed in the research was both qualitative and quantitative in the sense that a questionnaire was used to obtain information from targeted respondents, with the other section of the questionnaire being more qualitative in nature.

### **3.3.1 Units of Analysis**

Units of analysis refer to the members or elements of the population the researcher intends to study (Welman, Kruger & Mitchell, 2005:53). On one hand, population is a term that sets boundaries on the study units (Arkava and Lane, 1983:27).

For the purpose of this study, a target of 75 CPF members was maintained which include CPF members, members of the community, and members of the South African Police Service (SAPS) residing within the Nelspruit policing area, specifically those that are above eighteen years of age given a questionnaire to fill the required information. While 35 of the participants were members of the public, 15 of the participants were drawn from SAPS, with 25 of the participants being CPF members

### **3.3.2 Sampling Method**

Sampling means taking any portion of a population as representation of that population (Kerlinger, 1986: 109-110). This study used a combination of random and convenience or accidental sampling as a sampling method in order to allow the researcher to choose respondents who have experience and knowledge on the establishment of CPFs in the Nelspruit Policing Area. Random sampling was used to allow the study to give every unit of the respondents an equal opportunity for selection. Random sample has been used to select respondents amongst members of the CPF and SAPS. Convenience or accidental sampling was used to identify respondents drawn from the public.

### **3.3.3 Data Collection Method**

This study was meant to make use of a systematic designed questionnaire to elicit certain responses possible to extract the required data for the envisaged study.

According to Leedy and Ormrod (1990:192) questionnaires can be used in a research because they are able to generate data in a structured manner, allowing the researcher to analyze data through frequency tables and graphs, such that it is simple to present, analyze, and interpret the data.

For simplicity in this study, the designed questionnaire was piloted, allowing the researcher to scrutinize the almost final research tool carefully to ensure that it addresses research needs. The researcher administered the questionnaire directly and indirectly, so as to elicit high response rate, through persuading researchers to complete the questionnaire on the spot, except for those who wanted to complete the questionnaire by themselves. Of the distributed questionnaires, 53 questionnaires were completed and returned. At least 22 questionnaires were not returned at the time of completion of the study. This was as a result of respondents who, when required to bring back the questionnaires were not showing any interest. In most cases where follow-up was made with respondents, questionnaires were not completed and they demonstrated no interest to complete them, despite endeavors from the researcher to interview them on questions in the questionnaire.

### **3.3.4 Data Analysis and Interpretation**

Data analysis is the representation and manipulation of observations for the purpose of describing and explaining the phenomenon that those observations reflect (Babbie, 2005:443). The data collected in the study was analyzed using the SPSS software, allowing the researcher to tabulate the responses of all respondents into frequency tabulation with variables under study and the views attached by respondents to several

questions posed about such variables, in order to analyze it and draw conclusions from such observations.

#### **3.4. Conclusion**

The research design chosen for the study (quantitative research design) had the enabling qualities to elicit the required research outcome, responding to critical research questions as identified in the study. This helped the researcher to develop systematic procedures to sample respondents, collect data, analyze and interpret such data to develop meaning to the variables under the study.

In the chapter that follows, the study presents the research findings and analysis of the results.

**CHAPTER 4**  
**DATA PRESENTATION**

**4.1 Biographical Details of Respondents**

The demographic details of respondents who took part in the study, has been grouped according to different variables organised to elicit information about respondents' who took part in the research. This section discusses the biographical details of respondents who took part in the study of community participation in CPFs in the Nelspruit Policing Area in Mpumalanga Province of South Africa, biographical details which are gender of respondents, age of respondents, area of residence of respondents, status of participation of respondents, and respondents' history of participating in Community Policing Forum. The data is presented in frequency tables, presenting each respondent's biographical details in a table format.

**Table 1: Gender**

	<b>Frequency</b>	<b>Percentage</b>
Male	27	51
Female	26	49
<b>Total</b>	<b>53</b>	<b>100</b>

Majority of respondents in the study, being 51%, of respondents are males, with 49% of the respondents being females. At least there is a balance in participation by gender in the study. This has helped the study to draw the experiences of both males and females about CPFs, and the extent or challenges of engagement of the public in CPFs in the Nelspruit Policing Area in Mpumalanga Province of South Africa according to gender composition.



**Table 2: Participants age grouping**

	<b>Frequency</b>	<b>Percentage</b>
18 – 35 Yrs	16	30
36 – 45 Yrs	14	26
46 – 55 Yrs	20	38
56 and above	3	6
<b>Total</b>	<b>53</b>	<b>100</b>

At least various age groups were involved in the study. Dominating the sample are individuals ranging between 46 and 55 years representing 38% of the respondents in the study, followed by youth who constituted 30% of the entire respondents. Twenty six percent (26 %) of the remainder of the respondents are aged 36 and 45 years , with 6% of the respondents being 56 years and older. From the data presented above, a conclusive observation can be drawn that representation of various age groups in the study has been fair and inclusive. It also validates data in the sense that experienced people (age group 46-55) participated in the study.

**Table 3: Area of residence**

	<b>Frequency</b>	<b>Percentage</b>
Urban	38	72
Rural	15	28
<b>Total</b>	<b>53</b>	<b>100</b>

Of all the respondents who took part in the study, 72% of the respondents are from urban areas, with 28% of the respondents drawn from rural areas. This has had influence in the responses provided in the study, with a bias to urban experience on crime, than rural areas. The data the study collected to respond to each question in the study, reflect this bias. This will help the study to figure-out the state of community involvement in CPF in urban areas, without sacrificing the potential to reflect on rural areas. However, the state of responses generated by the study during data collection

shall reflect a bias of community participation in urban areas, given the composition of the sample.

**Table 4: Status of participation**

	<b>Frequency</b>	<b>Percentage</b>
Community Member	31	58
CPF committee member	10	19
SAPS official	12	23
<b>Total</b>	<b>53</b>	<b>100</b>

The majority of respondents, who took part in the study, constituting 58% of the entire respondents, are community members, with 23% of the respondents being SAPS officials. At least, 19% of the respondents who took part in the study are the CPF members. The representation of community members and the CPF members has helped the study to obtain reliable information on the experience of both community members and members of the CPF on community participation in the CPF. Supplementing this is information drawn from SAPS officials who provided hands-on experience on coordination and the extent of community participation in the CPFs in the Nelspruit Policing Area in Mpumalanga Province of South Africa.

**Table 5: Respondents' history of participation in CPF**

	<b>Frequency</b>	<b>Percentage</b>
Less than a year	7	13
Less than two (2) years	10	19
Two (2) years and above	14	26
Never participated	22	42
<b>Total</b>	<b>53</b>	<b>100</b>

The majority of respondents who took part in the study, 42% of the respondents, have never participated in the CPF before. At least 26% of the respondents have been

participating in the CPF for a period of not less than two (years) , while the other respondents, 19% and 13% of the entire respondents , have participated in the CPF for a period of less than two (2) years and less than a year , respectively. Fifty eight percent (58%) of the respondents who took part in the study has had experience participating in the CPFs while 42% of the respondents who took part in the study have never participated in the study. This helps provide the study with insight into the experiences and issues participants has on CPF and community participation within the Nelspruit Policing Area in Mpumalanga Province of South Africa.

#### **4.2 Measures aimed at promoting community participation in CPF**

Data obtained from the study on measures aimed at promoting community participation in community policing forums (CPF) in the Nelspruit Police Station area in Mpumalanga Province is presented. This section present respondent’s opinion about measures put to enhance community participation in CPF.

**Table 6: Public awareness created for members of the public to participate in CPF**

	<b>Frequency</b>	<b>Percentage</b>
Yes	31	58
No	22	42
<b>Total</b>	<b>53</b>	<b>100</b>

From the data collected from the study, majority of respondents, constituting 58% of the study, agree that there has been public awareness created for members of the public to participate in the CPF. Forty-two percent (42%) of the respondents, who took part in the study, are of a view that there hasn’t been public awareness created for members of the public to participate in the CPF.

While public awareness for members of the public to participate in the CPF has been done, the results drawn from the study indicate that this has not covered everyone

amongst the targeted participants of the CPFs, drawn from the public. This reflects on the extent such public awareness campaigns are able to reach the entire population targeted for participation in the CPF.

**Table 7: Enough resource allocation to support CPF activities**

	<b>Frequency</b>	<b>Percentage</b>
Yes	15	28
No	38	72
<b>Total</b>	<b>53</b>	<b>100</b>

There is an indication from the study that there are no enough resources allocated to CPFs, enabling them to perform their tasks easily. This is supported by 72% of the respondents who took part in the study; with at least 28% of the respondents who took part in study supporting the view that enough resource has been allocated to support the CPF activities. From the data collected during the study, there is a clear indication that, while resources are allocated to support CPF activities, not much is provided to enable CPFs to do their work properly.

**Table 8: Capacity building for community members participating in CPF**

	<b>Frequency</b>	<b>Percentage</b>
Yes	19	36
No	34	64
<b>Total</b>	<b>53</b>	<b>100</b>

Majority of respondents who took part in the study are of a view that there is no capacity building programmes for community members participating in the CPF, with 36% of the respondents being of an opinion that capacity building programmes for community members participating in the CPF does exist. While this is the case, it can be concluded that not much is done to capacitate members of the community taking part in the CPFs. This is supported largely by majority of respondents who took part in the

study. There is, therefore, a need by the responsible authorities to support the CPFs in the area through capacity building programmes.

**Table 9: Media campaigns encouraging community members to participate in CPF**

	Frequency	Percentage
Yes	22	42
No	31	58
<b>Total</b>	<b>53</b>	<b>100</b>

The majority of respondents, constituting 58% of the study, are of an opinion that there are no media campaigns encouraging community members to participate in the CPFs. At least 42 percent of the respondents' disagrees with the latter. There are no media campaigns targeted at encouraging member of the public to partake in CPFs. these demonstrate that there are no efforts put to ensure increased media campaigns to increase public participation in the CPF in the Nelspruit policing area.

**Table 10: Community participation strategy on the CPF encourages communities to participate in CPF**

	Frequency	Percentage
Yes	23	43
No	30	57
<b>Total</b>	<b>53</b>	<b>100</b>

The majority of respondents, 57% of respondents who took part in the study, are of an opinion that community participation strategy on CPF does not encourage members of the public to participate in CPF. This is contrary to an opinion held by 43% of the respondents who took part in the study, holding that the available strategy on community participation in the CPF encourages communities to participate in the CPF. While the strategy on community participation in the CPF exists, it has its own limitations in encouraging members of the community to participate in CPFs. Those

limitations may include providing mechanisms for enhancing community participation, providing for institutional arrangement aimed at increased community participation in the CPF in Nelspruit policing area.

**Table 11: Meaningful roles and responsibilities of community members in the CPF have been defined**

	<b>Frequency</b>	<b>Percentage</b>
Yes	20	38
No	33	62
<b>Total</b>	<b>53</b>	<b>100</b>

From the data obtained on roles and responsibilities of community members in the CPF, majority of respondents, constituting 62% of the entire respondents are of an opinion that there are no meaningful roles and responsibilities allocated for members of the community participating in the CPF. This is contrary to a view held by 38% of the respondents who took part in the study, having a view that meaningful roles and responsibilities are allocated for community members partaking in the CPF. From the data presented above, there is an indication that while community members partaking in the CPF have roles and responsibilities allocated to them, such are not meaningful. This may be attributed to the fact that role and responsibilities allocated for communities are performed in the main by members of the CPF, specifically those in the executive committees of the CPF, rather than community members.

**Table 12: Accessibility of CPFs to members of the community**

	<b>Frequency</b>	<b>Percentage</b>
Yes	25	47
No	28	53
<b>Total</b>	<b>53</b>	<b>100</b>

The majority of respondents, constituting 53% of the respondents who took part in the study, are of an opinion that the CPFs are not accessible to members of the community as they are supposed to be. This is contrary to a view held by 47% of the respondents who participated in the study, holding that CPFs are accessible to members of the community. While CPFs are accessible, there seem to be some limitations on the accessibility of CPFs by members of the community, provided that majority of participants who took part in the study seem to hold a view that the CPFs are not accessible.

**Table 13: Political interference obstructing participating in CPF**

	<b>Frequency</b>	<b>Percentage</b>
Yes	17	32
No	36	68
<b>Total</b>	<b>53</b>	<b>100</b>

While majority of respondents, constituting 68% of the entire respondents, disagree with the notion that there is political interference in CPFs and that such obstruct participation by members of the public in the CPFs. At least 32 % of the respondents who took part in the study are of a view that political interference obstruct participation by members of the public in the CPFs. From the presentation of opinions of respondents in the study, political interference seem to have little to do with minimal participation by community members in the CPF., given that there is low political influence that political parties would want to exert in the running the CPFs in Nelspruit policing area. Political interference refers to an instance where political parties dominate the CPFs structures and activities for political reasons.

**Table 14: Existence of programmes aimed at youth participation in CPF**

	<b>Frequency</b>	<b>Percentage</b>
Yes	18	34
No	35	66
<b>Total</b>	<b>53</b>	<b>100</b>

The majority of respondents, constituting 66% of the respondents who took part in the study, are of an opinion that no programmes exist targeted at increased youth participation in the CPF. However, 34% of respondents who took part in the study hold a different view from the latter; maintain that programmes exist aimed at increased participation by youth in the CPFs. While there are young people who participate in CPFs, from the data presented above, it is clear that there are no programmes aimed at increasing the participation of youth in CPFs. This is supported by an overwhelming majority of respondents who took part in the study.

**Table 15: Existence of programmes aimed at women participation in CPF**

	<b>Frequency</b>	<b>Percentage</b>
Yes	12	23
No	41	77
<b>Total</b>	<b>53</b>	<b>100</b>

An overwhelming majority of the entire respondents (constituting 77% of respondents who took part in the study) maintains that there are no programmes aimed at increasing women participation in the CPF. At least 23% of respondents are of a view that programmes exist aimed at increasing women participation in the CPF. Supported by the views of majority of respondents who took part in the study, a conclusion may be drawn that there are no programmes aimed at women participation in the CPF.



**Table 16: Existence of programmes aimed at participation by people with disability in CPF**

	<b>Frequency</b>	<b>Percentage</b>
Yes	6	11
No	47	89
<b>Total</b>	<b>53</b>	<b>100</b>

Eighty nine percent (89%) of respondents, who took part in the study, maintains that there are no programmes aimed at enhancing participation of people with disability in the CPFs. Contrary to this view, is that 11% of the respondents, who took part in the study, hold that there are programmes aimed at participation by people with disability in the CPFs. Looking at the statistical representation of respondents views pertaining to availability of programmes aimed at participation of people with disability in CPF, a conclusion may be drawn that there are no programmes aimed at participation by people with disability in the CPFs. This is attributed to the fact that majority of respondents , mainly participants in the CPFs, do not, or seem not to have experience , enhanced participation by people with disability in the CPFs as indicated in the results presented in Table 16 above.

**Table 17: Partnership programmes with organised sectors in CPF established**

	<b>Frequency</b>	<b>Percentage</b>
Yes	26	49
No	27	51
<b>Total</b>	<b>53</b>	<b>100</b>

Respondents were required to state if any partnership programmes with organised sectors with the CPFs exist. Majority of respondents, constituting 51% of the respondents, are of the view that partnership programmes exist with organised sector and the CPF, while 49% of the respondents who took part in the study hold a different view. While there are focused partnerships programmes between organised sectors and the CPF, there seem to be a dominating opinion that such partnership do not exist, but

with a small margin. The majority of respondents who took part in the study are participants in the CPFs, and are as such, aware of existence of partnership between organised sectors and the CPFs. It may be concluded, looking at the composition of the sample for this study that programmes aimed at partnership between organised sectors and CPFs do not exist.

### **4.3 Respondents views on improving state of community participation in CPF**

Respondents in the study were required to give their opinion on how the state of community participation in the CPF can be improved. This section discusses respondent's views on how the state of community participation in the CPF can be improved.

The discussion addresses respondents opinion on how public awareness on the CPF can be increased, resources needed to support the CPF activities, Capacity building interventions required to strengthen CPFs, roles and responsibilities of communities in the CPF, accessibility of the CPF to members of the community, active participation by previously disadvantaged groups in the CPF, and establishment of sound partnership between organised sectors of the community and the CPF.

#### **4.3.1 Increasing Public Awareness on CPF**

To increase public awareness on the CPF, respondents suggested that the use of media will help a great deal. This will involve the use of print and electronic media including amongst others distribution of pamphlets containing information on CPF, radio talk shows, newspapers and advertorials in magazines. Supplementing print and electronic media, community meetings on CPF can be held regularly; together with involving community members in CPF activities, especially youth; focused sector forums are important; and awareness campaigns and, outreach programmes within communities by CPF management in SAPS will help. In addition, to create public awareness, SAPS

needs to continually give statistical exposition of crime about specific areas where the CPFs operate, such that the community members may be aware of the crime rates in their residence, the dominant type crime within their community, to enable them to actively participate in reducing and fighting such crime.

#### **4.3.2 Resources Required to Support CPF Activities**

In order that CPFs carry their duties properly, resources are required to support activities of participants in the CPF, helping them to achieve the vision and goals of establishing and operating community policing forums. Therefore, respondents who took part in the study, were required to give their opinion on what they think are resources to help or support the CPFs perform their activities. There are recommendations to the effect of providing CPF leaders with budget, offices, transport, computers, and resources aimed at ensuring visibility of the CPF members in communities (reflector jackets, and enabling resources - torches , whistles), and communication technology - two way radios. This will help to make the work of CPF leaders simple.

#### **4.3.3 Capacity Building Interventions Required to Strengthen CPFs**

Dealing with crime is an activity that requires capacity to a certain degree, and therefore capacity building programmes or interventions will go long way into strengthening community participation in the CPF. Respondents who took part in the study are of a view that workshops and information sessions, monthly briefing sessions, and training of CPF members on their responsibilities/functions are enough to capacitate members of the community participating in the CPF to carry-out their duties.

#### **4.3.4 Roles and Responsibilities of Communities in the CPF**

Members of the community taking part in the CPF need clearly defined roles and responsibilities in the CPF so that they participate meaningfully. Among the

respondents who took part in the study, there is a suggestion that community members taking part in the CPF must mainly conduct neighbourly watch, Joint patrol with SAPS on high crime spots, supporting the CPF in combating crime and provide information about crime in their streets or sections. In addition, members of the community can manage their streets in their residential areas and sections of residence on crime; expose crime suspects and informing the relevant authorities for intervention. This will help in allowing members of the community to taking an active role in CPF, thus ensuring that ensuring representation of sections of the community in the CPF

#### **4.3.5 Ensuring Accessibility of CPF to Members of the Community**

Having the CPF structures which are not accessible will defeat the objectives of the CPF in fighting and reducing high levels of crime. Therefore, for community member's access to CPFs, there needs to be increased visibility of the CPF in communities, establishment of sector forums, improving the means of communication between community members, and CPFs (telephone), establish structures in all sectors within society , and using print and electronic media for increased access of the CPF by members of the community.

#### **4.3.6 Active Participation by Previously Disadvantaged Individuals in the CPF**

Respondents were required to furnish the study with what they think is needed to solicit active participation by previously disadvantaged individuals – youth, women and people with disability in CPF. Among issues raised, are bilateral meetings between CPFs and organised formations of previously disadvantaged groups. It is also important that previously disadvantaged groups are encouraged to attend CPF meetings by sending invitations to them every time CPF meetings are held. It is further indicated that exhibitions and participation of CPF and relevant stakeholders in calendar events for previously disadvantaged individuals such as Sporting activities targeting Previously Disadvantaged Groups

#### **4.3.7 Establishment of Sound Partnership with Organised Sectors in Communities and CPF**

The respondents who took part in the study were requested to present their view on how they think sound partnership with organised sectors in communities and the CPF. On issues suggested, respondents recommends that constant meetings of both organised sectors , communities and the CPF need to be held regularly; organised sectors in the community must actively participate in CPFs; extensive networks with forums and leadership structures must be held to address specific challenges of sector specific group; and lastly an audit of the interests of organised sectors in communities and the CPF must be conducted to ensure channelling of efforts in the CPF to address these interests.

#### **4.4 Conclusion**

The data presented in this chapter, has been tabled in frequency tables aimed at providing frequency distribution of respondents views on questions raised by the study. As a result, an analysis of the data presented shows that there are limitation with regard to ensuring that an environment within which increased public awareness on the CPF , securing resources needed to support the CPF activities, founding capacity building interventions required to strengthen the CPFs, allocating of meaning roles and responsibilities of communities in the CPF, establishing accessibility of the CPF by members of the community, encouraging active participation by previously disadvantaged groups in the CPF, and cultivating an existence of sound partnership between organised sectors of the community and the CPFs.

In the chapter that follows, the study presents the conclusion and recommendations of the study are informed by the research objectives and the findings of the study.

## **CHAPTER 5**

### **CONCLUSION AND RECOMMENDATION**

#### **5.1. Introduction**

This chapter presents the conclusion drawn from the study of community participation in CPFs in the Nelspruit Policing Area of Mpumalanga Province in South Africa as well as the recommendation made in the study. Both the recommendations and the conclusion drawn from the study were informed by the research objectives and the findings of the study.

#### **5.2. Conclusion drawn from the study**

Members of the community are critical in ensuring that policing becomes a people oriented process. The South African policing environment has taken a shift, from a police force to a police service underpinned by involvement of community members in policing activities. Since 1993, the South African Police Service (SAPS) adopted a community policing process to meet the safety and security requirements of all people in the country. A major objective of community policing is to establish active partnership between the police and the community, especially at local level, through which crime, service delivery and community-police relations can be evaluated and plans to address problems implemented. Throughout South Africa, Community Policing Forums (CPF) has been set up to work with SAPS. This study was embarked on with the aim of establishing the extent to which communities around the Nelspruit policing area, in the Mpumalanga Province, participate in the establishment of the existing Community Policing Forums (CPF).

Accordingly, Mpumalanga as a province has also adopted community policing as a strategy towards ensuring better policing. Police stations have been mandated to establish CPFs in consultation with relevant stakeholders and communities. The

establishment of community policing forums and boards, which should be broadly representative of the community, is of crucial importance. The main objective of partnership is to determine, through, consultation, community needs and policing priorities, and to promote police accountability, transparency and effectiveness.

Chapter 1 of this study introduces the study by presenting the research problem, aim and objectives of the study, research questions, and division of the study.

Chapter 2 of the study presents literature review. This Chapter examines selected empirical research, reported practice and identified innovations relevant to community participation in the community policing forum (CPF). It provided the study with an opportunity to give better insight into the dimensions and complexity of the problem.

Chapter 3 of the study presented Research Methodology used in the study. In the main this chapter expatiates on the necessary tools employed in the study to elicit the necessary research outcome. This includes research design, data collection method, data analysis, and interpretation.

Chapters 4 of the study presented and manipulated observations drawn from the data as presented, in order to describe and explain the community participation in CPF.

Lastly, Chapter 5 in the main presents recommendations and conclusions drawn from the study.

### **5.3. Recommendations**

In drawing recommendations from the study, the information drawn from the data presentation, interpretation and analysis was organised into themes. These themes are public awareness; resources needed to support CPF; roles, responsibilities and capacity building for members of CPF; Active participation by previously disadvantaged

individuals in the CPF; and establishment of partnership with organised sectors within society. The following recommendations have been drawn from the study.

### **5.3.1 Public Awareness on the CPF**

To increase public awareness on the CPF, print and electronic media must be used maximally by distribution of pamphlets containing information on CPF, radio talk shows, newspapers and advertorials in magazines. In addition, community meetings on CPF must be held regularly in order to involve community members in CPF activities, especially youth. This can be achieved through having focused sector forums, awareness campaigns and, outreach programmes within communities by CPF management and leadership.

### **5.3.2 Resources Needed to Support CPF**

The provision of budget, offices, transport, computers, resources aimed at ensuring visibility of CPF members in communities (reflector jackets, and enabling resources - torches , whistles), and communication technology - two way radios for CPF leaders and participants within the community will help support the work carried out by CPFs.

### **5.3.3 Roles , Responsibilities and Capacity Building for Members of the CPF**

The allocation of roles and responsibilities to members of the community partaking in CPFs helps to dispel the thinking that community members are only used as tokens or spies for SAPS, and instil a feeling of ownership of policing by community members. While this may not work alone, there is a need for continued capacity building programmes in the form of workshops and training on community roles and responsibilities in the CPF.



#### **5.3.4 Active Participation in CPF by Previously Disadvantaged Individuals**

A special focus needs to be put in place to encourage members of the community and CPFs to engage individuals drawn from previously disadvantaged groups. These includes among other youth, women and people with disability. This may be achieved by engaging on programmes such as bilateral meetings between organised groups or formations for previously disadvantage as well as involving them directly in the CPF.

#### **5.3.5 Partnership with Organised Sectors within the Community**

For increased participation and interaction with organised sectors of the community, CPF leaders in communities must thrive to create meaningful partnerships with organised groups, as a way of getting them involved in policing within their respective areas of residence. This will help CPFs to have insight into specific issues identified by organised group as a major concern, and develop and nurture partnership to address these concerns. On one hand, this partnership may serve to harness and synergise the resources and opportunities available to deal with crime prevention.

#### **5.4. Conclusion**

There are a variety of reasons contributing to the minimal participation by community members in the CPFs as according to the data presented in the study. These reasons include minimal focus on increasing public awareness on the CPF by members of the community; lack of resources to support CPFs and their activities; no meaningful roles, responsibilities and capacity building programmes for members of the CPFs; and there is no active participation in CPFs by youth, women, people with disability and organised sectors. For increased participation by community members, this study recommends specific activities required to enhance community participation in the CPFs as indicated in section 5.3 in this chapter, specifically sub-sections 5.3.1 to 5.3.5.

It is envisaged that all these recommendations will go a long way into improving the state of community participation in the CPFs in the Nelspruit policing area.

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## Appendix 1 – Letter to respondents

P.O.Box 8293  
NELSPRUIT  
1200

Dear Respondent

I, Evelyn Badiketlile Nkwenyane, a student at the University of Limpopo, Student No. 200721605, am conducting a research, on the topic, Community Participation in the establishment of community policing forum: a case study of Nelspruit Police Station, Mpumalanga Province, in order to assess the level of community involvement in the establishment of CPF. This study is conducted in compliance with the need to fulfill the requirements of a Masters of Public Administration in the University of Limpopo. I therefore request that you participate in the study by responding to a questionnaire attached to this letter. All the questionnaires will be treated with the necessary confidentiality after completion. Kindly note that you are not required to disclose your personal details.

NB: Please note that the outcomes and recommendations of this study will be communicated to the institution and the involved CPFs before publication. This will contribute to the identification of the type of interventions and support required by CPFs in order to operate.

Hoping for cooperation

Evelyn Badiketlile Nkwenyane

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Please direct all correspondence to:

Evelyn B Nkwenyane  
P.O.Box 8293  
NELSPRUIT  
1200

## Appendix 2 – Questionnaire

### Part 1 Biographical details of respondents

#### 1.1. Gender

Male	1
Female	2

#### 1.2. Participants age grouping

18 to 35 Years	1
36 to 45 Years	2
46 to 55 years	3
56 and above	4

#### 1.3. Area of residence

Urban	1
Rural	2

#### 1.4. Status of participation

Community member	1
CPF committee member	2
SAPS official	3

#### 1.5. History of respondent's participation in Community Policing Forum (CPF)

Less than a year (1)	1
Less than two (2) years	2
Two (2) years and above	3



## Part 2

### Measures aimed at promoting community participation in Community Policing Forum (CPF)

2.1. There are measures put in place to ensure that there is public awareness on the part of the community to participate in community policing forum (CPF)

Yes	1
No	2

2.2. There is enough resource allocation to support CPF activities

Yes	1
No	2

2.3. Efforts has been put to ensure that capacity building programmes for community members participating in Community Policing Forums (CPF)

Yes	1
No	2

2.4. There are sufficient media campaigns (electronic and print media ) to encourage members of the community to participate in Community Policing forums

Yes	1
No	2

2.5. Community participation strategy in the CPF encourages communities to take part in the CPF

Yes	1
No	2

2.6. Communities are allocated meaningful roles and responsibilities in community policing forums

Yes	1
No	2

2.7. There are measures put to ensure that CPFs are accessible to members of the community

Yes	1
No	2

2.8. Political interference in CPF obstructs effective and efficient participation by communities in community policing

Yes	1
No	2

2.9. Are there programmes aimed at ensuring massive youth participation in CPF activities in your policing area?

Yes	1
No	2

2.10. Are there programmes aimed at ensuring massive women participation in CPF activities in your policing area?

Yes	1
No	2

2.11. Are there programmes aimed at ensuring massive participation by people with disabilities in CPF activities in your area?

Yes	1
No	2

2.12. Are there partnership programmes between organized sectors in your policing area with CPFs?

Yes	1
No	2

### Part 3

#### Respondents' recommendations on improving the state of community participation in Community Policing Forum

3.1. What measures do you recommend to increase public awareness on the part of the community on community policing forum (CPF)

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3.2. What resources should be allocated to support CPF activities in your community policing area

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3.3. What are critical (capacity building programmes/interventions) in building the capacity of community members participating in Community Policing Forums (CPF)

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3.4. What roles/responsibilities do you think communities must be given in the CPF to encourage them to participate meaningfully in CPF

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3.5. What measures can be put to ensure that CPFs are accessible to members of the community

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3.6. What should be done to ensure active participation by previously disadvantaged groups (youth, women and people with disability)?

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3.7. How can sound partnerships be developed between organized sectors in communities and CPFs?

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