PERCEPTIONS OF THE ROLE AND FUNCTION OF THE VENDA POLICE

BY

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ABSTRACT

The need to engage the community .....

> "The police must do more than they have done in the past to engage the citizenry in the overall task of policing. In a field in which resources are often strapped, the potential of this relatively untapped resource is enormous. The police have erred in pretending for all these years that they would take upon themselves - and successfully discharge - all of the responsibilities that are now theirs. (Goldstein, 1990 : 21)".

☙

DEDICATION

This work is dedicated to :

- my parents, Elias and Agnes, whose love for education laid the foundation of my academic interest;

- my loving children, Hlarisi, Tumi and Thato; and

- all my sisters and brothers who always supported me in my academic endeavors.

To all of them, I say : "Ke-ya Leboga Bakwena!"

DECLARATION

I, Mabel Maphuti Makibelo, declare that the dissertation:
"Perceptions of the role and functions of the Venda Police" represents
my own work in both conception and execution the sources I have used
or quoted have been acknowledged of complete references.

MABEL MAPHUTI MAKIBELO

ACKNOWLEDGMENTS

SUMMARY

The police role appears to be a controversial issue since the evolution of modern policing in Great Britain with the establishment of the Metropolitan Police under the leadership of Sir Robert Peel in 1829. The South African Police Service, and in particular the erstwhile Venda police, are no exceptions to the rule.

The primary aim of this investigation revolves around the statistical measurement of the perceptions and attitudes of respondents pertaining to the role and functions of the Venda police. For this purpose, a sample group of 406 respondents, arbitrarily selected from four areas, namely : Thohoyandou, Makwarela, Sibasa and Shayandima, were subjected to a closed, structured questionnaire regarding various aspects of the role and operational function of this independent police force.

Statistical tests, such as the F-test, were implemented to test for significance and reliability of data obtained from questionnaires. The statistical results only represent the perceptions and attitudes of the research group towards the Venda police.

The findings indicate :

- that the majority of the respondents perceive the role and function of the Venda police as an important social service;

- that both male and female respondents have significant different perceptions of the police role as it relates to the operational rendering of this social service function;

- insignificant differences between the various educational qualification groups pertaining to police partiality, abuse of power and authority, lack of knowledge and imperiousness on the part of the police are observed;

- an unwillingness among the sample group to report crime to the police due to, inter alia, the inability of the police to effectively solve criminal cases, an arrogant attitude among police officials, etc.; and

- that in general, the global image of the Venda police is somewhat negatively evaluated by the total research group.

Recommendations are as follows :

- the cultivation of a better understanding of the police role by means of facilitating closer contact and co-operation with the public;

- to provide an improved social service to the public by means of rapid responses to calls for assistance and complaints;

- establishing a police-citizen partnership in crime prevention by means of implementing a community style of policing;

- improving the educational qualifications and training procedures of policemen.

OPSOMMING

Die polisierol blyk 'n kontroversiële aangeleentheid te wees sedert die evaluasie van moderne polisiëring in Engeland met die totstandkomming van die Metropolitan Police onder die leierskap van Sir Robert Peel in 1929. Die Suid-Afrikaanse Polisiediens en die Venda polisie in die besonder, is geen uitsonderings op die reël nie

Die primêre oogmerk van hierdie ondersoek sentreer rondom die statistiese meting van die persepsies en houdings van respondente betreffende die rol en funksie van die Venda polisie. Vir hierdie doel is 'n steekproef van 406 respondente, wat arbirêr selekteer is uit vir gebied naamlik : Thohoyandou, Makwarela, Sibasa en Shayandima, onderwerp aan 'n geslote, gestruktureerde vraelys wat betrekking het op verskeie aspekte van die rol en operasionele funksie van dié onafhanklike polisiemag.

Die Chi-kwaddraattoets en die F-toets is geïmplementeer om te toets vir beduidenheid en betroubaarheid van die data afkomstig van die vraelyste. Die statistiese resultate verteenwoordig slegs die persepsies en houdings van die ondersoekgroep teenoor die Venda polisie.

Die bevindinge dui daarop dat :

- die meerderheid respondente die rol en funksie van die Venda polisie as 'n belangrike sosiale diens beskou;

- beide manlike en vroulike respondente ontbloot beduidende, verskillende perspsies van die polisie rol waar dit verband hou met die operasionele lewering van dié sosiale diensfunksie;

- onbeduidende verskille tussen die verskei opvoedkundige kwalifikasie groepe betreffende partydigheid, misbruik van mag en gesag, gebrek van kennis en baasspeleringheid aan die kant van die polisie is waarneembaar;

- 'n onwilligheid aan die kant van die ondersoekgroep om misdaad aan die polisie te raporteer, onder andere as gevolg van 'n onvermoë van polisie beamptes om krimine:e sake suksesvol op te los, arrogante houding van polisiebeamptes, ensovoorts te bespeur; en

- die globale beeld van die Venda polisie oor die algemeen, ietwat negatief beoordeel word deur die totale ondersoekgroep.

Aanbevelings is soos volg :

- die fasilitering van 'n beter begrip van die polisierol deur bemiddeling van nomer kontak en samewerking met die publiek;

- die voorsiening van 'n verbeterde sosiale diens aan die publiek by wyse van sneller reaksie op oproepe vir hulp en klagtes;

- die bewerkstelling van 'n polisie-publiek-vennotskap in die voorkoming van misdaad deur middel van die implementering van 'n gemeenskapspolisiëringstyl;

- die daarstelling van raadgewende forums; en

- die verbetering van die opvoedkundige kwalifikasies en opleidingsprosedures van polisiebeamptes.

TITLE OF DISSERTATION :

"Perceptions of the role and function of the Venda police"

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CHAPTER 1

GENERAL ORIENTATION TO THE STUDY

1.1 INTRODUCTION

Van Heerden, (1976:16) defines policing as: "... 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 the constitutional rights of the individual."

Police work is a complex occupation undertaken in a complex world. The complexity of the police role and function is brought about by the fact that policing is rendered in a heterogeneous society. Perceptions from different individuals or organisations place contemporary policing in a predicament. Contact with the public through policing is regarded as an open structure where the balance between individual rights with limited restrictions and harmonious relationships between people must be maintained. The role and function of the police is based on coercion and non-coercion. The coercive function includes real enforcement of the law, e.g. arrest of criminals and non-coercive which includes crime prevention - whether long-term or short-term. Police duties have been performed in an environment of anti-social behaviour and among people whose attitudes are often antagonistic, conflicting and prejudiced.

The task of policing has been delegated by society to the police (Van Heerden, 1976:131). Social order cannot be achieved without the active participation of all citizens of a society. The degree of participation and the willingness to assist the police in keeping peace and order, depends to a large extent on the public's attitude towards the role fulfiller and the latter's attitude towards the public. Distorted public expectations and misinterpretations of the role and function of policing in its actual fulfilment by the police, may cause a rift in this partnership. Consequently, it will be reflected in the relations between the public and the police and in the image that the one has of the other (Mayet, 1976:1).

Since a very large proportion of police duties (functions) amount to public services, a diversity of relations can be expected in daily contact situations. These relations are unpredictable and may range from well disposed attitudes to emotional outbursts. The attitudes formed during daily contact reflect the public's image of the police and the police's image of the public.

The objective of society is the creation and maintenance of an orderly, peaceful and stable society. Society (as a collectivity) delegates to the state the obligation to promote and maintain public order. The police are responsible for the judicative function in accordance with the constitutional acceptance of this general task. Policing can never be performed in isolation. It requires constant interaction with members of society, and it is within this area of mutual expectations and obligations that uncertainties, distortions and even confusions with regard to perceptions about the role and function of the police arise (Van Heerden, 1976:4, 40-41).

The police are regularly called upon to control conflict, (whether it be the investigation of crime, intervention in domestic quarrels, riots, demonstrations, violent situations, etc.) by administering laws which they have not created. Samaha (1988:178) opines that the police are the primary contact which citizens have with the government. Apart from their law enforcement function, it seems that the order maintenance and social service functions are the functional heart of policing.

1.2 RESEARCH DESIGN

According to Kerlinger (1986:279), research design "refers to the plan and structure of investigation so conceived as to obtain answers to research questions". The plan embraces the overall scheme or program of the research project being undertaken and includes literally all the phases in the research process, i.e. from the outline of what the researcher intends to do up to the final analysis of data. The structure entails the framework or organisation of elements and refer to a paradigm or model of the relations among the variables of a study. In the research design, the researcher usually expresses both the structure of the research problem and the plan of investigation used to obtain empirical evidence on the relations of the problem. It is also evident that design is data discipline, the implicit purpose being the imposition of controlled restrictions on observations of natural phenomena. A research design therefore not only lays out the relations of the study but also implies how the research situation is controlled and how the data is to be analysed (Kerlinger, 1986:302-306).

The actuality of the police role and the concomitant functions thereof in Venda are regarded as the main reason for having chosen the present research topic. The actuality of the police role rests on the following assumptions -

(i)   The external police image could be regarded as a barometer of the degree of police efficiency. For this reason, it is imperative to take note of prevailing perceptions regarding the manner in which the police role is fulfilled by means of specified functions. Favourable perceptions contribute towards the creation and enhancement of police-community relations, the promotion of voluntary compliance with the laws and the establishment of a partnership in policing. Unfavourable perceptions tend to negatively influence co-operation with the police; and

(ii)   in order to promote and enhance the police image, it is imperative to pro-actively identify those factors which contribute towards negative perceptions among the public and, where necessary, to take the necessary precautions in eradicating them.

At present, policing in Southern Africa (including Venda) is confronted by a wide range of social, political and economic changes accompanied by a population explosion. Problems encountered along these lines are exacerbated by socio-economic factors such as unemployment, poverty, escalation of both violent and property crime, etc. It is within this highly impersonal external environment that people have grown apart through a lack of communication, prejudices, discrimination (due to "apartheid") and outright alienation from each other. Van Heerden (1976:81) opines that heterogeneity also contributes to differences between people - especially as a result of nationality, cultural affiliation, social class, economic status, etc. These differences negatively influence the ecological (spatial) distribution of people in the external or physical milieu - varying from rural to urban communities, neighbourhoods, squattercamps to slum areas. "In this heterogenous physical and psychic occupational environment which the police have not created, they have to control conflict by administering laws which they have not devised" (Van Heerden, 1976:81).

In order to be efficient and productive, the Venda police needs the support of the citizens they serve. In order to promote co-operation between the police and the public, there is a need to obtain information (by means of research) from the citizens of Venda in order to evaluate their role and functions to be more responsible and accountable to the people they serve.

1.3 RESEARCH APPROACH

The general approach throughout this investigation is positivistic in nature. Alant. Lamont, Maritz and Van Eeden (1981:199) define positivism as: "...a theory of knowledge based on the assumption that facts exist as inherent attributes to things: that controlled sensory perception is the only way of knowing and that knowledge has, as its primary aim, the discovery of the laws according to which society (reality) operates".

According to Hughes (1980:16), positivistic orthodoxy refers to philosophical epistemology (i.e. the nature of phenomena and the procedures for determining their existence) which represent the intellectual approach in the social sciences. This positivistic approach consequently leans heavily on epistemology which recognises observation as the only means of viewing the "outside world". Epistemology devotes theory of knowledge, i.e. the ways in which man learns of the existence of "things", whether through discussion, experience, etc. It consequently also includes the establishment of truth (Alant, et al., 1981:197). Epistemology also refers to the nature of things and phenomena (serious crime) as they occur in social reality (society) and the procedures employed for establishing their existence. In summary, then, it could be stated that epistemology is the theory of knowledge which investigates the nature, origin and bounds of knowledge (Hughes, 1980:16). In this regard, Babbie (1989:6) maintains that epistemology is the science of knowing; methodology (a subfield of epistemology) might be called the "science of finding out".

Ontology, on the other hand, may be defined as a philosophical view of the "world" as it is, in other words, how "things" relate to one another in society (Alant, et al., 1981:199). Hughes (1980:16) writes: "Claims about what exists in the world almost inevitably lead to issues about how what exists may be known". Ontology and epistemology are therefore inseparable. Hughes (1980:16) opines: "Quite clearly ontological issues and epistemological ones are not unconnected". Ontology deals with the essence of "things", i.e. with its essential characteristics with a view to determining the basic nature of every "thing" that exists.

Positivism, which is predominantly natural science orientated, regards social reality in which phenomena occur as a unified whole, in that the same methods of study may be applied to all phenomena. Study methods in natural science and social orientations consequently have much in common: both require the same precision and objectivity. In positivism the method of study is extremely important. To the

positivist, science refers to a technique or method which promotes the attainment of reliable knowledge of any perceivable phenomenon in the world which may be used for purposes of control and prediction. Further characteristics of positivism are, inter alia, the following:

* all directly, observable things or facts, together with the correspondences and relationships between them which may be established through reason without exceeding the empirical limits, are regarded as positive. Belief in the sensory perception of empirical phenomena (empiricism) plays a dominant role; and

* positivism aspires to practical knowledge of and control over nature as opposed to the speculation of, for instance, meta-physics.

Positivism has particular significance within the framework of the social sciences, particularly with regard to the study of social phenomena (such as the police role). The point of departure is that the application of the methods and results of the natural sciences in the field of human relations will ensure a new level of efficiency and order in society, since social problems may be eliminated in this manner (Potgieter, 1983:2).

1.4 AIMS OF THE RESEARCH

The present research is mainly undertaken to evaluate the Venda people's perceptions and attitudes towards the Venda Police. This also evaluates the Venda people's concept and understanding of the police role and function in society, i.e. whether the police role is fulfilled in accordance with the expectations of the Venda people. This information will indicate as to whether a partnership between the Venda police (active partner) and the public (passive partner) is in place or whether this could lead to withdrawal of assistance in maintaining order, and how any shortcomings could be remedied.

Furthermore, the aim of this research is:

(i)   to identify factors for more detailed future research;

(ii)   to broaden knowledge of and insight into the police role and its function;

(iii) furthermore, the researcher realised that the information gathered here can be made available to police managers and administrators which may improve goal realisation; and

(iv)   to assist criminal justice practitioners by means of disseminating information on policing as a social phenomenon.

It should be noted that it is not the intention of this investigation to facilitate specific verdicts regarding the perceptions of the role and functions of policing in Venda on the basis of generally accepted generalisations. The research findings only reflect the perceptions and attitudes of those respondents included in the sample group.

1.5 RESEARCH RATIONALE

When a better understanding of the role and functions of the police in society is sought, it must be borne in mind that due consideration should be given to a variety of complex factors. The intensity of these factors and possible influence they may have on policing, can only be determined through a general exploratory research project. The reason for having undertaken this investigation, as pointed out already, is primarily to evaluate the inhabitants of Venda perceptions and understanding of the role and function of policing in society as well as whether the police role is fulfilled in accordance with the expectations of the Venda people.

In order to pursue this objective, a variety of literature (as reflected in the bibliography) had been consulted to orientate the researcher on the role and function of policing. Factual information has been secured by means of a questionnaire which was tailored to fit the Venda situation (see par. 1.8.3). Any investigation of this nature yields certain deficiencies and shortcomings. In the first instance, it is impossible to include all kinds of statements that would be relevant to the topic under investigation. This would account for a too lengthy questionnaire which might have contributed to a low response rate. Secondly, all members of society could not be involved (included) in the investigation due to cost-effectiveness, etc. For this reason, the researcher deemed it fit to restrict the questions (statements) to that contained in the questionnaire because this measuring instrument had been successfully implemented in the past (see par. 1.8.6.1).

1.6 RESEARCH HYPOTHESES

Hy et al., (1983:11) define hypotheses as: "... statements suggesting the relationship researchers believe will help explain some phenomenon. They generally deal only with a portion of reality". Van der Westhuizen (1977:45) opines: "By research hypotheses we understand general statements relating to an expected result and formulated as a guideline and rationale before research is begun". Therefore, it can be assumed that the formulation of hypotheses amounts to the making of intelligent, informed and calculated guesses at the probable result of a research project. "By their very nature, all hypotheses are purely tentative or provisional generalisations which can be established or rejected by an investigation" (Van der

Westhuizen, 1977:45). Hy et al (1983:11) believe that hypothesis testing primarily involves making statistical inferences about a population based on characteristics found in a sample drawn from that population.

Simon and Burnstein (1985:29) are of the opinion that not all hypotheses are deduced from theories, though most of them rest on facts and assumptions, for example, one might look around and hypothesise that tall girls get married earlier than short girls. This is indeed a scientific hypothesis, but it comes directly from observation and unformalised intuition rather than as a deduction from a body of theory. These writers define a hypothesis as "... a single statement that attempts to explain or predict a single phenomenon ...". Bailey (1987:42) concludes that a hypothesis is: "... not a statement of wishful thinking or of value".

Bailey (1987:42) further states that a hypothesis is a proposition that is stated in testable form and predicts a particular relationship between two (or more) variables. In other words, if we think that a relationship exists, we first state it as a hypothesis and then test the hypothesis in the field. It can also be regarded as a tentative assumption made in order to draw out and test its logical and empirical consequences. It follows that:-

(a)   First, it must be a statement of fact susceptible to empirical investigation, that is, some statements that can be proved to be right or wrong through research. In the present study the hypotheses are used to test as to whether the Venda Police fulfil their role and function as expected.

(b)   Secondly, a hypothesis must not be regarded as a statement of wishful thinking. The hypothesis is merely a statement, as yet tentative and unproved, of what the researcher thinks the facts are. For the statement to be proved it must be tested; to be tested it must be stated as precisely as possible.

In order to give direction to the present study, a limited number of hypotheses were formulated. These "descriptive hypotheses" are none than tentative generalisations, i.e. they are only predictions of <u>how</u> the final generalisations are expected to appear. Accordingly, the specific research approach can be typified as hypothesis-verifying induction.

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The following hypotheses have been identified for empirical testing:-

H_1: Respondents have a positive perception (image) of the role and function of policing in Venda".

H_2: "Juridical contact with the police contribute towards a negative perception of the police role and function".

H_3: "Female respondents have a positive image of the occupational status of the police".

H_4: "Reasons for not reporting crime to the police are based on factors relating to police inefficiency".

1.7   RESEARCH DELIMITATION

1.7.1 Qualitative Delimitation

The research deals with the social perceptions of the public of Venda regarding the role and function of the police. The researcher spent some time visiting certain areas in Venda in order to determine, by estimation, the social status of each area.

After the estimation, discussions with leading members of the areas were undertaken in order to assess the possibility of classifying the areas according to socio-economical classes. However, due to a lack of proper population statistics, such classification was not feasible and had to be aborted.

The researcher deemed it fit to only include respondents - male and female - above eighteen (18) years of age.

This research does not refer to policing in general, as this concept would include all institutions involved in the prevention and repression of crime. The research specifically refers to the role and functions of the Venda Police. South African Police, etc. are excluded.

1.7.2 Quantitative Demarcation

The total population could obviously not have been included in the research. In considering the size of the research group the view was adopted that the sample should not necessarily be proportionate to the total Venda citizens in Thohoyandou. It is not the size of the sample in relation to the total population which determines the reliability of a research, but whether the sample is reasonably true and representative of the population from which it is drawn. It is impossible to guarantee that the research group, in all respects, reflect a true representative sample of the entire Venda population due to the lack of population statistics. Notwithstanding this deficiency, the researcher is of the opinion that the sample is fairly representative of the people of Venda, namely the four areas included in the sample - see par. 1.8.1.

In the initial planning phase, the researcher arbitrarily decided to distribute 480 questionnaires. Of this total, 406 were collected, carefully edited and analysed by means of the SAS- computer programme at the University of Zululand.

1.7.3 Spatial Delimitation

The demarcation of the area in an exploratory research of this nature is most important in order to ensure that the area of choice will provide a variety of information from which important general deductions for use in future comparative studies can be made.

This research is confined to the Venda area, an independent national state within the boundaries of Southern Africa. The following are the most important reasons for having chosen Venda:

(a)   Due to a high crime rate, especially ritual murder cases and alleged witchcraft in the area, a greater involvement in criminal situations and contact with the police can be expected.

(b)   The University of Venda, which is situated in Thoyandou with heterogenous student characteristics, increases the impersonal nature of contact with the police.

(c)   The heterogenous population in Venda affords the opportunity to compare the perceptions of a variety of cultural sub-groups with regard to their perceptions of the police role and function.

1.8   RESEARCH TECHNIQUES

1.8.1   Sampling

Sample is a subset or portion of the total population. It is also a complete list of all units from which the sample is drawn (Bailey, 1987:81). Thus, sampling is drawn from the total population or universe. In the present study the population (universum) is regarded as the total number of people residing in Thohoyandou (Venda).

Babbie (1989:206) defines sample as "a special subset of a population observed for purposes of making inferences about the nature of the total population itself".

Cilliers (Van der Walt, Cronje and Smit, 1985:191) opines that the researcher does not always find it possible to make observations of all the units or cases. Since the aim of science is the formulation of general statements about empirical reality, the researcher has to pay attention to the method of making deductions from a limited number of units and extend it so that it can be representative of the whole population. These units must be a sound reflection of the 'whole' in all its facets, i.e. the qualities of the units must hold for the universe.

As pointed out in par. 1.7.2, it is not the size of the sample in relation to the total population which secures reliability but rather whether the sample is a reasonable and true (representative) reflection of the inhabitants of Venda.

In the planning phase of this research, the researcher arbitrarily selected 480 respondents from each of the following identified residential areas:

(a)   Thohoyandou;

(b)   Makwarela;

(c)   Sibasa; and

(d)   Shayandima.

The technique of proportional random sample selection was then implemented and put into practice. In each of these residential areas a total of 120 questionnaires were distributed, by leaving a questionnaire at every seventh house for completion by the owner of the household so selected. In certain cases where a household proved to be absent or refused to co-operate, the immediate following household had been selected. This procedure was followed consistently for each of the four identified residential areas until the desired number of questionnaires were distributed. The

choice for having distributed questionnaires at every seventh house was based on information regarding the ecological distribution of households in each identified residential area obtained prior to the commencement of questionnaire distribution which enabled the researcher to compile a map of each area. Table 1.1 shows the statistical distribution of the questionnaires. In order to establish representativeness, the sample group had been compared with the theoretical or expected frequency from the universum and calculated according to the following formula implementing the Chi-square test:

$$\chi^2 = \Sigma \quad \frac{(O-E)^2}{E}$$

Where O is the observed and E the theoretical expected frequency.

TABLE 1.1   QUESTIONNAIRE DISTRIBUTION AMONG RESPONDENTS ACCORDING TO AREA OF RESIDENCE

RESIDENTIAL AREA	EXPECTED FREQUENCY		OBSERVED FREQUENCY	
	N	%	N	%
Thohoyandou	120	25,00	112	27.59
Makwerela	120	25,00	99	24.38
Sibasa	120	25,00	109	26.85
Shayandima	120	25,00	86	21.18
TOTAL	480	100	406	100

X2 = 14,85;   df = 3;   p = 7,82 (Insignificant)

Table 1.1 shows the distribution of the respondents according to four residential areas arbitrarily selected for inclusion in this research. According to the Chi-square test, the sample group does not differ significantly from the theoretical or expected frequency. The research (sample) group is therefore regarded as representative of the population of the areas in which the research was conducted, and accordingly, the null-hypothesis is accepted.

1.8.2 Variables

A variable is a construct relating to the abstraction of certain observable characteristics while ignoring others. That which varies are some characteristics that all members of a set of observations possess to some degree. The researcher decides which characteristic is important to him and then decides on standard procedures to determine the presence or absence of that variable in each individual case (Blalock &

Blalock, in: Smit, Van Heerden & Du Preez, 1990:214).

Van der Westhuizen (1977:29) defines a variable as a generic term applicable to the elements of a set of characteristics of something, on the assumption that quantitative values can be allocated to it. He distinguishes between first-order variables, which are empirically observable and verifiable (for example race, sex, age, income and occupation). Second, any higher-order variables relate to concepts, constructs. The present study is concerned about various types of perceptions and attitudes. Usually these variables must first be correlated with each other before deductions, conclusions and generalisations are possible. In other words, the attitude must be correlated with a specific race, age, group and so forth before it becomes meaningful. Variables can be dependent or independent. Dependent variable is the one which cannot, in itself, affect the other whereas the variable, capable of affecting change in the other variable, is called an independent variable. In a causal relationship the cause is the independent variable and the effect the dependent variable.

1.8.3 Measuring Instrument

In attitude measurement, the questionnaire seems to be the most important instrument. For the purpose of this investigation, a pre-coded, closed-structured questionnaire was implemented to gather information on a variety of aspects pertaining to the role and function of the Venda police.

The questionnaire (Annexure A) relates to the philosophy of policing, functional aspects, role expectations, methods and procedures of policing as is evident in the contact situation, role and occupational status and factors enhancing the police image.

The questionnaire is divided as follows:

Section A : General information of respondents

Section B : Aspects concerning the philosophical basis and acceptance of the police role

Section C : Functional aspects

Section D : Aspects which are related specifically to the individual performer

While constructing (compiling) the questionnaire, the following general accepted requirements were given due consideration:-

(a)   Wording of questions or statements;

(b)   Systematization of questions;

(c)   Structure of questions (variables);

(d)   Length of the questionnaire; and

(e)   The structure of the questionnaire (Oppenheim, 1966:30-80; Edwards, 1957:13-15).

1.8.4 Measurement

Stevens (1951:22) defines measurement as "... the assignment of numbers to objects or events according to rules." Criticism against this definition is that, strictly speaking, many of the phenomena to be measured are typically too abstract to be adequately characterised as either objects or events. Carmines and Zeller (1974:10) cite the following examples to support the foregoing point of criticism: " ... phenomena such as political efficacy, alienation, gross national product, and cognitive dissonance are too abstract to be considered 'things that can be seen or touched' (the definition of an object) or merely as a 'result, consequence, or outcome' (the definition of an event)". For this reason, it seems as if Stevens' classical definition of measurement is much more appropriate for the physical than for the social sciences.

Zeller & Carmines (Riley, 1963:23) offer a more appropriate social science orientated definition of measurement, namely: " ... the process of linking abstract concepts to empirical indicants." This process includes both an explicit, organised plan for classifying and quantifying particular data (indicants) in terms of the general concept in the researcher's mind. The advantage of this definition is that measurement is viewed as a process of involving both theoretical as well as empirical considerations when conducting research.

Van der Westhuizen (1977:87) opines that measurement relates to any existing scale to describe the fluctuations in the incidence of crime. This definition could be implicitly applied to attitude measurement - especially where the construction of a measuring scale is needed to portray the frequency distribution of attitudes with regard to a specific referent object. Measurement appears to be the sine qua non of the scientific research process (Potgieter, 1987:109).

Lemon (1973:28) offers a more acceptable description of measurement, especially as it applies to the measurement of attitudes pertaining to this investigation. Lemon (1973:28) defines measurement as the collection of observations regarding individual behaviour and the allocation of <u>numerical values</u> to such behavioural responses according to specific prescriptions (rules).

Bailey (1987:61) avers that the measurement process forms an integral part of social research and generally entails the assignment of numbers to concepts or variables (statements). This author also points out that attitude may be much more difficult to measure, because concepts relating to attitudes are not directly observable and may be multi-dimensional. To conclude, Simon and Bernstein (1985:206) define measurement as "... the assignment of numerals to events (objects) according to rule".

1.8.5 Scaling

Van der Westhuizen (1977:87) regards scaling as the <u>construction</u> of some sort of measuring scale. A scale (like attitude scaling) is the operational rule that is used in a measurement. When a researcher is interested in the contents or processes of peoples' minds, they should be asked to respond (react) to stimuli (a set of variables) presented to them (by means of questionnaires). It is the peculiar problems involved in constructing scales to measure the contents of peoples' minds that make scaling so important in social science. The mere presence of a human being (respondent) in a scientific measurement should not be singled out as being the primary source of the researcher's interest in scaling. Persons' (respondents) <u>responses</u> should rather be of interest to the researcher, especially the accumulation of <u>variations in reactions</u> to stimuli within or among persons (sample group) under changing conditions (Simon and Burstein, 1985:206-207).

Bailey (1987:362-363) opines that scales, especially attitude scales, are widely used in social research and have three distinctive functions, namely:

(i)   measurement;

(ii)   to aid the definition of concepts by providing an operational description thereof; and

(iii)   to prevent bias on the part of respondents by covertly measuring a sensitive topic without knowing that their level of prejudice is being measured, thereby preventing them from manipulating their responses. The first objective could be easily met by simple scaling with a single question, for example:

"Rate the effectiveness of policing in Venda on a scale of 1 - 10 (circle one

numeral)

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

To meet the other two objectives, it will be necessary to construct the scale from a series of questions (variables). Since the questionnaire may consist of a substantial number of questions or variables, a respondent's score can vary, depending on how many statements he or she either agrees or disagrees with. A higher score represents a higher level of the concept (idea) being measured. In the case of summated rating-scales, a respondent's score is computed by summing up the number of questions (variables) he or she answers in a certain way.

1.8.6 Summated Rating-Scale

The summated rating-scale is, according to Spector (1992:1), one of the most widely used "tools" in the social sciences. Its invention could be attributed to Rensis Likert (1932) who described this technique for the assessment of attitudes.

Bailey (1987:362-263) opines that scales, especially attitude scales, are widely used in social research.

According to Spector (1992:1), there are four distinctive characteristics that make a scale a summated rating-scale:

(a)   A scale contains multiple items. The word summated implies that multiple items will be combined or summed.

(b)   Each individual item must measure something that has an underlying, quantitative measurement continuum. This means that the scale should measure a property of something that can vary quantitatively rather than qualitatively. An attitude, for example, can vary from being very favourable to being unfavourable.

(c)   Each item has no "right" or "wrong" answer, which makes a summated rating-scale different from a multiple-choice test.

(d)   Each item in a scale is a statement, which involves asking respondents to indicate which of several response choices best reflect their response to each item.

Advantages of summated rating-scales are the following:

(i)   a well-developed summated rating-scale can have good reliability and validity possibilities, producing scales with good psychometric properties;

(ii)   a summated rating-scale is relatively cheap and easy to develop because the writing of items is straightforward and the initial development of the scale

requires only 100 and 200 respondents to assist in a pretest procedure; and

(iii)   a well-devised scale (like a Likert-type scale) is usually quick and easy for respondents to complete (Spector, 1992:2).

Certain disadvantages applicable to summated rating-scales are also observable -

*   the biggest limitation seems to be that respondents should have a fairly reasonable level of literacy, because potential respondents who do not read well may encounter difficulty in completing these scales (questionnaires); and

*   some level of expertise and statistical sophistication is necessary to develop a good scale (Spector, 1992:2-3).

There are two possible ways for considering the reliability of a summated rating-scale:

(a)   In the first instance, test-retest reliability means that a scale yields consistent measurement over time. Assuming that the construct of interest does not change, each subject should get about the same score upon repeated testings.

(b)   Internal consistent reliability means that multiple items, designed to measure the same construct (role and function of policing in Venda), will inter-correlate with one another. In the present investigation, the internal consistency measure of reliability has been implemented (Spector, 1992:6).

1.8.6.1 Steps of scale construction

Spector (1992:7-9) recommends the following steps to be followed in the development of a summated rating-scale:

(a)   Before a scale can be developed, the construct of interest should be clearly and precisely defined, i.e. a scale cannot be developed until it is clear what the scale is intended to measure.

(b)   Secondly, the scale itself is designed, i.e. involving the decision with regard to the exact format of the scale, selection of response choices and writing of instructions. This step also includes the writing of an initial item pool which will be subject to statistical analysis at a later stage.

(c)   Thirdly, the initial version of the scale should be pretested with a small number of respondents who, in fact, are asked to criticise the scale. They should indicate which items are ambiguous or confusing. The scale should be revised on the basis of the respondents' feedback.

(d)   Fourthly, the full administration and individual item analysis is conducted, using Cronbach's Alpha co-efficient to determine internal consistency.

(e)   Finally, the scale is validated and normed. Validity is defined as the property which a scale measures as its intended construct, and to determine whether the scale statistically behaves as predicted. Norms describe the distributed characteristics of a given population on the scale. Individual scores on the scale can then be interpreted in relation to the distribution of scores in the population.

In the present study, the steps (outlined by Spector, 1992) and followed in designing the measuring scale, are as follows:

(i)   Defining the construct by means of dependent variables;

(ii)   Designing of a summated rating-scale by implementing Likert-type scaling procedures (i.e. a 5-point scale);

(iii)   Administration of the final scale to a selected sample group;

(iv)   Conducting of individual Alpha item analysis of the final product, implementing Cronbach's alpha co-efficient.

The foregoing steps in the validation process were followed by the researcher, in spite of the fact that the measuring instrument used in this investigation is a combination of measuring scales obtained from the following scientific research sources:

(a)   Van Heerden, T.J. 1974. Die polisierol in die samelewing met verwysing na die Suid-Afrikaanse Polisie in Johannesburg. Unpublished research report. Pretoria: University of South Africa.

(b)   Mayet, H.R. 1976. The role and image of the South African Police in Society from the point of view of the Coloured people in Johannesburg. Unpublished MA dissertation. Pretoria: University of South Africa.

(d)   Van Heerden, T.J., Smit, B.F. and Potgieter, P.J. 1983. Die beeld van verkeerspolisiëring in Suid-Afrika. Unpublished research report. Pretoria: University of South Africa.

(e)   Du Preez, G.T. 1991. Die beeld van die Suid-Afrikaanse Polisie by 'n groep Swart universiteitstudente. Unpublished report. Pretoria: University of South Africa.

The measuring scale used in the present investigation was adapted from the abovementioned empirical research projects and tailored to fit the Venda situation.

For this reason, the researcher decided not to subject the questionnaire (Annexure A) to a pretest procedure and therefore accepted it as a valid measuring instrument for testing perceptions of the role and function of the Venda Police.

1.8.7 Individual Item Analysis

The aim of collecting data for the purpose of having an item analysis conducted, is to produce a tentative version of the scale - one that is ready for validation. Spector (1992:29-35) states that the purpose of an individual item analysis is to find those items that form an internally consistent scale and to eliminate those items that do not. Internal consistency is a measurable property of items (statement) that implies that they measure the same construct. It reflects the extent to which such items inter-correlate with one another. The item analysis usually provides information on how well each item individually relates to the other items in the analysis. This is reflected by the item-remainder co-efficient calculated for each item. This statistic is also known as the part-whole or item-whole co-efficient. The item remainder co-efficient is the correlation of each item with the sum of the remaining items. The item analysis will provide an item-remainder co-efficient, which a correlation for each item. Those items with the highest co-efficients are the ones that will be retained.

Coefficient Alpha (Cronbach, 1951) is a measure of the internal consistency of a scale. Coefficient Alpha can be raised by increasing the number of items or by raising their inter-correlation. Nunnally, 1978 (Spector, 1992:32) provides a widely accepted rule of thumb that alpha should be at least .70 for a scale to demonstrate internal consistency. The formula for co-efficient alpha is expressed by means of the following equation:

$$\alpha = \frac{k}{k-1} \times \frac{S_T - \Sigma S_T}{S_T}$$

(Spector, 1992:32). Where S_T^2 is the total variance of the sum of the items;
S^2 is the variance of an individual item; and K is the number of items.

1.8.7.1 Final Investigation

In the final application of the questionnaire. researcher implemented Cronbach's Individual Alpha-item analysis to ascertain or establish internal consistency. The final results obtained are as follows :-

(i)   Alpah coefficient   =   0.887230

(ii) Standardized Alpha =   0.895249

Based on these results, the internal consistency of the measuring instrument could be accepted with *reasonableness*. The results obtained with the final individual alpha item analysis are indicated in Annexure C.

1.8.8 The Measuring Scale

For the purposes of this investigation, a Likert-type summated rating-scale has been implemented (see par. 1.8.6). This scale is an ordinal scale. Oppenheim (1978:133) points out that, in designing his scale, Rensis Likert (1932) was primarily interested in unidimensionality, i.e. to ensure that all the items in the scale measure a single attitude. Ordinal scaling implies the allocation of numerical values to specific properties. The essence of the Likert technique is to increase the variation in the possible scores by coding from "strongly agree" to "strongly disagree". The basic procedure for Likert scaling is as follows:

(a)   A large number of statements should be selected to measure the dimension to be scaled.

(b)   A sample of respondents which are representative of the population on which the scale will be used, should be selected.

(c)   Code all responses so that a higher score on a particular item or statement indicates a stronger agreement with the attitude being scaled, i.e. code 5 for either strong disagreement with a negative one, and code 1 for strong disagreement with a positive statement or strong agreement with a negative one. A scale score should then be computed for each person by summing their scores on all statements (Bailey, 1982:365).

Babbie (1989:405) opines that, in using a Likert-type scale, the respondent is presented with a statement or statements in the questionnaire and is asked to indicate whether he or she "strongly agrees", "agrees", is "undecided", disagrees" or "strongly disagrees". Modifications of the working of the response categories is permissable, example: "always", "often", "undecided", "sometimes" or "never";

"very good", "good", "undecided", "poor" or "very poor". The Likert-type scale may also take the form of a 7-point scale, example: "extremely favourable", "less favourable", "favourable", "undecided", "unfavourable", "less favourable" or "extremely unfavourable". The particular value of this format is the unambiguous <u>ordinality</u> of response categories. The Likert method rests on the assumption that many items (statements) reflecting a particular variable under consideration provides a reasonably good measure of the variable.

Sherif and Sherif (Warren and Jahoda, 1979:396-397) are of the opinion that the aforementioned allocation of response categories is of crucial importance in the operational measuring of attitudes in order to accommodate the latitudes of acceptance, non-commitment and rejection. These latitudes (degrees) of responding constitute the underlying structure of attitudes:

(a)   <u>Latitude of acceptance</u> - represents a respondent's opinion with regard to a phenomenon, feature or object which is absolutely acceptable, indicating a favourable or positive attitude.

(b)   <u>Latitude of non-commitment</u> - while a respondent accepts or rejects certain of the items on the scale, he or she should be granted the opportunity (or choice) to express his neutrality with regard to certain other objects or phenomena.

(c)   <u>Latitude of rejection</u> - represents a respondent's position towards an object or phenomenon in which he displays rejection or objection and could be indicative of a negative or unfavourable attitude.

The inclusion of the "undecided" response category led Sherif, Sherif and Nebergal (1965:233) to the conclusion that it defines those positions where respondents may choose not to respond negatively or positively: "... while he is not forced by the research procedures to evaluate every position". Following is an example of the process of calibration, accommodating the latitudes of acceptance/rejection/non-commitment:

Strongly agree

        }   Latitude of "acceptance"

Agree

Undecided   }   Latitude of "non-commitment"

Disagree

}   Latitude of "rejection"

Strongly disagree

For the purpose of this investigation, numerical values have been allocated to each response category, namely 1,2,3,4 and 5. This continuum represents an ordinal scale. However, scores of negatively worded items have been reversed in the following fashion: 5=1, 4=2, 3=3, 2=4 and 1=5. Spector (1992:22) provides the following formula that accomplishes this kind of reversal:

$$R = (H + L) - 1$$

Where H is the largest number, L is the lowest number and 1 is the response to an item while R is the reversed item, example:

$$R = (5 + 1) - 2$$

or

$$R = 4$$

The Likert-type scale has been widely used in attitude measurement. Following are examples of such investigations:

Bublitz, E.G. 1972. An analysis of cynicism within law enforcement. Unpublished Ph.D thesis. Michigan: University of Utah.

Holtzman, H. 1980. Organisation and professional cynicsm among the police. Unpublished Ph.D thesis. Michigan: St. John's University.

Potgieter, P.J. Die invloed van die rasionaliteitsteorie op die ontwikkeling van die Suid-Afrikaanse Polisie. Unpublished MA dissertation. Pretoria: University of South Africa.

Potgieter, P.J. 1987. Sinisme - 'n polisiekundige ondersoek. Unpublished D. Litt et Phil. thesis. Pretoria: University of Pretoria.

The reason for having implemented the Likert-type scale is based on the following advantages of this scale (Burns and Dobson, 1981:376; Barclay and Weaver, 1962: 109-119; Hall, 1934:6).

*   the scale is suitable for the purposes of collecting a large number of responses;

*   it simplifies the preparation of collected data;

*   it is primarily based on empirical data forthcoming from responses (or reactions) of a selected group of respondents rather than on subjective opinions and judgements;

*   Likert-type scales ensure greater homogeneity as well as the unitary measurement of an attitude, thereby contributing towards a high level of reliability. Burns and Dobson (1981:376) point out that the reliability co-efficient of a Likert-type scale tends to yield a high level correlation - usually in the vicinity of 0.80 percent which makes group comparisons very reliable; and

*   it provides complete information regarding respondents' attitudes which is based on an intensified reaction to each item in the questionnaire.

1.8.9   Statistical Techniques

Percentages and mean averages are primarily used in this investigation to facilitate interpretations and deductions. Raw scores (indicated as N) are, in themselves, insignificant and actually unable to either express the magnitude of a measured attitude or the difference thereof between groups. Likewise, statistical techniques to assess rank-order, are equally minimal. Apart from statistical techniques applicable to nominal measurement such as percentages, modes, Chi-square, etc., medians, arithmetic means and rankorder correlations are also important in attitude measurement. Babbie (1989:370) opines: "The easiest average to calculate is the mode, the most frequent value ... the median represents the "middle" value: half are above it, half below". Percentual descriptions do not in all respects meet the requirement of indicating the general nature of an attitude or opinion to be measured. For this reason, percentages are supplemented by calculated arithmetic means to portray the data in the most manageable form as well as the standard deviation - a more sophisticated measure of dispersion.

Percentages have been calculated according to the following formula:

$$P = \sum \frac{(fx) \times 100}{(NG) \; 1}$$

Where (fx) represents the sum of the total responses in each category, multiplied by the applicable weight (numerical value); (NG) is the sum of the total respondents. multiplied by the applicable weight (numerical value). In the 5-point Likert-type scale, the highest value is 5.

Arithmetic means have been calculated according to the following formula:

$$M = \frac{(fx)}{N}$$

Where (fx) is the sum of the total responses in each category, multiplied by the applicable weight or numerical value, and N is the total respondents in this investigation.

The statistical test of significance used in this investigation, is the Chi-square, to test for differences between observed and expected values according to the following formula:

$$\chi^2 = \varepsilon \left[\frac{(O-E)^2}{E} \right]$$

Where O is the observed and E the corresponding expected frequency.

Scaling also refers, according to Bailey (1982:497), to the item or set of items (or statements) for measuring some characteristic or property, such as an attitude. Traditionally, four scaling methods are distinguished, namely, nominal, ordinal, interval and ratio.

In the present investigation, a Likert-type scale is being implemented as an ordinal measuring instrument to measure the attitudes of the respondents on a variety of aspects pertaining to the role and image of policing in Venda. However, nominal scaling will also be used for the coding of a closed-ended (forced-choice) question, such as asking respondents their gender (male or female) marital status (single, married, widowed, divorced), etc. Nominal scaling could, however, also be constructed at a multi-dimensional level by coding.

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1.8.10 F-Test

The F-test or F-ratio, which is simply a numerical expression of the relative size of MSbg and MSwg, is defined (for purposes of the present investigation) by the equation below :

$$F = \frac{MSbg}{MSwg}$$

Where :   MS = Mean Scores;
          bg = between groups; and
          wg = within groups.

The MS value is found by simply dividing the appropriate SS (Sum Scores) by its Df (degrees of freedom). MSbg is based upon SSbg and Dfbg:

$$MSbg = \frac{SSbg}{Dfbg}$$

Where :   Dfbg = k-1. Dfbg has a similar meaning to that of Df in the t-test. However it is based upon K (number of groups), rather than upon the number of subjects (e.g. male or female) as with the t-test.

MSwg is the ratio of SSwg to Dfwg :

$$MSwg = \frac{SSwg}{Dfwg}$$

Where :   Dfwg = Ntot - k   (Spence et al. 1983, p. 208)

A detailed exposition of a step-by-step calculation of the F-ratio is given in Annexure D.

1.9   STATISTICAL DESCRIPTION OF RESPONDENTS

Following is a statistical description of the respondents (sample group) who participated in this investigation. This analysis and description is primarily based on unknown factors which could not be compared with a theoretical frequency from the total population (universum).   The tabular presentations of data pertaining to demographic characteristics of respondents are merely intended as a general description of the 'make-up' of the sample group as a whole and are by no means indicative of favourable or unfavourable perceptions regarding the police role and function.

For this purpose, the following demographic characteristics of the respondents are being analysed and described-

* gender (sex);
* age distribution;
* language:
* educational qualifications;
* marital status; and
* occupation.

Besides an analysis of these demographic variables, attention will also be devoted to the nature of contact with the Venda police (i.e. negative, positive or no contact), perceptual determinants, such as external factors (Tables 3.8 - 3.10).

1.9.1 Gender (Sex)

The sex distribution of the respondents appears in Table 1.2. According to this table, the sample group is made up of 229 (56,40%) males and 177 (43,60%) females.

TABLE 1.2   SEX DISTRIBUTION OF RESPONDENTS

SEX	FREQUENCY DISTRIBUTION	
	N	%
Male	229	56,40
Female	177	43,60
Total	406	100,00

TABLE 1.3   AGE DISTRIBUTION OF RESPONDENTS

AGE CATEGORIES (YEARS)	FREQUENCY DISTRIBUTION					
	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
18 - 24	35	15,28	37	20,90	72	17,73
25 - 34	87	37,99	66	37,29	153	37,69
35 - 44	67	29,26	53	29,94	120	29,56
45 - 54	30	13,10	10	5,66	40	9,85
55 - 64	9	3,93	8	4,52	17	4,19
65 +	1	0,44	3	1,69	4	0,98
TOTAL	229	100	177	100	406	100

The age categories of the respondents are reflected in Table 1.3. A total of 153 (37,69%) of the respondents are between 25 and 34 years of age, while respondents in the age category 35 to 44 years rank second highest, namely 120 or 29,56%. It also appears that 40 (9,85%) of the respondents are between 45 and 54 years. The age group 18 to 24 years accounts for 72 (17,73%) of the respondents. Closer scrutiny of the Table reveals that 87 (37,99%) males and 66 (37,29%) females are between 25 and 34 years. Likewise, 67 (29,26%) males and 53 (29,94%) are between 35 and 44 years of age.

1.9.2 Language

The home language distribution of the respondents is shown in Table 1.4. The majority of respondents are Venda speaking people, namely 287 (70,69%). Sotho speaking respondents ranked second highest, namely 49 (12,07%). Tsonga speaking respondents account for 25 (6,16%) of the total research group.

It also appears that 180 (78,60%) of the Venda speaking respondents are males while 107 (60,45%) are females.

TABLE 1.4 HOME LANGUAGE OF RESPONDENTS

HOME LANGUAGE	FREQUENCY DISTRIBUTION					
	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
VENDA	180	78,60	107	60,45	287	70,69
TSONGA	10	4,37	15	8,48	25	6,16
SOTHO	22	9,61	27	15,26	49	12,07
SWAZI	2	0,87	7	3,95	9	2,22
ZULU	6	2,62	6	3,39	12	2,95
ENGLISH	4	1,75	5	2,83	9	2,22
AFRIKAANS	2	0,87	3	1,69	5	1,23
OTHERS	3	1,31	7	3,95	10	2,46
TOTAL	229	100	177	100	406	100

1.9.3 Educational Qualifications of Respondents

Table 1.5 reveals that the majority of the respondents, namely 135 (33,25%), have achieved the matric level of education. A total of 112 (27,59%) respondents obtained a university degree while 87 (21,43%) possess a diploma. A large number of those respondents with degree-status could be attributed to the fact that the

University of Venda is located in Thohoyandou. This University and the adjacent Venda Teachers Training College also offers diploma courses. The table also shows that 72 (17,73%) respondents have an educational qualification of below matric level.

TABLE 1.5 EDUCATIONAL QUALIFICATIONS OF RESPONDENTS

EDUCATIONAL QUALIFICATION	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
Standard 6	9	3,93	7	3,96	16	3,94
Standard 7	5	2,18	9	5,08	14	3,45
Standard 8	12	5,24	9	5,08	21	5,17
Standard 9	8	3,49	13	7,35	21	5,17
Standard 10	79	34,50	56	31,64	135	33,25
Diploma	41	17,90	46	25,99	87	21,43
Degree	75	32,76	37	20,90	112	27,59
TOTAL	229	100	177	100	406	100

1.9.4 Marital Status

Table 1.6 indicates that 222 (54,69%) of the respondents are married, of which 141 (61,57%) are male and 81 (45,77%) are female. Likewise, 146 (35,96%) were never married. Of this total, 80 (34,93%) are male and 66 (37,29%) are female. Only 21 (5,17%) respondents are divorced or separated, while 17 (4,18%) are widowed.

TABLE 1.6   MARITAL STATUS OF RESPONDENTS

MARITAL STATUS	FREQUENCY DISTRIBUTION					
	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
Never married	80	34,93	66	37,29	146	35,96
Married	141	61,57	81	45,77	222	54,69
Widowed	2	0,88	15	8,47	17	4,18
Divorced / Separated	6	2,62	15	8,47	21	5,17
TOTAL	229	100	177	100	406	100

1.9.5 Occupation of Respondents

Table 1.7 shows the occupation categories to which the respondents belong. According to this table, a total of 131 (32,27%) respondents are professional workers, while 54 (13,30%) are still students or scholars. Forty nine (12,07%) are employed in either administrative or executive positions. A total of 76 (18,71%) of the respondents are either unemployed, employed as general labourers or are semi-skilled workers. The business/sale worker- category accounts for 27 (6,65%) of the respondents.

Closer scrutiny of the table reveals that 80 (34,93%) males and 51 (28,81%) females are professional workers.

TABLE 1.7   OCCUPATION OF RESPONDENTS

MARITAL STATUS	FREQUENCY DISTRIBUTION					
	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
Unemployed	22	9,51	15	8,48	37	9,11
General Labour	14	6,11	10	5,66	24	5,91
Semi-skilled	9	3,93	6	3,39	15	3,69
Professional worker	80	34,93	51	28,21	131	32,27
Technical/ related worker	11	4,80	14	7,91	25	6,16
Businessman/ Sales worker	12	5,24	15	8,48	27	6,65
Administrative/ Executive manager	24	10,48	25	14,12	49	12,07
Transport Worker	1	0,44	-	-	1	0,25
Communication	1	0,44	1	0,56	2	0,50
Craftsman/ Production	2	0,87	-	-	2	0,50
Student/Scholar	33	14,41	21	11,86	54	13,30
Services Worker	3	1,32	10	5,66	13	3,20
Sport/ Recreation	-	-	2	1,13	2	0,50
Agricultural	6	2,62	1	0,56	7	1,72
Armed Forces	6	2,62	-	-	6	1,48
Security Service	5	2,18	-	-	5	1,24
Unknown	-	-	1	0,56	1	0,25
Other	-	-	5	2,82	5	1,24
TOTAL	**229**	**100**	**177**	**100**	**406**	**100**

1.9.6   Nature of Contact with the Police

The nature of contact with the Venda police is of utmost importance as far as this investigation is concerned. The type of contact actually plays an influential role in the forming of the public's (in this case the respondents') perception of the role and function of policing as such in Venda. For this purpose, the type of contact between the police and the public were divided into three distinct categories, namely:

(a) **Negative Contact**, i.e. direct contact with the Venda police as accused and convicted, accused but acquitted in court as well as detained for interrogation by the police.

(b) **Positive Contact**, i.e. contact resulting from interaction with the police as complainants (victims of crime), witnesses in criminal cases or simply as informants; and

(c) **No Contact**, i.e. neither negative or positive contact with the police.

The above-mentioned division enables the researcher to ascertain -

*   whether the different sexes (males and females) were equally involved in contact situations with the police, and

*   whether the collected data is indicative of police involvement (as active partner) with male and female respondents (passive partner). Since the type of contact could possibly have an influence on the attitude of the respondents and their image of the police, it should be noted that a greater number of the respondents had positive rather than negative contact with the police on both negative and positive.

Table 1.8 clearly shows that the majority of the respondents had no contact with the police (178 or 43,84%). It also appears that 90 (39,30%) males and 88 (49,72%) female respondents were almost equally not involved (no contact) with the police. This may largely be ascribed to the protected and isolated position held by the female as far as crime commission is concerned.

A total of 132 (32,48%) of the respondents had positive contact with the police. In this regard, 73 (17,98%) were involved in positive interaction (contact) with the police as complainants (victims of crime) of which 43 (18,78%) were males and 30 (16,95%) were females. Of a total of 47 (11,54%) of the respondents involved in positive contact situations as witnesses, 29 (12,66%) were males and 18 (10,17%) were females. Both male and female respondents were equally in contact with law enforcement officers as police informants.

The table also reveals that only 96 (23,68%) of the respondents have had negative contact with the police. A total of 21 (9,17%) males and 12 (6,78%) females were involved in formal contact situations with the police as accused persons who were convicted in Court. Although 18 (7,86%) males and 10 (5,65%) females were formally charged by the police, this negative contact situation with the police actually resulted in their acquittal in court. A total of 35 (8,66%) of those respondents reporting of having had negative contact with the police, were detained as suspects and interrogated as such.

TABLE 1.8 JURIDICAL CONTACT OF RESPONDENTS WITH THE POLICE

NATURE OF CONTACT WITH POLICE	FREQUENCY DISTRIBUTION					
	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
NEGATIVE: Accused/Convicted	21	9,17	12	6,78	33	8,13
Accused/Acquitted	18	7,86	10	5,65	28	6,89
Suspect	22	9,61	13	7,34	35	8,66
TOTAL	61	26,64	35	19,77	96	23,68
POSITIVE: Complainant	43	18,78	30	16,95	73	17,98
Witness	29	12,66	18	10,17	47	11,54
Informant	6	2,62	6	3,39	12	2,96
TOTAL	78	34,06	54	30,51	132	32,48
NEUTRAL: No Contact	90	39,30	88	49,72	178	43,84
TOTAL	229	100	177	100	406	100

1.9.7 Perceptual Determinants

Table 1.9 portrays the different perceptual determinants which contributed towards the respondents' knowledge of the role and function of policing in Venda. Data contained in Table 1.8 indicates that all the respondents were either not positively or negatively in contact with the police. For this reason, it seems imperative to establish which factors, indeed, contributed towards the perceptions of the police role. According to Table 1.9, 108 (26,60%) of the total sample group indicated that the presence of the police, i.e. what they have seen or observed when the police actually performed their duties in public, contributed mostly to their prevailing perceptions about the police. Secondly, social contact with the police seems to be also a very important source of knowledge of the police role, namely 82 (20,20%). This is followed by news reports (57 or 14,04%) in daily newspapers, experiences of other people, i.e. what they have been told about police performances (54 or

13,30%), juridical (negative) contact (49 or 12,07%), the radio and television (42 or 10,34%) and subjective association through the reading of detective stories (14 or 3,45%).

TABLE 1.9 PERCEPTUAL DETERMINANTS OF THE POLICE ROLE IN VENDA

PERCEPTUAL DETERMINANTS	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
Juridical Contact	32	13,97	17	9,60	49	12,07
Social Contact	40	17,47	42	23,73	82	20,20
Experience - other people	28	12,23	26	14,69	54	13,30
Press (newspapers)	29	12,66	28	15,82	57	14,04
Radio, T.V.	23	10,04	19	10,73	42	10,34
Detective Stories	7	3,06	7	3,95	14	3,45
Presence of Police	70	30,57	38	21,48	108	26,60
TOTAL	229	100	177	100	406	100

Closer scrutiny of the data contained in Table 1.9 also reveals that -

(i) perceptual determinants, constituting distinctive levels of knowledge for the respondents, do no equally contribute to their perceptions of the police role;

(ii) the presence of the police in public when performing their duties seems to be an important perceptual determinant for both male (70 or 30,57%) and female (38 or 21,48%);

(iii) experience of the police role by other people (28 or 12,23%), newspaper reports (29 or 12,66%), radio and television announcements (23 or 10,04%) played a more important role in male perceptions of the police role than is the case with female respondents;

(iv) social (informal) contact with the police is a greater perceptual determinant for female respondents (42 or 23,73%); and

(v) juridical contact with the police had a greater influence on male perceptions (32 or 13,97%) than on female respondents (17 or 9,60%).

Apparently, the sample group does not significantly distinguish between the different branches and ranks when evaluating the police role and function in Venda (Tables

1.10 and 1.11). This, in itself, is an indication that all policemen, irrespective of branch or rank, are constantly being evaluated (perceived) as representatives (role players) of the police role in general. Due to the overall evaluation of the Venda police as a totality (265 or 65,27%), the attitudes and perceptions as reflected in this investigation will not be regarded as referring to a single branch but instead rather to the Venda police as a whole. The same approach applies to ranks (243 or 59,85% - see Table 1.11).

TABLE 1.10 PERCEPTIONS OF THE EXTERNAL IMAGE OF THE POLICE ACCORDING TO DIFFERENT BRANCHES

BRANCH	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
Uniform	42	18,34	32	18,08	74	19,23
Detective	36	15,72	31	17,51	67	16,50
Venda police in general	151	65,94	114	64,41	265	65,27
TOTAL	229	100	177	100	406	100

It is, however, important to note that 74 (18,23%) of the respondents' perceptions of the role and function of policing in Venda are based on their experience of members of the uniform branch, while 67 (16,50%) based their perceptions on the detective branch. Likewise, evaluation of the police role according to rank (Table 3.10), indicates that 60 (28,02%) of the respondents' perceptions are based on the rank of Sergeant, while the rank of Constable ranked second highest (44 or 22,16%). This tendency could be ascribed to policemen occupying these ranks are being regarded as line functionaries who are more exposed to public scrutiny as a result of greater face-to-face contact with the public when performing their duties.

TABLE 1.11 PERCEPTIONS OF THE EXTERNAL POLICE IMAGE BY RANK

BRANCH	MALE		FEMALE		TOTAL	
	N	%	N	%	N	%
Officers	24	10,48	13	7,34	37	9,11
Warrant-Officers	12	5,24	10	5,65	22	5,42
Sergeants	38	15,59	22	12,43	60	14,73
Constables	21	9,17	23	12,99	44	1,84
All Ranks	134	58,52	109	61,59	243	59,85
TOTAL	**229**	**100**	**177**	**100**	**406**	**100**

1.10 Further Division of Chapters

For the purpose of this investigation, the chapters to follow are divided as follows:

Chapter 2 is an exposition of the police role in society, while the acceptance of this role is discussed in Chapter 3. In chapter 4, The public's expectation pertaining to the performance of the pokice role will be highlighted. The question whether a partnership still exists between the public and the Venda police, will be discussed in Chapter 5. Finally, the conclusions, findings, testing of hypotheces and recommendations are to be dealt with in Chapter 6.

1.11 SUMMARY

The results of the analyses performed in this chapter address the relationships between the perceptions of the police in terms of nature of contact, perceptual determinants, and demographical variables such as language, age grouping, marital status, occupation and educational qualification of the respondents. An assessment of the role fulfilment, role expectations and role status is undertaken so that important deductions can be made. The research results should be an indication of the type of image the research group has of the police, the nature of existing relationships and whether a gap in the partnership in policing exists. Perceptions of the police are generally independent of the respondent's sex, age, educational level, income level and the amount and type of the respondent's contact with the police. Information of this nature could be of great value to the police when evaluating the standard of policing and whether the role is fulfilled according to the expectations of the public.

CHAPTER 2

THE POLICE ROLE IN SOCIETY

2.1 INTRODUCTION

The primary function of the police has been to control the population, to ensure that it accepts and obeys unpopular statutory directives, and to ensure that the population does not challenge the very existence of the State. Where the police have acted as the "guardian of the people", this has, more often than not, been an attempt to generate the space necessary for it to satisfy its primary task, namely the protection of the capacity of the State (Erasmus, 1991:7). The facade of a "peoples force" has been maintained at enormous cost. In this way, the police have been used as a primary party political instrument to establish, maintain and expand divisions in the South African society. After 2 February 1990 and April 1990 (Venda coup), policing changed drastically - even in Venda. Policing mainly Black people was thus primarily a process of enforcing, in the most literal sense of the word, the ideology of apartheid. Formal policing in the eighties was largely a paramilitary activity particularly in those branches of the police force that policed the Black population.

Much of the recent writing about the role of the police has revolved around the proper role of the police in the community. Recent literature on the police role reflects the following areas of concern:

(a)   the problem of definition for the police role;

(b)   the relationship between social changes and the police role;

(c)   the professionalisation of the police; and

(d)   contrasting perceptions of the police role.

It is indicative of both the high degree of national social ferment and a growing tendency for critical self-evaluation by those within the law enforcement community that the very definition of the police function has been the subject of high criticism and comments in the last decade. Unfortunately the police find themselves "in the middle" of disputes which they did not cause and are responsible for the laws which they did not create (Gabor and Low, 1973:385).

The police role, just like any social role, has developed side by side with societal requirements essential for its future existence. The social structure determines the diversity of roles and ensures that those roles are internalised by all members through formal and informal control of behaviour. All members of society are controlled mainly by being socialised so that roles are fulfilled in the expected way through habit and pretence.

The major characteristics of society, according to Krech, Crutchfield and Ballachey (1962:308), is an organised collectivity of interacting people whose activities become centred around a set of common goals, and who tend to share common beliefs, attitudes and modes of action. To achieve this aim, all members of society will have to be conditioned to respond in a prescribed manner to a particular situation. Society lays down the rules and roles which are to be followed. The roles must be clearly defined and understood so that the regulations of the relations between people in related situations will be effected with minimum of conflict (Mayet, 1976:24).

2.2 DEFINITIONS

2.2.1 Role

A role is something performed by a person in a given position (Geary, 1975:45). In each and every situation there are role fulfillers and role designers. According to Van Heerden (1982:41), an individual role-fulfiller is not an isolated practitioner of the role, because his patterns of action are determined by the institution within which he acts. A role concept can also be defined as a "set of expectations, held by individuals or groups of individuals, regarding the behaviour and attributes of a role incumbent (Geary, 1975:47).

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2.3 The problem of definition of the police role

Defining the police role nowadays in South Africa is not an easy task. In an oligarchy in which the legitimacy of the state has been increasingly challenged over the last decade, both nationally and internationally, policing takes a different character from policing in liberal democracies. The hangover of colonial conquest, according to Shearing and Steytler (1987), is still strongly evident in the style of policing the disenfranchised majority, both within the racially separate, isolated townships and in their activities within the homelands. As stated earlier, formal policing in the late eighties had thus become largely a paramilitary activity, particularly in those branches of the police service that policed the Black population. This is probably why Black people perceive the police as the "instrument" of the government which protects the status quo. The role designer (society) has certain expectations, and if these are not met, the whole relationship becomes disturbed. The actual role of the police is that of social control and maintenance of order. This can be regarded as the real and objective meaning of the role. Evaluation of the role can also stem from personal experiences which, in general, are concerned with only a certain aspect of the total police task. The action of the role-fulfiller stems from the normative functional pattern of the institution. Policing before 1990 had been very legalistic, formal and generally punitive. If South Africa is to become a democracy that respects civil rights, those institutions such as the police that operate to maintain the repressive structures of apartheid, will have to be fundamentally transformed (Shearing and Mzamane, 1990). A police service appropriate to a new, democratic South Africa, will have to be responsive to the needs and concerns of members of society in Southern Africa.

2.4 The origin of the police role

From the earliest times there has been a very close connection between internal and external control. Internal control in the family, the clan and later, in small communities, was achieved by enforcing absolute conformity to the rules of behaviour under the strong leadership, first of the father of the family, later the patriarch of the clan and ultimately the chief of the tribe. Social control was very simple because of the homogeneity of these groups and because the rules of behaviour were restricted in scope. For example, there were few social class distinctions, personal bonds were strong, the living area was limited, people were in

complete agreement on moral issues, there were few social institutions and economical interests and occupation specialisation was limited. Due to the Industrial Revolution, these groups grew and developed in such a way that social. control was no longer possible to be executed by the leaders of the families and the tribes. There was an increase in economy and occupational specialisation resulted in great differences of class and status; relationships were depersonalised and moral consensus declined. With the decline of moral consensus and the introduction of written rules of behaviour, the emphasis began to shift increasingly to the executive role in society. Social control still rested mainly on the principle of individual responsibility, but from time to time isolated officials were appointed to supplement this system of control. Due to this, a sort of military Police Force emerged which in peace time upheld the rules and regulations (Van Heerden, 1982:20-21).

Later, the system of collective responsibility, where every individual is responsible for the behaviour of his fellow man and the group is responsible for every individual, was introduced. This system worked well, but with the growth of cities and the increasing mobility of city-dwellers, its shortcomings became apparent. According to Van Heerden (1982:22) groups tended to conceal or protect wrong-doers to avoid the risk of having to pay restitution.

The state of disorder increased to such an extent that there was a need for organised policing. According to Van Heerden (1982:25), individual rights would be upheld while guaranteeing society against disorder. Peel's approach to centralised and organised policing made the concept more acceptable to both the government and the public just at the time when the movement for human punishment and prison reform was at its height. Sir Robert Peel, who is regarded as the "father" of modern policing, also supported Patrick Colquhoun's ideas. According to Skolnick (1966:2), Peel's most important proposition was that disorder is largely the result of inefficient policing, and the preservation of internal security and maintenance of individual rights should be entrusted to specialist policemen rather than the military forces.

Peel's newly established unit, known as the "Bow Street Runners" was confronted with outspoken opposition and criticism, inter alia that -

(a)   organised policing was regarded as undemocratic, especially because it meant placing power in the hands of a particular group;

(b)   the existing laws were sufficient to control human behaviour and for this reason, organised policing would have been superfluous; and

(c)   the public of London regarded Peel as a potential dictator (Van Heerden, 1982:26).

One of Peel's most important counter-arguments (Van Heerden, 1982:26) was that the laws did indeed make provision, not only for the preservation of order but also for the restoration of order by determining when, where, how and by whom this was to be done. He pointed out that suppression was not the primary purpose of policing in a democratic society and that it was, to the contrary, a social service with the primary task of preventing crime. Peel's most important underlying principle of his argument was that organised policing should be seen as a process of transition from enforcing order by means of gross physical compulsion to achieving order at the public's desire, haunting activated public acceptance and appreciation of the person and communal advantages of social order.

Samaha (1988:151) opines that "Sir Robert Peel's leadership mandated publicly funded police forces throughout England ...They continued to maintain order and provide services ... organised along "chains of command", capable of deployment in large and small groups ..."

2.5   The principles of policing

The purpose of the principles of policing in a democracy is to create in all citizens an awareness of the personal and collective advantages of social order (Mayet, 1976:30). Through the awareness and understanding of the role, all citizens may be activated in maintaining order in society. The following principles (on which Sir Robert Peel's newly established unit was organised) are generally applied to contemporary police agencies in Western democracies (Eldefonso, Coffey & Grace, 1968:43 and Sullivan, 1971:11):

(i)   The police must be organised in a stable and effective way, on a semi-military basis.

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(ii)   The police must be subject to Government control.

(iii)   A scarcity of crime is a sign of effective policing - activities must therefore centre upon prevention.

(iv)   News about crime should be disseminated with the hope of activating assistance from the public.

(v)   The work demands temporal and spatial decentralisation.

(vi)   Emotional control is indispensable, controlled, determined action produces better results than brute force does.

(vii)   A good appearance commands respect.

(viii)   Selection and training are the basis of efficiency.

(ix)   For the sake of public security, every policeman must have a number.

(x)   The Head Office must be centrally situated and easily reached.

(xi)   Policemen should be appointed on a probationary basis.

(xii)   With a view to the effective distribution of manpower, police registers must be kept.

2.5.1   The role division in the administration of justice - Trias politia of Montesquieu

For every society to have a harmonious existence and survival there should be a network of roles. This variety of roles is determined and firmly rooted in the social structure. The roles are divided in order to bring efficiency in the society. These roles do not take place in isolation. Time and again there is constant interaction to ensure the smooth operation of the social system. Presently there is a clear distinction between legislative, judicial and executive powers. This separation is necessary as a means of preventing an excessive concentration of power in any one organ. This might lead to severe violation of individual rights to privacy, security and freedom (Van Heerden, 1982:4).

The legislative sub-system not only lays down rules forbidding or enjoining certain acts of commission or omission within a specific collectively, but it also indicates what is to be regarded as orderly at any time; in other words, it defines the general nature of an existing or expected ordered situation.

These rules serve as a guide to the members of the society. By means of a system of sanctions for disobedience to these precepts, the judicative and executive sub-systems are enabled to take repressive action against offenders (Van Heerden,

1982:5). The executive sub-system carries out the laws designed by the legislative sub-system to protect society against various dangers. The state of order described by the legislative system must be maintained by protecting society and its individual members against potential disrupters of order.

The judicative sub-system decided as to whether or not specific actions conflict with the prescriptions of the legislative sub-system and whether punishment should be applied or not. This is done through court action (Van Heerden, 1982:6).

2.6 Perception

Perception is the complex process by which man selects sensory stimuli and arranges them in such a way as to form a rational and meaningful image of the world around him (Van Heerden, 1982:89). It is the product of conditions such as needs, attitudes, motives and tensions connected with human survival. Man acts on the basis of what he perceives and interprets in his environment. As a result, some of the Venda people may perceive the Venda Police as oppressors. Others may perceive them as the personal instrument with which to combat crime and some may perceive the Venda Police as the social instrument for the preservation of harmony, tranquillity and peace. The socio-political, religious and educational factors may also contribute towards the perception of the Venda Police. It can be assumed that people from lower classes or slums, e.g. Tshakuma will have a different perception as compared to those from the middle class, eg. Sibasa and Tohoyandou.

Perception is neither accurate nor inaccurate since it always concerns with the changing physical environment and the social processes involved. It varies in accordance with need satisfaction and general experience. Some of the general experience can, subjectively speaking, be the following (Van Heerden, 1982:47):-

-       Incidence of crime, with no visible signs of any protective services provided by the police, give rise to the idea that the police are more interested in prosecuting people.

-       The crime problem is successfully solved. If the emphasis here falls upon law enforcement or repressive methods, there can also be an outcry from the public that the police interfere with their individual rights, e.g. searching and arrest.

- The crime is not solved. This may be attributable to a negative attitude on the part of the police or to their sheer inability to solve the matter, or to a lack of sufficient evidence because the witnesses are reluctant to come forward with information.

- The problem is not confronted. When the police do not react to complaints, either telephonic or direct, this not only lends colour to the accusation that the police are not interested in cases of real crime but also strengthens the conviction that the police role is more closely related to administrative processes than to the handling of the crime problem.

Perceptions can at times be <u>distorted</u> because they conflict with generally accepted beliefs or norms. Distorted perceptions are the results of inner psychological conflict, and usually develop into delusions of grandeur and of persecution. According to Van Heerden (1982:90), in such cases the person's self-perception is twisted: one such individual may believe himself to be a superior person, another may be convinced that everyone is out to persecute him. Perception can lead to the forming of attitudes - either negatively or positively.

2.6.1 Elements of Perception

According to Smit, Van Heerden and Du Preez (1990:4) perception can have the following elements:

(a) <u>Subjectivity</u>: This means that a person's actions are determined by means of what he or she perceives as being real and meaningful, irrespective of whether the perceived reality exists or whether the meaning attributed to it is shared by others. This is biased and one-sided.

(b) <u>Closure</u>: When a person has established his own mental image, closure takes place, meaning that no further stimuli or information can be taken in. This helps the individual to maintain his or her emotional balance.

(c)   Selectivity: Man protects himself by being very selective: selecting only those things which he values and rejects others.   Perceptual selection is an adaptive mechanism.

(d)   Consistency: This is used as a sifting mechanism that brings new information in line with existing knowledge, that is, it enables uncertainties to be transformed into certainty by assimilating them into an existing frame of reference.

Perception, because it forms the basis of people's opinions about other people, in this case about the Venda Police, can have certain factors affecting them, viz.-

(i)   The nature of the situation in which a perceiver finds him/herself.

(ii)   Qualities attributed to what is perceived.

(iii)   Previous experience.

(iv)   The personality traits of the perceiver.

(v)   The general nature of interaction, that is, whether it is personal or impersonal.

(vi)   Feelings can become convictions, and the individual is usually prepared to act on these convictions.   Convictions are attitudes that reflect beliefs and value systems (Smit, et al 1990:10).

A negative perception can cause the perceiver to transfer/project his inner feelings to the police.   Contact with the police can be avoided at all costs because the police symbolises authority and are subtle reminders of the existence of a system of rules controlling behaviour.   This avoidance can foster evasion.   Police officers are, unfortunately, regarded as scapegoats in the form of external symbols (uniforms, firearms, authority, etc.).

2.6.2   Objective Role Concept versus Subjective Role

Today's police role is faced with diverse problems.   The main reason for this is that the police are confronted with a multitude of "communities" (especially amongst Blacks).   Policing Black people was primarily a process of enforcing in the most literal sense of the word, the ideology of apartheid and less a process of protecting them from victimisation by criminal elements (Scharf, 1989:206).   The problem amongst Black people becomes evident when the police function with divergent

interests, so that attempts to appease one faction may create animosity and hostility in others. Some factions demand law and order to the point of violating legal principles while others stress the primacy of procedural regularity. The police are faced with a constant dilemma of either employing improper procedures to attain community goals, or regulating to prevent the attainment of such community expectations.

The functions of the police should be executed in accordance with the basic principles of policing and extend to whatever interference with the internal security, order, comfort and economy; to the removal of nuisance and obstructions to the repression of disorder, the protection of law-abiding and peaceful citizens and his daily and nightly vocations.

In fulfilling these functions, the emphasis should fall on the proactive or preventative objective of policing rather that reactive policing to obtain public co-operation and support in securing the safety of the individual, his property and social order.

The objective concept of the police role refers to the purely historical philosophical meaning of the role content, i.e. maintenance of law and order. This view point is not characterised by personal interest, emotions, individual expectations, needs and experiences. The subjective role will always be there because of the heterogeneity of the society in which policing occur. The perception of different groups such as political, socio-economical and ethnic groups will never be the same. Every group will attach its own meaning to the role concept according to its own experience and attitude.

The lower class will perceive the police as enemies because of seeing them very often in their vicinity because of a crime rate which is high. The high crime rate may be caused by social and economic factors, for example unemployment and slums. More arrests will be made in a lower class area whereas the higher and middle class may regard the police as friends, and protectors because very often crime is committed in this area.

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Because policing does not occur in a vacuum, social contact creates a certain meaning to policing. During this contact an experience may be gained that the police cannot successfully investigate certain cases because of their inefficiency or being biased. The failure of the police to respond quickly to the situation and to render protection services too can create a bad image of the police, e.g. the Boipatong Massacre of 18 June 1992, whereby there was an allegation that the police had been warned hours prior to the slaughtering but failed to attend. The meaning (subjective) which may be attached by the victims and the community at large might be that the police are siding with the Inkatha Freedom Party (IFP). Misuse of discretion bordering on discrimination gives the impression that the police are only concerned with the interests of certain groups (Botha, Coetzee and Van Vuuren, 1989:80). The meaning attached to the role of the police unfortunately will never be the same amongst all the groups. The police are being blamed from both angles. According to the Sowetan, 16 June 1992 "the question is not whether the police had a legitimate reason for returning sticks and shields to the IFP on Monday, it was the timing that was unforgivable". The returning of the weapons created the impression that the police favoured the IFP and, yet, failure to return the so-called "traditional weapons" was going to make the IFP blame the police. Police duties unfortunately, unlike other duties, are performed mainly in an environment of anti-social behaviour and among people whose attitudes are often antagonistic, conflicting and prejudiced.

The subjective concept of the police role cannot be avoided and cannot be ignored because it can have a negative impact on policing. The subjective role of the police must never replace the objective concept. The police must not view the criticisms of the public as empty but note them from time to time so that the operational role activities can be revised in an attempt to establish the true meaning of the role in the midst of the allocator.

The police should strive to maintain a good relationship with the public. Good relationships between people in society is the basis of behavioural norms laid down for keeping order. Orderly society is based on sound relations and the police are explicitly responsible therefore through their role. Conflict causes disorderly conduct and chaos, while good community relations especially between different racial and other groups, leads to harmony and a reduction in crime and disorder (Mayet 1976:36)

To achieve this goal the police role must entail the impartial enforcement of laws and always bear in mind that those laws should be enforced on behalf of all people. On the other hand, any prejudice or discrimination due to social, political, racial or other reasons when executing the police role, may only create dissension within the community.

The police, since being part of the power structure or government, will never avoid criticism as the majority of the public are against and the government which is not democratically elected. The police are seen as extending apartheid and preventing the status quo. As presently constituted, the police were unlikely ever to gain the confidence of ordinary people in "apartheid laws which had no moral content" (Arthur Gavshon, Weekly Mail, June 5-11, 1992).

The police and the government are seen as "brothers". "If the government had the will, there is a way to end the violence", (Arthur Gavshon, Weekly Mail, June 5-11, 1992). This simply means the police can successfully stop violence if their main brother (government) instructs them to do so. But still on this point, it is not a case between the police and the government but all citizens. To successfully curb violence, every member of the community should take part in preventing crime. The visibility of the police in the community can only deter crime temporarily because as soon as the police move away from that area the potential criminals will proceed with their mission. What is more important is the environment in which all members of society feel themselves to be involved with the problem of crime. Crime is a community problem which is committed in the community, by members of the community and sometimes in the presence of the members of the community. Co-operation or help from the public can only be attained if the public is involved in the whole process. There is no point in creating an artificial, good image. The public must be kept informed at all times. This can only happen if there is a good partnership between the police (active partner) and the public (passive partner).

2.6.3 **Police Service and Police Force: The effects on the police role**

When these two functions are placed on a scale, police force has got more weight than police service. This is so because the police department is militarily designed

and the police suffer from its association with the state whose interest it serves. Because the police were indoctrinated to be loyal to the government of the day, they were enforcing and executing oppressive laws. More emphasis was on the enforcement role than on the service role until in February 1990 when President De Klerk irreversibly changed the course of South African history. That much is common cause. The change brought about by the initiation of De Klerk's reform initiatives is of a very specific kind with particular consequences for the functioning and the image of the police. What he did in effect, was to decree the present state out of existence. The present constitution together with its supporting legislation is premised on the principles of societal segregation. The role of the police is to exercise potentially violent supervision over the population of a state. It is able to do so because it exists, as a social institution, as a product and a function of the legitimacy and legality of the state. The existence of legally constituted states and communities are absolute preconditions for the existence of the police (Bordau, 1967:26). It is for this reason that the police to an extent unrivalled by any other organ of state, is - and is perceived to be - an appendage of the state, existing for the enforcement of the laws of the state and the protection of the capacity of the constitutional government of the state to govern (Erasmus, 1991:7).

According to Van Heerden (1982:49), a police force has a reactive character because it is geared towards the penal and deterrent elements of social control. This function is executed through arrest, detention, interrogation and prosecution of law violaters. Arrest statistics constitute the basis of efficiency and consequently, the police are viewed as suppressors, enemies or simply as "law officers".

Police service on the other hand, has much in common with law execution and portrays a more pro-active character. Absence of crime is usually regarded as a yardstick of efficiency, accompanied by a generally positive public image of the police, the degree of support and assistance forthcoming from the public and the extent to which goal realisation (maintenance of the social order) is regarded as a partnership concern. Within this frame of reference, the police are usually viewed as advisers, peace officers and friends (Van Heerden, 1982:49-50).

Police force rather than police service is the most challenging issue confronting contemporary policing. To ignore these problems is to expose the department and the country to physical, moral and economical danger. Healing the wounds and

building a society in which people of diverse backgrounds live as members of one family are, for instance, the most pressing issues confronting the South African police. Prejudice and discrimination have created a disparity in standards of living.

2.6.4 Restrictions upon Policing

The police do not possess unlimited powers. Restrictions are placed upon what they may do and what they may not do. Laws define the limits of individual conduct but at the same time set limits to the control that can be exercised over such conduct. The law is not an end in itself (Radelet, 1977 : 75). Properly understood, it is a means to higher ends in human affairs, such as good order, justice and individual liberty. The delegation of authority thus goes hand in hand with the limited power to fulfil the delegated function. This means that the police who receive their authority from the citizenry, are not free to exercise their delegated powers exactly as they see fit. Restrictions should not be confused with impediments. According to Mayet (1976 : 37), restrictions refer to the limited delegated authority and the constitutional rights of individuals. Impediments can sometimes be misinterpreted as real restrictions may be violated in an endeavour to eliminate the impediments. The following restrictions on policing forms the true basis of the police role with democracy.

2.6.5 Police Authority

Authority, according to Van Heerden (1982:62), is the warrant to perform certain actions while occupying a certain position. The police occupy an executive position, from which they are empowered to maintain social order in accordance with the expectations implicit in that order. The actions they are authorised to perform are limited to this delegated area.

In a democracy the authority of the police is derived from the Weberian principle and concept of legitimate power. In short, it is argued the police obtain the right to use force to execute the laws of a state by agreement with the inhabitants of the state. According to Reiman (in Erasmus, 1991 : 10), "... the authority of the police can be viewed as a perceptual loan of the community's own power to the agents of law enforcement - a loan which pays a dividend in increased freedom". Inherent to

this conceptualisation of police authority is an assumption that there is broad consensus that the police uphold laws that reflect the will of the people.

Police authority has got limits and is indicated by the codes of conduct contained in criminal and statutory law, regulations and ordinances. Action is justified only when the dispute act is subject in this way to legal control. To act outside the law is to exceed the limits of authority and is not permissible.

This authority can have a negative effect on the policeman's role because it can lead to isolation by the members of the community and also self-isolation by the policeman. Authority renders policing a unique character. Authority is not only symbolically present in the uniform and weapons of the policeman but actually vested in his very person. This handicaps the police in their dealing with the public and he is confined to his colleagues.

The police officer is delegated power and authority to decide how to control the behaviour of citizens. While exercising this power and authority it is important for the policeman to bear in mind that only by obtaining respect of the citizen will his authority be respected. The misuse of power and authority by the police will dent their image and make their working environment more hostile and unhealthy. The police officer cannot rely upon the authority attached to his uniform, but in dealing with subjects must establish a personal authority to prove what a good guy he is, or what a dangerous one. For the relationship between the policeman and the non-criminal subjects to serve both parties' ends, they must understand each other. They must both be members of a community, sharing values and modes of communication (Barton, 1964:168). It is also important for the policeman to remember that the antagonism which he often encounters is not necessarily directed at him, but the symbol of authority which he represents. The most visible fighters in the township are the youth, who see the police as their enemy. The police are then likely to conflate their image: youth, criminal and radical elements are all equated with the enemy.

But while there is presently greater pressure for the police to do their work in a manner more in keeping with the norms of a democratic state, there are two important features of our society which are likely to incline them to continue their old style of authorisation policing. Leaving aside entirely the cop-culture that constitutes the hangover from the apartheid era (Steytler, 1990:37), the seeds are

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sown by the apartheid era in generating very sizeable, marginalised, informal (indigenous) ordering structures and ordering processes

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2.6.6 Police and Discretion

The police service today is faced with diverse problems. One of these problems which is complicated by the fact that a police officer must make his own decision to perform an action or to take no action. A policeman always bases his discretion on his knowledge, ability and experience. His personal discretion in turn, can create many legal and social problems for the police through allegations of racism, brutality, improper practices, with the potential to re-inforce community alienation and resentment.

Since the exercise of discretion is an escapable part of the police task, people expect their policemen to be carefully screened and selected. Citizens want their policemen to be honest, dependable and undiscriminating. Police work has become increasingly complex due to various social and political changes. Efforts are being made to upgrade police performance but the problem of police discretion remains unsolved. Police exercise of discretion remains unsolved. Police exercise of discretionary power, expecially the use of force, has continued to be criticised by the public as well as the media. This criticism of using discretion does not affect the public's attitude towards the police but also the government. At times the police may use their own discretion and use force in order to maintain social order.

2.6.7 Police Discretion and its significance

Discretion, according to More (Van Heerden, 1976:52), is defined as circumspection; judiciousness; the freedom or authority to take decisions and the ability to judge. This can be regarded as good judgement; not biased or prejudiced. It connotes a degree of flexibility in an unusual situation where more formal treatment would bring embarassment to the police officer and the agency. This decision must never be influenced by class differences: this would violate the principle of equality before the law. If such discretion can be taken it would look like discrimination. The police, since they form the first step for citizens who

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become involved in the criminal justice process, should be empowered to use their discretion. What the police should guard against, is unauthorised discretion. While authorised discretion relates mainly to powers of arrest, the alternatives to arrest, and departmental policy, unauthorised discretion conflicts with the general rules, but may nevertheless be applicable in a particular situation (Van Heerden, 1982:52).

The exercise of discretion is both an inevitable and a desirable part of the police function ... (Raksiltham, 1984:1). Each day of their professional lives, the police are engaged in handling a wide variety of complex situations. Citizens expect their policemen to be honest, dependable and undiscriminating. Likewise, the police administrator expects police officers to perform properly when exercising discretionary power. Inasmuch as police work has become a centre of criticism and increasingly complex, primarily due to various social and political changes, many efforts have to be made to upgrade the police perfomance but the problem of police discretion will remain a thorny issue.

In practice, police use of force against citizens according to Raksiltham (1984:5) not only affects the public's attitude towards the police but also the government. The citizen, subjected to force, may suffer physical or emotional injury, even death. On the other hand, the police officer who has used force against citizens may lose his reputation, financial resources and even his job. The police use of force, along with their failure to provide adequate protection against crime, e.g. in the trains and taxis, has been a chronic complaint and source of disaffection among Black people.

2.6.8 Individual Rights

The maintenance of law and order must take place with due heed to individual rights to privacy, safety and freedom. A portion of the individual freedom is relinquished on the understanding that rights will be protected and respected.

Every man living in a democratic world is entitled to certain freedom, i.e. the basic democratic rights of privacy and freedom. This does not mean that man is absolutely free in all his doings. Man's freedom must not interfere with the rights of others, the social order or internal tranquility. For this reason, some of the basic individual rights of privacy and freedom are sacrificed in the interests of collective security. Should these rights be intruded upon, steps will be taken to restore social

order. Hence, according to Mayet, (1976:40), the police, who are entrusted with the delicate task of restricting the privacy and freedom of the individual, are placed in the difficult position of preserving the sensitive balance between individual rights and collective security.

According to Westin (1970:330), the basis of individual rights in democratic societies, is founded upon three principles:

(i)   Individualism: the acknowledgement of human dignity, private religious judgement, private economic motives and direct legal rights of all individuals.

(ii)   Private property in connection with the execution of individual freedom: In order to protect these two values, owners must be given extensive immunity against unlawful intrusions upon their premises and against interference with the use of their private possessions.

(iii)   The concept of privacy also includes psychological privacy, i.e. the right of individuals, groups and institutions to decide where, how and to what degree information concerning them may be given to other people.   Restrictions are placed on the authority of the police to use indiscriminate methods such as the lie detector, technical aids, truth serums, interviews, interrogation, surveillance, wire tapping in order to extract information or encroach on the psychological privacy of an individual.

The sole guarantee of freedom consists in a body of unequivocal criminal, statutory and procedural laws, proper trials, impartial law administration, freedom from fear of physical injury and the freedom to pursue normal activities (Van Heerden, 1982:62). The firmest assurance that individual rights will not be violated in the administrative process lies in compliance with the legal prescription.   The internalised acceptance of and compliance with the legal order forms the basis of individual freedom and, by implication, of the social order.

2.7   THE ENVIRONMENT OF THE POLICE ROLE

Environment means conditions outside the individual, i.e. either the sum total of the natural and social world consisting of objects, things and people in which the individual finds himself, or only those parts which influence him (Van Heerden, 1982:82). The environment can be physical or psychological.

The society where policing takes place is heterogeneous which shows a great range of variation in differential perceptives related to the police role and its functions. In this environment there are mutual expectations from both parties and this may lead to mutual relationships. If the expectations are not met this may affect the relationship. At times the expectations may be distorted.

The physical environment of the police is mainly dangerous, unhealthy, aggressive and anti-social in nature. It is in this environment that criminals and disorderly situations are constantly encountered. There is no doubt that as the legitimacy and monolithic control of the state is being challenged, so are the actions and policies of the major state-controlled institutions, including the police and the justice system which are increasingly questioned and slowly brought to task.

The daily contact with this anti-social and law transgressors puts a policeman in a predicament. In fact, he tends to regard all citizens as potential criminals, treating them with resentment and isolating themselves from the public whom the see as enemies rather than friends. Under such conditions partnership or police community relations will be difficult to be accomplished and implemented.

Mayet (1976:44) has indicated that this danger does not only refer to the imminent danger with which the individual policeman is confronted in the performance of his duties, but also in the society itself. As a result, they tend to be withdrawn from the rest of society in their private lives.

The attitude, prejudice and distorted perceptions contribute towards this unhealthy environment. Because policing is an open structure in one way or another, there should be contact with the members of the public. This contact can be favourable or unfavourable. It can be said, without any doubt, that the external occupational environment has a negative effect upon both the police and the public. The public's expectations are influenced by the environment and by the actions of the police, while the police are influenced by their occupational environment, both internal and

external (Van Heerden, 1982:104). It is quite understandable that both the police and the public should see themselves as misunderstood and maltreated.

Since policing is a social service function, it could be expected that the citizens who have delegated the task of maintaining order to the police role, also have the right to examine the fulfilment of the role critically, not only as far as the degree of orderliness in society is concerned, but also as far as their individual rights are protected and to recommend any change if necessary. It is imperative that the police should view any criticism objectively and endeavour to bring about the necessary changes which may bridge the gap with society.

For the environment to be healthy and conducive, the police have to break with the past and actively propagate the establishment of a new social accord which would engineer spontaneous societal support for the police force and for the members thereof in the execution of their duties. As an institution, the police must enter the political fray once more to negotiate its release from that realm of social conduct (Erasmus, 1991:14). Whereas the police have previously avoided the political rhetoric and actively practised politics, the reverse should be required. The police would be called upon to vocally support the primary interest of the population over that of the state while, at the same time, conducting itself in the execution of its functions with absolute political impartiality. In effect, the police are required to manifest a level of political acumen which would never, under normal circumstances, be demanded or expected of it. The question, of course, is how do the police create a healthy environment. It will be argued that conditions, as they presently exist, are indeed conducive to the redefinition of the image of the police on a scale and within a time-frame which has previously not been possible and will probably never again be possible. The police force is both part of the problem and part of the solution.

2.8 SUMMARY

The role of the police is not easy; it has never been and probably never will be, considering the nature of their adversary. An understanding of the changing police role in the community is fundamental to any police officer. Several people feel that the police are called upon to perform too many tasks unrelated to law enforcement.

The police, being those appointed members of society delegated with the task of maintaining order, enforce the necessary laws in order to control societal behaviour. For the police to enforce the laws successfully and work harmoniously with the community, need to review themselves to see where they have failed. There is no reason why the police, collectively speaking, should make their own jobs more difficult. Traditionally police methods should be changed. Their ideology of serving or being seen as the extension of the government must change. The police must cease the pretence that it is not an extension of the state power structures. It needs to admit its involvement in the part political arena and, for so far as it is possible, "come clean" on such involvement. Paradoxically, the worse the confessions made by the police, the greater the probability that it will be met with forgiveness.

On the other hand, the police role should not be treated as an isolated entity. The public also too need to change its perception towards the role of the police and the two will work as a team. The police on their own cannot solve the community's problems. The maintenance of law and order is the responsibility of all citizens. All members of the community must make a commitment to actively enhance its own safety and the maintenance of law and order. The police should view any criticism objectively in order to bring about the necessary changes which may bridge the gap with society (Mayet, 1976:46). This will create respect for the law enforcement officer and relationships and attitudes may be cultivated and deviant behaviour may be restricted.

The purpose of policing is not absolute. According to Van Heerden (1982:57) it is not a case of enforcing the law at the expense of social order, but of executing the law for the sake of social order.

People living in a democratic society want their rights always to be respected in impartial and lawful ways. The public always complain that the police do not respect their individual rights when making arrests and interrogation and these may have a serious effect on crime prevention. At times the police may use "underground" methods to obtain information. This does not set a good example with the public, and it can prevent the public from coming forward with information.

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To maintain order is sometimes to create disorder and this was clearly proven and demonstrated in 1976 during the Soweto riots. What these civil actions also indicated was a need for a co-operative, rather than a conflict-orientated, model of policing. There is a desperate need to throw out the dead wood and take cognisance of the demands of modern urban society. Police agencies can no longer continue to work in a self-contained vacuum.

Relations with the public must at all times be maintained in a manner reflecting the principle that the police and the public are inseparable. Police officers must adhere to the executive function of policing and refrain from taking it upon themselves to perform judicial functions such as making authoritative decisions as to guilt or innocence or punishment. For the public to respect them, and for the partnership to be maintained, depends on the integrity of policing.

State President FW de Klerk, besides unbanning the political organisation of the left, also "reclaimed control of the state from the security establishment" (Nathan and Phillips, 1992:3). The influence of the military and military thinking was further diminished by substantial budgetary cuts and exclusion from negotiation teams. Security legislation was amended to be less draconian while still providing for detention without trial. In removing the police from the arena that he called political, De Klerk believed he could depoliticise the police.

While De Klerk should be given credit for what he has done, it must be remembered that all these changes introduced by the police and the De Klerk government were not the result of an inexorable development towards efficiency and progress, nor were they introduced out of the kindness of their hearts. They were concessions wrought from a government for which the political and economic cost of continuing with a military strategy in maintaining apartheid had simply become too high. In this context they can be seen as a new strategy, and time will tell whether they will develop into a genuine image. Policing in this context seems to be destined to remain a site of struggle, not only to diminish the endemic tensions between law, on the one hand, and order on the other, but also to define what an appropriate police force in a polarised country such as South Africa (including TVBC states) should be and what it should do.

Value- added policing should be the key-word.

CHAPTER 3

ACCEPTANCE OF THE POLICE ROLE

3.1 **INTRODUCTION**

As South Africa limps away from an authoritarian form of government towards a more democratic one, so the State institutions that were instrumental in maintaining apartheid laws, have begun to redefine their relationships to the ruling party, and to civil society. Inevitably, some measure of reconstructing of institutions such as the police force has also envisaged already in progress. (Schärf, 1991 : 2). For the police to be accepted by the community there should be some changes and such changes entail usually all or some elements of policing that are familiar with western democracies. There are consensors that exist and this is about what is to be policed, how it is to be policed and by whom it is to be done. Walker (in Travis, 1993 : 57) observed that: "the police role has evolved without rational planning". Historically, the police was the extension/instrument of the government. For years the police has been used as a primary party political instrument to establish, maintain and expand divisions in the South African society. Should the role be clearly defined and the community be made aware of the police and also the communities role as partners, then the role will be well accepted.

The police role in the society is one which is of great importance for the maintenance of social order. Policing, as van Heerden (1982 : 81) puts it, is a social service created by human beings and rendered by human beings to human beings in an environment that has been shaped by human beings. Policing is not confined to four walls ; contact with the clientele will indicate as to whether they will be accepted by society or not. The visibility of the individual role fulfiller will put a policeman in a certain category i.e. accepted or not accepted. This is most certainly due to the fact that the external environment where policing takes place is highly subjective, highly personal and is determined by personal expectations, experience and needs. Personal emotions and attitudes play a decisive role in such an environment. The contact between the public and the police bring about polarization effect - one of acceptance or rejection. Relations between the public and the police are largely categorised by rejection, tension, prejudice and stereotyping because the public generally regards the police as incompetent.

The acceptance of the police role by the community determines by a large extent the degree of the relationship and co-operation in pursuing the common goal (Mayet, 1976 : 47). The community where policing takes place is not homogeneous because within this community there are groups of people who differ with regard to their physical and physic make-up. The difference between people becomes particularly evident when the community consider the special groups to which they belong - ethnic and religious groups, social class, nationality, cultural affiliations, economic status, etc. (van Heerden, 1982 : 81). Perceptions of the community might be distorted and even lead to negative attitudes. These negative attitudes can remain for a longer time without being rectified and ultimately accumulate into stereotypes towards the police. The nature of an attitude is determined by its direction, i.e. whether for or against, degree of positively or negativity, content, stability or duration. According to van Heerden (1982 : 93), people are not born with particular attitudes, but acquire them through experience. Attitudes are not confined to single persons, situations or events. There is a tendency to generalize them, for e.g. that all policemen all brutal, uneducated, untrustworthy, etc.

The attitude toward police officers can be formed through individual experiences. Hence, a certain part or proportion of the Venda population may display positive attitudes towards the police while another portion may have acquired a negative attitude. These attitudes can be formed through a single experience or recurrent similar experiences or through personal contact or the media. Attitudes go hand-in-hand with perception and never exist in isolation. It can be expressed in inter-action between the role evaluator and the role evaluated.

The Venda population can be regarded as the role evaluator and the role evaluated is the police role. It can also be deduced from the quality of the relationship between the role evaluator and the evaluated role.

Acceptance of the police role by the public means that the latter has got a positive attitude towards the former. There is an assumption that members of the public in general do not appreciate the services rendered by the police. This statement appears to be misplaced because the public generally regard police services as more important than most other social service and have high opinions of their effectiveness of which, on the whole, the problems of policing

are handled. Members of the public are also aware of their responsibility towards the maintenance of law and order. Some members of the public are always prepared to assist the police. The mere existence does not imply that the public co-operates with the police. Wilson and McLaren (1972 : 218) believe that only when the public obey the laws and support the police in their effort to combat crime, should be indicative of favourable relationships.

3.2   JUSTIFICATION OF THE POLICE ROLE

Wilson (Travis, 1995 :120) suggested that the police are responsible for three types of activities : law enforcement, order maintenance and service. If policing is to be regarded as a social service function, it stands to reason that the service provided to the public should be satisfactory. In order to provide society's goal this social service embraces all aspects which contribute to society's ideal of harmonious co-existence (Mayet, 1976 : 48). The smooth functioning of the total social system is facilitated among other, by the juridical, political and religious sub-systems. In accordance with the philosophical public service basis of policing, these sub-systems cannot be considered as the real basis for its justification of the police role in society (Mayet, 1976 : 48).

It is imperative to analyse the aspects or factors which has led to the police role being accepted by the public. Hence, some of the respondents are of the opinion (table 3.2) that the police role is not justified. No matter how unpleasant and unpalatable in the short-term, the police have to engage in self analysis and respond with urgency to the result. Too much emphasis on enforcement of the law has caused the public to have a negative attitude towards policing. Erasmus (1991 : 7) stated that the police has in many societies also come to symbolise the bulwark of protection to which individuals and groups within a society turn for protection from the excesses of the state.

3.2.1 Why do we have police?

During this transitional period the public should ask the following questions :

- Why should it be that in a modern democratic society the state should create an institution with general right to use coercive force?

- What does the police make available in modern democratic society that no other institution can adequately provide? There can be no state without police power and a state can last only as long as it can continue to exercise its police power efficiently.

According to Klockars (1985 : 14-15) these questions that are almost never asked by those who start their study of police with a non-derivative definition because their definition deludes them into thinking that they already know. These questions are crucial because any institution with the general right to use coercive force obviously is potentially dangerous. The public experience with police corruption, police brutality and an unhappy history of all sorts of abuses of the police power is evidence enough to this point.

Table 3.1   THE JUSTIFICATION OF THE EXISTENCE OF POLICE IN VENDA ACCORDING TO AGE

AGE	UNDOUBTE DLY		LARGE EXTENT		UNDECIDE D		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	8	1.97	7	1.72	10	2.46	27	6.65	20	4.93	72	17.73
25-34 years	20	4.93	16	3.94	18	4.43	62	15.27	37	9.11	153	37.68
35-44 years	11	2.71	20	4.93	3	0.74	61	15.02	25	6.16	120	29.56
45-54 years	2	0.49	7	1.72	2	0.49	23	5.67	6	1.48	40	9.85
55-64 years	2	0.49	2	0.49	2	0.49	9	2.22	2	0.49	17	4.19
65 + years	1	0.25	-	-	-	-	3	0.74	-	-	4	0.99
TOTAL	44	10.84	52	12.81	35	8.62	185	45.57	90	22.16	406	100

F=0.03 (Significant)

Table 3.1 indicates that out of 406 respondents 185 (45.57%) perceive the justification for the existence of the police role in Venda as a social service function. Sixty-two (15.27%) and 61 (15.02%) respondents in the age categories of 25-34 and 35-44 years respectively, significantly support this viewpoint. Only 44 (10.84%) respondents of the total sample group believe that the police role is vested in a judicial orientation, while (12.81%) are of the opinion that it has a political foundation.

Table 3.2   JUSTIFICATION OF THE EXISTENCE OF THE POLICE IN VENDA ACCORDING TO GENDER

GROUNDS OF JUSTIFICATION	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
Juridical Basis	24	10.49	20	11.31	44	10.84
Political Basis	29	12.66	23	12.99	52	12.81
Religious Basis	23	10.04	12	6.78	35	8.62
Service Basis	100	43.67	85	48.02	185	45.57
Undecided	53	23.14	37	20.90	90	22.16
TOTAL	229	100	177	100	406	100

F=0.03 (Significant)

According to Table 3.2, there is a significant indication by both male (100 or 43.67%) and female (85 or 48.02%) respondents that the police role has a social service orientation.

Table 3.3   JUSTIFICATION OF THE POLICE ROLE ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATIONS	GROUNDS FOR JUSTIFICATION											
	JURIDICAL		POLITICAL		RELIGIOUS		SERVICE		UNDECIDED		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	3	0.74	1	0.25	1	0.25	5	1.23	6	1.48	16	3.94
STD 7	2	0.49	2	0.49	2	0.49	6	1.48	2	0.49	14	3.45
STD 8	2	0.49	3	0.74	1	0.25	7	1.72	8	1.97	21	5.17
STD 9	2	0.49	7	1.72	3	9.74	5	1.23	4	0.99	21	5.17
STD 10	14	3.45	12	2.96	18	4.43	63	15.52	28	6.90	135	33.25
DIPLOMA	11	2.71	10	2.46	5	1.23	44	10.84	17	4.19	87	21.43
DEGREE	10	2.46	17	4.19	5	1.23	55	13.55	25	6.16	112	27.59
TOTAL	44	10.84	52	12.81	35	8.62	185	45.57	90	22.17	406	100

F-value = 0.72 (Not significant)

Although not significant, it appears form Table 3.3 that 63 (15.52%) respondents with a standard 10 qualification, 55 (13.55%) with a degree and 44 (10.84%) with a diploma exhibit a high rating of the police role as being a social service function. However, respondents with a qualification below Matric have a somewhat negative evaluation in this regard. The positive evaluation of the police role as a social service function could be ascribed to a possible better understanding of this important police function.

From the data contained in table 3.1 - 3.3, it is evident that -:

- the existence of the police role in society is justified by the service it renders to society. This provides the statement by van Heerden (1982 : 81) that policing is a social service created by human beings and rendered by human beings to human beings.

- certain age groups, gender and certain qualification categories have a positive attitude towards the service orientation of the police role (p≥0.05).

3.3   THE RATING OF POLICE IN VENDA

Man is a psycho-physical being in constant interaction with his physical environment. The interaction between the public and the police will indicate whether the police are rated as very important or not. This is due to the kind of perception the public have towards the police. As perception is the complex by which man selects sensory stimuli and arranges them in such a way as to form a rational and meaningful image of the world around him, the same apply to rating the police.

Table 3.4 IMPORTANCE OF THE POLICE ROLE ACCORDING TO AGE

AGE	MUCH MORE IMPORTANT		SOMEWHAT MORE IMPORTANT		AS IMPORTANT AS OTHER JOBS		SOMEWHAT LESS IMPORTANT		MUCH LESS IMPORTANT		UNDECIDED		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	12	2.96	16	3.94	21	5.17	11	2.71	8	1.97	4	0.99	72	17.73
25-34 years	24	5.91	32	7.88	46	11.33	20	4.93	21	5.17	10	2.46	153	37.68
35-44 years	25	6.16	13	3.20	52	12.81	15	3.69	12	2.96	3	0.74	120	29.56
45-54 years	8	1.97	10	2.46	16	3.94	4	0.99	1	0.25	1	0.25	40	9.85
55-64 years	2	0.49	4	0.99	6	1.48	3	0.74	2	0.49	-	-	17	4.19
65 + years	1	0.25	-	-	2	0.49	1	0.25	-	-	-	-	4	0.99
TOTAL	72	17.73	75	18.47	143	35.22	54	13.30	44	10.84	18	4.43	406	100

F=0.97 (Not Significant)

Table 3.4 shows that 72 (17.73%) of the total sample group rate the importance of the Venda police as much more important as most other occupation, while 75 (18.47%) believed that the police occupation is somewhat more important. Although insignificant, 143 (35.22%) are of the opinion that the police are as important as most other jobs in society. Of this latter group of respondents, 52 (12.81%) in the 35-44 age group and 46 (11.33%) in the 25-34 age category an some 21 (5.17%) between 18-34 years share the view that the police occupation is as important as most other jobs. This trend is, however, consistent across the overall rating of the importance of the police presence for the afore-mentioned age categories (p > 0.05).

Table 3.5   IMPORTANCE OF THE POLICE ROLE ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATIONS	MUCH MORE IMPORTANT		SOMEWHAT MORE IMPORTANT		IMPORTANT		SOMEWHAT LESS IMPORTANT		MUCH LESS IMPORTANT		UNDECIDED		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	1	0.25	5	1.23	5	1.23	1	0.25	-	0.49	2	2	16	3.94
STD 7	4	0.99	3	0.74	2	0.49	2	0.49	-	-	2	0.49	14	3.45
STD 8	3	0.74	4	0.99	9	2.22	1	0.25	2	0.49	2	0.49	21	5.17
STD 9	4	0.99	4	0.99	9	2.22	1	0.25	3	0.74	-	-	21	5.17
STD 10	29	7.14	23	5.67	40	9.85	18	4.43	17	4.19	8	1.97	135	33.25
DIPLOMA	8	1.97	17	4.19	35	8.62	14	3.45	12	2.96	1	0.25	87	21.43
DEGREE	23	5.67	19	4.68	42	10.34	17	4.19	8	1.97	3	0.74	112	27.59
TOTAL	72	17.73	75	18.47	143	35.22	54	13.30	44	10.84	18	4.43	406	100

F-value = 1.47 (Not significant)

Table 3.5 reveals that respondents with higher educational qualifications have a more positive perception of the importance of the police role in Venda. Of the total sample group (N=406), 143 (35.22%) indicated that the police role is important, 75 (18.47%) that is somewhat more important and (72 (17.73%) that the police role is much more important compared to other kinds of jobs in the Venda territory. Respondents with a Matric qualification, namely 40 (9.85%), 42(10.43%) and 35 (8.62%) holding a degree and a diploma respectively are convinced that the police have an important role to play in society. Likewise, 23 (5.67%) with Matric, 19 (4.68%) with degrees and 17 (4.19%) with diplomas share the common view point, namely that the police role is somewhat more important compared to other occupations. The more positive evaluation of the importance of the police role among the higher educated respondents could once again be ascribed to a better understanding of the true meaning and value of the police role in Venda. The observable differences are insignificant. (p=>0.05).

Table 3.6 IMPORTANCE OF THE POLICE ROLE ACCORDING TO GENDER

SEX	MUCH MORE IMPORTANT		SOMEWHAT MORE IMPORTANT		AS IMPORTANT AS OTHER JOBS		SOMEWHAT LESS IMPORTANT		MUCH LESS IMPORTANT		UNDECIDED		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
MALE	39	9.61	43	10.59	78	19.21	37	9.11	22	5.42	10	2.46	229	56.40
FEMALE	33	8.13	32	7.88	65	16.01	17	4.19	22	5.42	8	1.97	177	43.60
TOTAL	72	17.73	75	18.47	143	35.22	54	13.30	44	10.84	18	4.43	406	100

F=0.05 (Significant)

The opinion of respondents in Table 3.6 regarding the rating of the importance of policing in Venda appears to be very positive. Out of 177 female respondents 65 (16.10%) are of the opinion that policing is as important as other jobs. A total number of 78 out of 229 male respondents also view policing as important as most other jobs. Because of a greater response towards the existence of policing, one may conclude that this concede with the attitude to view policing as a social service. It is also important to note that 39 (9.61%) male and 33 (8.13%) female respondents perceive the police occupation as much more important as most other jobs, while 43 (10.59%) and 32 (7.88%) indicated that policing is somewhat more important than other occupations. The differences are significant ($p=<0.05$).

3.4 THE NECESSITY OF THE POLICE IN VENDA

No society can exist without an efficient policing system. There is a need in every society to have an efficient policing which brings the service to the community; which align police priorities with local customers i.e. the community; provide quality service; meet the public requirements and show that they are concerned about them. Policing is necessary when both partners understand one another and accept one another. A hostile, unhealthy, aggressive and unconductive environment create the perception that policing is not necessary. It also creates a perception that the police are only there to interfere with the individual rights of the public. Policing should be seen as the obligation of each and every individual.

Modern civilisation is more complicated and the methods of breaking the law are sophisticated (Mayet, 1976 : 54). Hence, the need for efficient police protection increased greatly in modern times.

More complex relationships, the growth of large cities, the development of more dangerous weapons, demand more efficient policing. Policing should be seen as a means of maintaining social order so that the society may conduct its function in a safe and peaceful manner.

Table 3.7 NECESSITY OF THE VENDA POLICE ACCORDING TO AGE GROUPS

AGE	ABSOLUTELY NECESSARY		NECESSARY		UNDECIDED		UNNECESSARY		ABSOLUTELY UNNECESSARY		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	14	3.45	37	9.11	10	2.46	8	1.97	3	0.74	72	17.73
25-34 years	34	8.37	55	13.55	24	5.91	24	5.91	16	3.94	153	37.68
35-44 years	32	7.88	47	11.58	18	4.48	17	4.19	6	1.48	120	29.56
45-54 years	16	3.94	17	4.19	6	1.48	1	0.25	-	-	40	9.85
55-64 years	6	1.48	7	1.72	3	0.74	1	0.25	-	-	17	4.19
65 + years	3	0.74	1	0.25	-	-	-	-	-	-	4	0.99
TOTAL	105	25.86	164	40.39	61	15.02	51	12.56	25	6.16	406	100

F=4.09 (Not Significant)

According to Table 3.7, the overall rating of the necessity of the police role in Venda appears to be positive. This favourable evaluation rests on the opinion of 105 (25.86%) respondents who indicated that policing is absolutely necessary and 164 (40.89%) who believe that it is indeed necessary. Seventy-six respondents (18.72%) of the total sample group have a negative evaluation in this regard.

Closer scrutiny of this table shows that respondents falling in the age categories 25-34 years, namely 34 (8.37%) and 35-44 years, namely 32 (7.88%) strongly believe policing in Venda is absolutely necessary. Likewise, 55 (13.55%) and 47 (11.58%) of the respondents in the respective age categories are of the opinion that a police force in Venda is necessary. The difference in opinions is, however, not significant at the 0.05 level.

Table 3.8   THE NECESSITY OF POLICING IN VENDA ACCORDING
             TO EDUCATION QUALIFICATIONS

With respect to the necessity of policing in Venda, a greater number namely, 164 (4.39%) view policing as necessary. Only a smaller percentage (25 or 6.16%) view it as absolutely unnecessary. The rating differs from the least qualified to the highest qualified respondents. Likewise, 105 (25.86%) regard policing as absolutely necessary. Forty-two (10.34%) of the respondents with a Matric, 33 (8.13%) with a degree and 20 (4.93%) with diploma qualifications share this view point, However, a more positive perception, namely that policing is necessary, prevails amongst respondents in these educational categories.

Only 51 (12.56%) and 25 (6.16%) of the total sample group are respectively rating the necessity of a police force as unnecessary to absolute unnecessary. The differences are not significant (p>0.05).

Table 3.8   THE NECESSITY OF POLICING IN VENDA ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	ABSOLUTELY NECESSARY		NECESSARY		UNDECIDED		UNNECESSARY		ABSOLUTELY UNNECESSARY		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	1	0.25	9	2.22	3	0.74	2	0.49	1	0.25	16	3.94
STD 7	2	0.49	8	1.97	2	0.49	1	0.25	1	0.25	14	3.45
STD 8	1	0.25	12	2.96	4	0.99	2	0.49	2	0.49	21	5.17
STD 9	6	1.48	7	1.72	4	0.99	4	0.99	-	-	21	5.17
STD 10	42	10.34	49	12.07	21	5.17	15	3.69	8	1.97	135	33.25
DIPLOMA	20	4.93	31	7.64	14	3.45	12	2.96	10	2.46	87	21.43
DEGREE	33	8.13	48	11.82	13	3.20	15	3.69	3	0.74	112	27.57
TOTAL	105	25.86	164	40.39	61	15.02	51	12.56	25	6.16	406	100

$F = 1.33$ (Not Significant)

Table 3.9   NECESSITY OF POLICING ACCORDING TO GENDER

AGE	ABSOLUTELY NECESSARY		NECESSARY		UNDECIDED		UNNECESSARY		ABSOLUTELY UNNECESSARY		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	59	14.53	88	21.67	41	10.10	23	5.67	18	4.43	229	56.40
FEMALE	46	11.33	76	18.72	20	4.93	28	6.90	7	1.72	177	43.60
TOTAL	105	25.86	164	40.39	61	15.02	51	12.56	25	6.16	406	100

F=0.36 (Not Significant)

According to Table 3.9, it appears that the respondents have a positive perception of the necessity of the police role in Venda. A total of 105 (25.86%) and 164 (40.39%) male and female respondents are of the opinion that policing is absolutely necessary and even necessary. This viewpoint is maintained by 59 (14.53%) male and 46 (11.33%) female respondents and 88 (21.67%) male and 76 (18.72%) female respondents respectively. The differences in opinion are not significant (p=>0.05).

3.5 THE POLICE IN VENDA AS A THREAT TO THE LIBERTY AND PRIVACY OF THE INDIVIDUAL

The concept of individual rights includes those of civil rights and civil liberty. The liberty and privacy of the individual are regarded as sacred rights in a democracy. Although these rights are limited. by delegation. it may not on no account be threatened or abused unnecessarily. It sometimes happens that these individual rights are threatened by disorder or unwarranted harassment of law enforces. People living in a democratic world are ruled by laws and not people.

Table 3.10 THE EXISTENCE OF THE POLICE IN VENDA AS A THREAT TO INDIVIDUAL RIGHTS OF LIBERTY AND PRIVACY ACCORDING TO AGE

AGE	UNDOUBTLEY		LARGE EXTENT		UNDECIDED		LESS EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	15	3.69	16	3.94	8	1.97	16	3.94	17	4.19	72	17.73
25-34 years	15	3.69	48	11.82	22	5.42	35	3.62	33	8.13	33	8.13
35-44 years	15	3.69	36	8.87	8	1.97	21	5.17	40	9.85	120	29.56
45-54 years	7	1.72	10	2.46	4	0.99	4	0.99	15	3.69	40	9.85
55-64 years	2	0.49	6	1.48	1	0.25	2	0.49	6	1.48	17	4.19
65 + years	-	-	3	0.74	-	-	-	-	1	0.25	4	0.99
TOTAL	54	13.30	119	29.31	43	10.59	78	19.21	112	27.59	406	100

F=1.56 (Not Significant)

The extent to which the acceptance of the police role in Venda could be influenced by being a threat to individual rights of liberty and privacy, is depicted in Table 3.10. According to this table, a total of 119 (29.31%) of the sample group indicated that the mere existence of the Venda police to a large extent constitutes a threat to peoples individual rights. However, it is interesting to note that 112 (27.57%) of the remainder of respondents have a positive evaluation in this regard as they do not believe that the existence of policing is a threat to individual rights.

The latter positive viewpoint is especially supported by those respondents in the age category 25-34 (33 or 8.13%) and 35-44 (40 or 9.85%) years respectively, compared to 48 (11.82%) and 36 (8.87%) in the corresponding categories respectively believe that it is indeed the case to a large extent. The differences are not significant. (p=>0.05).

Table 3.11   THE EXISTENCE OF POLICE AS A THREAT TO INDIVIDUAL RIGHTS OF LIBERTY AND PRIVACY ACCORDING TO GENDER

AGE	UNDOUBTEDLY		LARGE EXTENT		UNDECIDED		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	29	7.14	72	17.73	19	4.68	42	10.34	67	16.50	229	56.40
FEMALE	25	6.16	47	11.58	24	5.19	36	8.87	45	11.08	117	43.60
TOTAL	54	13.30	119	29.31	43	10.59	78	19.21	112	27.59	406	100

F=0.07 (Not Significant)

According to Table 3.11, 54 (13.30%) of the total sample group undoubtedly perceive the existence of the Venda police as a threat to their individual rights, to liberty and privacy, while 119 (29.31%) indicated that it is to a large extent the case. Although not significant, but approaching significance at the 0.05 level 67 male (16.50%) and 45 (11.08%) female respondents indicated that the existence of policing in Venda is not at all a threat to their individual rights thereby displaying a positive attitude in this regard.

Table 3.12   THE EXISTENCE OF POLICE AS A THREAT TO INDIVIDUAL RIGHTS OF LIBERTY AND PRIVACY ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	UNDOUBTEDLY		TO A LARGER EXTENT		UNDECIDED		TO A LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	2	0.49	5	1.23	1	0.25	4	0.99	4	0.99	16	3.96
STD 7	2	0.49	7	1.72	-	-	2	0.49	3	0.74	14	3.45
STD 8	3	0.74	8	1.97	2	0.49	4	0.99	4	0.99	21	5.17
STD 9	4	0.99	8	1.97	2	0.49	3	0.74	4	0.99	21	5.17
STD 10	21	5.17	35	8.62	21	5.17	23	5.67	35	8.62	135	33.25
DIPLOMA	11	2.71	28	6.90	7	1.72	20	4.92	21	5.17	87	21.43
DEGREE	11	2.71	28	6.90	10	2.46	22	5.42	41	10.10	112	27.59
TOTAL	54	13.30	119	29.31	43	10.59	78	19.21	112	27.59	406	100

$F=1.37$ (Not Significant)

It can be observed from Table 3 12 that the respondents with lower educational qualifications do not regard the existence of the police as a threat to their individual rights in contrast to those with higher educational qualifications (i.e. Std 10 up to Degree) who are of the opinion that their individual rights and liberty are indeed threatened to a large extent. This difference is not significant and is possibly due to a greater degree of enlightenment amongst them with regard to individual rights, or perhaps through experiences with the police.

3.6 THE METHODS AND TECHNIQUES EMPLOYED BY THE POLICE IN VENDA AS A THREAT TO PERSONAL LIBERTY AND PRIVACY

Methods and techniques used by the police are in most cases questionable. It is often argued that the police are reactionary. This is normally evident when police control demonstrators. Methods and techniques of policing refer to all those responsive aids and conduct in the repression of crime with the object of maintaining social order.

People complain about the use of force by the police but how can police gain compliance from the people they police without resorting to the use of coercive force? Sociologically, at least three other basis for control are possible : authority, power and persuasion. Police can only resort to the use of force after warning and persuasion has failed. Authorativeness from the police side will make the public to undermine them and regard them as unprofessional people who function like a military group.

People living in a democratic society want their rights always to be respected, in impartial and lawful ways. The public always complain that the police do not respect their individual rights when making arrests and interrogation and these may have a serious effect towards crime prevention and partnership in policing. At times the police use underground methods to obtain information. This does not set a good example to the public and it makes the public not to come forward with information.

Table 3.13   METHODS AND TECHNIQUES OF THE POLICE AS A THREAT TO PERSONAL LIBERTY AND PRIVACY ACCORDING TO GENDER

AGE GENDER	UNDOUBTEDLY		LARGE EXTENT		UNDECIDED		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	22	5.42	75	18.47	27	6.65	45	11.08	60	14.78	229	56.40
FEMALE	22	5.42	49	12.07	41	10.10	33	8.13	32	7.88	177	43.60
TOTAL	44	10.84	124	30.54	68	16.75	78	19.21	92	22.66	406	100

$F=1.74$ (Not Significant)

Male (75 or 18.47%) regard the methods and techniques of the police in Venda as more of a threat to personal liberty and privacy than females (49 or 12.07%). There are no significant differences between the sexes and the general tendency, although positive, appears to be that the males regard the methods and techniques as more of a threat than the females. This tendency of the male respondents is perhaps due to a greater daily contact with the police.

Table 3.14   METHODS AND TECHNIQUES OF THE POLICE AS A THREAT TO PERSONAL LIBERTY AND PRIVACY ACCORDING TO AGE

AGE	UNDOUBTEDLY		LARGE EXTENT		UNDECIDED		LESS EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	10	2.46	18	4.43	14	3.45	14	3.45	16	3.94	72	17.73
25-34 years	14	3.45	48	11.82	27	6.65	37	9.11	27	6.65	153	37.68
35-44 years	14	3.45	29	7.14	20	4.93	21	5.17	36	8.87	120	29.56
45-54 years	4	0.99	14	3.45	7	1.72	5	1.23	10	2.46	120	29.56
55-64 years	1	0.25	13	3.20	-	-	1	0.25	2	0.49	17	4.19
65 + years	1	0.25	2	0.49	-	-	-	-	1	0.25	4	0.99
TOTAL	44	10.84	124	30.54	68	16.75	78	19.21	92	22.66	406	100

$F=1.56$ (Not Significant)

According to Table 3.14, it appears that about one third of the respondents, namely 124 (30.54%) to a large extent feel that their individual rights to privacy and liberty are threatened by the operational methods and techniques used by the Venda police. This opinion is shared by 44 (10.84%) who believe that it is undoubtedly the case. However, 92 (22.66%) of the total sample group believe the opposite, thereby displaying a positive attitude in this regard.

Closer scrutiny of this table shows that the most fearful respondents are those in the age category 18-24 years (18 or 4.43%), 25-34 (48 or 11.82%) and 35-44 years (29 or 7.14%). However, 16 (3.94%), 27 (6.65%) and 36 (8.87%) of the respondents in the corresponding categories indicate that their individual rights are not at all threatened by the methods and techniques of the police. The difference in opinion is not significant (p=>0.05).

Table 3.15   METHODS AND TECHNIQUES OF THE POLICE AS A THREAT TO PERSONAL LIBERTY AND PRIVACY ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	UNDOUBTEDLY		TO A LARGER EXTENT		UNDECIDED		TO A LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	2	0.49	7	1.72	4	0.99	1	0.25	2	0.49	16	3.94
STD 7	3	0.74	3	0.74	3	0.74	3	0.74	2	0.49	14	3.45
STD 8	4	0.99	8	1.97	3	0.74	3	0.74	3	0.74	21	5.17
STD 9	1	0.25	7	1.72	5	1.23	3	0.74	5	1.23	21	5.17
STD 10	20	4.93	37	9.11	24	5.91	24	5.91	30	7.39	135	33.25
DIPLOMA	5	1.23	31	7.64	11	2.71	20	4.93	20	4.93	87	21.43
DEGREE	9	2.22	31	7.64	18	4.43	24	5.91	30	7.39	112	27.59
TOTAL	44	10.84	124	30.54	68	16.75	78	19.21	92	22.66	406	100

$F = 1.37$ (Not Significant)

Data contained in Table 3.15 clearly indicates that those respondents with higher educational qualifications perceive the methods and techniques used by the police in their daily execution of their role as a threat to their individual rights. This observation is based on the opinions of 37 (9.11%) respondents with Matric, 31 (7.64%) with diplomas and 31 (7.64%) with degree qualifications. On the other hand, 30 (7.39%), 20 (4.93%) and 30 (7.39%) in the very same educational categories believe that their individual rights are not at all negatively effected. These difference are not significant ($p => 0.05$).

These attitudes of lower and higher qualification groups are possibly due to the higher degree of socialisation within these groups, which make them more sensitive and aware of their individual rights and when these are threatened. The group with standard 10 might be having this negative attitude because of the experience gained through the reports, media and detective story reading.

3.7 SUMMARY

The results of the analysis performed in this chapter address the acceptance of the police role in Venda in terms of their rights of existence, threat to individual rights and their importance in the society. The respondents level of education, age and gender has been taken into consideration.

It is very evident in this chapter that all the three groups (educational group, age group and gender group) view policing to be a social service. This is true because policing is a social service rendered to human beings. Effective policing will result in acceptance of the police role. To have a negative attitude towards the police there will be need to get closer to the police and the community and find out what the latter expects from the local police to align police priorities with local customer needs; to provide quality service; to meet the customers requirements and show that the police are concerned about them. Because policing is highly regarded as social service it means every member of the society should be involved in policing. Working together in a multi-party partnership to achieve common goals does not mean usurping roles and responsibilities of obligations.

Although there is a negative attitude about the methods and techniques employed by the police from a group of males and also age groups between 24-34 it is understood in the sense that these two groups are always in contact

with the police. The perception by the highly qualified group is also positive towards the role of the police although they tend to have a negative attitude towards the methods used by the police which seem to interfere with their individual rights. This is understood in the sense that this group understand what is meant by individual rights as compared to those with standard six or seven qualifications. The higher degree of socialisation within the age group of 24-34 years, makes them more sensitive and aware of their individual rights and when these are threatened.

In this chapter there is an outstanding feature of the positive attitude by the majority of the respondent. It would appear that although a negative attitude has been established, these respondents are not all together against the police and its principles and do have some understanding of the necessity to restrict liberty for the sake of collective security.

All the contact groups in this chapter in general regard the police role as an important occupation in society. No significant differences are found and the tendency of the negative contact group once again displays that negative contact does not necessarily mean negative attitudes. This tendency has been found throughout this chapter.

The police have misunderstood their role. They have attempted to accomplish their mission independently with minimal community involvement (Bizzack, 1992 : 113). It is a cardinal principal of democratic societies that ultimate responsibilities for peace, good order and law observance rests with the community of citizens of that society, not with an organized police force.

According to Bizzack (1992 : 113) the role of the police is to supplement and aid community efforts not to supplant them. A community which abandons its basic duty to the police itself, to the professional police services, will soon find that the police can hope to provide no more than a bare modicum of public order and security and this only through such repressive measures not the basic liberties of a free people are eroded, and the very democracy that the police seek to preserve is endangered (Bizzack, 1993 : 114).

CHAPTER 4

ROLE EXPECTATIONS

4.1 INTRODUCTION

The role of the police in controlling crime and maintaining order and security is undergoing considerable change all over the world. South Africa is no exception to the rule. In view of the work of the police in their action against crime and the provision of a peaceful environment, their authority, organization and social position are of great importance. The changes that occured on 2 February 1990 and 27 April 1994 have effected everyone. South Africa has moved away from undemocratic form of government towards a more democratic once, so the institutions that were government instruments must redefine their relationship to the then ruling party and the society. The police as visible symbols of the old government also need to change. Unfortunately, because of various factors, the public and the police have drifted apart and now function largely as separate entities. Due to this, sound police-community relations is hampered

Consensus must be reached about what is to be policed, how it is to be policed and by whom it is to be done. The legitimating discourse generated by such rhetoric is sometimes also enchoed in part by the goals about policing set out by academiciacious writing from a human rights perspective (Steytle. 1990:6).

People living in a democratic society desire to be policed democratically. In a democratic society, the role of the police has been succinctly described by the British Commission of Police in 1962: "The police should be powerful but not aggressive; they should be efficient but not officious; they should form an impartial force in the body politics; and yet be subject to impartiality and who are themselves liable to police supervision."(The New Encyclopedia Britanica, 1980..).

The time may have come in some countries for a change in the conception of the police role from a perception of their role as purely that of an instrument of a power elite, popularly referred to as the "establishment" within society, the trend is now towards a desire that the police should serve all segments of

the community by demonstrating a greater responsiveness to the needs and problems of all citizens - particularly those who may be less advantaged and privileged.

The task of policing has to be carried out in such a way that order is reinforced, respecting of individual rights. (Botha, Coetzee and Van Vuuren, 1989:84). Police activities cannot be arbitrarily diminished, because they are responsible for the functional content of the police role. They are constantly subjected to the principle that the police function is delegated to the State in order that societal interests are being upheld (Skolnick, 1966:6).

According to Smit and Botha (1990:36), democracy is dependent upon its police force to maintain the degree of order that ensures a free society. The public are dependent upon its police force to facilitate those aspects vital to a democratic way of life; to prevent people from preying on one another; to provide a sense of security to resolve conflicts and to protect free elections; freedom of assembly and freedom of movement (Goldstein 1977:1). Justice in any society can only exist when judicial standards are applied fairly and impartially. Impartiality, fairness and equality before the law are the cornerstones of the sovereignty of the law.

People expect to be policed by a police force which is in all respects accountable. Police accountability may be attained through bureaucratic or political agencies. The police remain answerable to the law, but they may be called upon to avail themselves by rendering an account of their policies and actions to those (public) who delegated a legitimate interest to them. (Olivier 1987 : 227) The process of accountability ensures that the police act responsibly and that they act on behalf of the community they serve. This mandate should not endanger the operational independence of the police (Pike 1985 : 174 & 161) and their professional integrity (Olivier 1987 : 227).

The police role is studded with conflicts; the most important being that policemen are expected to be both instructor and servant of society. They (police) often encounter the greatest criticism when discharging their duties most zealously. At times there appears to be distorted expectation about the police role. Quite often, the public are somewhat unreasonable in their approach towards the police. It is expected that the less sleep they have, the

more amiable they will become. Society ignore the fact that a heterogeneous society has to be policed. The police task seems to be problematic. They are constantly in active contact with undesirable situations. "I wish we can persuade them that the kind of criticism that we direct against them should be taken by them as a complement, because it indicates that the very high standard we expect from them, and which, in general, we live up to". (RamMohan Rao in Campos, Cicero Campana, 1984 : 297).

Throughout its history, the police role developed with a coercive bias with special emphasis on its repressive or reactionary functions, i.e. actions taken after the order had been disturbed. In modern society, according to Mayet (1976 : 79), the reactionist label is rapidly being replaced by the non-coercive preventative or proactive function. It is safe to say that a gap between the role delegator and the role performer exists, and this had been created by a breakdown in relationships due to a failure to comply with expectations of the public (passive partner) in the performance of the police role. On the other hand, the clients (public) have stereotyped the role performer as a bully of the State; who might endanger lives and abuse authority. This might be the truth as it has been rightly asserted that the police are used by the government of the day to achieve its objectives. This implies that the police are called upon by the ruling party to further entrench itself and its policies.

4.2   CONFLICTING EXPECTATIONS OF THE POLICE ROLE

Police-Community relations depend on what the police expect from the community and what the community expects from the police. What the police do, then, and how they perform their duty, is a vitally important consideration with regard to the status of the relationship. As pointed out earlier, distorted, unrealistic and divergent perceptions and attitudes are involved in this relationship and could lead to conflicting role perceptions and conflicting role expectations. While these expectations may appear to be unhealthy towards a sound relationship between the police and the public in a society, such conflicting views of social institutional roles and functions are inevitable and to a considerable extent, socially beneficial. But they make relationship problems inevitable too, and pose the challenge of achieving the minimal working consensus necessary for the survival of the free society and its institutions (Radelet, 1977 : 33).

4.3   FUNCTIONAL EXPECTATIONS

4.3.1   Preventative Policing

Crime is committed due to two factors, viz. the predisposing factors
and the precipitating factors.   Although both these factors must be
considered for the explanation of crime, the police role in its
preventative function is more concerned with the elimination of the
latter factor.   An environment should be created in which the
commission of crime is deterred by eliminating opportunities to
exercise anti-social habits and urges by those (prospective criminals)
predisposed to crime.   In conjunction with the society an environment
can be created to combat crime.   Prevention is a positive approach to
eradicating criminality to every citizen and aims a minimising
motivational and situational factors which may lead to anti-social
behavior.

Table 4.1 : Obligation to combat crime according to age

Upon examining table 4.1 with regard to the obligation by the
respondents to combat crime according to age, it is clear that the
majority of the respondents in all age categories are not of the
opinion that they need to have an obligation to combat crime.   This
positive conviction shows that the respondents fully understand their
role in crime prevention.

Table 4.1   Obligation to combat crime

RESPONSE CATEGORY	AGE GROUPS (IN YEARS)													
	18-24		25-34		35-44		45-54		55-64		65 +		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Undoubtedly	12	16.67	24	15.69	13	10.83	10	25.00	5	29.41	2	50.00	66	16.27
To a large extent	31	43.05	55	35.95	63	52.50	16	40.00	7	41.18	1	25.00	173	42.61
Undecided	11	15.28	15	9.80	16	13.33	3	7.50	-	-	1	25.00	46	11.33
To a lesser extent	9	12.50	26	16.99	20	16.67	4	10.00	3	17.65	-	-	62	15.27
Not at all	9	12.50	33	21.57	8	6.67	7	17.50	2	11.65	-	-	59	14.53
TOTAL	72	100	153	100	120	100	40	100	17	100	4	100	406	100

F-value = 1.98 (Not significant)

Table 4.1 shows again that 239 (58.87%) respondents of all age categories have indicated that they would undoubtedly and to a large extent have an obligation to assist the police in combating crime. About one third of the respondents (121 or 29.80%) believe that this kind of obligation affects them to a lesser extent and even not at all.

This table also reveals that :

Respondents in the 25-34 age category, namely 79 (51.64%) are more positive towards this obligation than respondents falling in the 35-44 (79 or 63.33%) and 18-24 (43 or 59.72%) age categories.

- The majority of respondents in the age categories 45-54 (26 or 65.00%) and 55-64 (12 or 70.59%) also regarded their duty and obligation to combat crime, and;

- no significant differences are observable between the opinions of all the different age groups (≥ 0.05).

Table 4.2   OBLIGATION TO COMBAT CRIME ACCORDING TO GENDER

RESPONSE CATEGORY	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
Undoubtedly	45	19.65	21	11.86	66	16.26
To a large extent	108	47.16	65	36.72	173	42.61
Undecided	20	8.73	26	14.69	46	11.33
To a lesser extent	27	11.79	35	19.77	62	15.27
Not at all	29	12.67	30	16.96	59	14.53
TOTAL	229	100	177	100	406	100

F-value = 10.77 (Significant)

Table 4.2 shows that 153 (66.81 male respondents positively accept their responsibility to assist the police in combating crime, while 86 (48.58%) of the female respondents maintain the same attitude.

This table further discloses that -:

- 239 (58.87%) of all the respondents feel positive about their obligation to combat crime :

- 62 (15.27%) respondents of the total sample group believe to a lesser extent that they (as the passive partner) have a duty to combat crime :

- 59 (14.53%) respondents of the total sample group have a negative perception about their obligation to assist the police ;

- likewise, 29 (12.67%) males and 30 (16.96%) female respondents share the same negative perceptions ; and

- significant differences are observable between the male and female group ($p \leq 0.05$)

4.3.1 OBLIGATION TO COMBAT CRIME ACCORDING TO EDUCATIONAL QUALIFICATIONS

It is important to note that from Table 4.3.1 that out of 406 respondents, 173 (42.61) are of the opinion that, to a large extent, combating of the crime is also their responsibility compared to 59 respondents (14.53) of all qualification groups who regard it as not important at all.

From the foregoing it appears that the research group and the various sub-groups have a high rating for the combating of crime by the members of the community. It indicates that though the police are there to combat crime, they cannot perform this function in isolation. They have to work hand-in-hand with the community. This perception coincides with the different categories viz. age and gender contained in Table 4.1 and 4.2 in that they maintain the same perception with regard to the duty to combat crime.

As far as Table 4.3 is concerned, no significant differences in perceptions could be detected.

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TABLE 4.3 OBLIGATION TO COMBAT CRIME ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	UNDOUBTED LY		LARGE EXTENT		UNDECIDED		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	5	1.23	7	1.72	1	0.25	2	0.49	1	0.25	16	3.94
STD 7	2	0.49	4	0.99	3	0.74	3	0.74	2	0.49	14	3.45
STD 8	1	0.25	11	2.71	1	0.25	2	0.49	6	1.48	21	5.17
STD 9	4	0.99	6	1.48	5	1.23	4	0.99	2	0.49	21	5.17
STD 10	22	5.42	62	15.27	18	4.43	16	3.94	17	4.19	135	33.25
DIPLOMA	13	3.20	36	8.87	8	1.97	14	3.45	16	3.94	87	21.43
DEGREE	19	4.68	47	11.58	10	2.46	21	5.17	15	3.69	112	27.59
TOTAL	66	16.26	173	42.61	46	11.33	62	15.27	59	14.53	406	100

F-value = 1.01 (Not significant)

4.3.2 The importance of the investigation of crime

According to van Heerden (1982 :181), crime investigation is the positive assembling of evidence in strict accordance with the provisions governing this reactive functions of the police. Since preventive policing can never absolutely protect the social order, the process of repressive policing must be set in motion to restore the order whenever a violation of the law occurs. These processes relate to the enforcement of laws. Criminal Investigations is executed by means of securing objective and subjective clues ; to find appositive solution to a situation in which crime was committed. Objective clues refers to all concrete, silent and mute evidence which is also referred to as indirect or circumstantial evidence. Subjective clues refer to the testing of people, victims, witnesses etc. directly or indirectly involved in the commission of crime. This category of persons plays a vital role in the positive solution of the crime situation. Their willingness to combat crime and also assist the police in solving crime.

Table 4.4   IMPORTANCE OF INVESTIGATION OF CRIME BY THE POLICE IN VENDA ACCORDING TO AGE

AGE	UNDOUBTED LY		LARGE EXTENT		UNDECIDED		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	35	8.62	20	4.95	7	1.72	5	1.23	5	1.23	72	17.73
25-34 years	88	21.67	34	8.37	10	2.46	11	2.71	10	2.46	153	37.68
35-44 years	876	18.72	30	7.39	8	1.97	4	0.99	2	0.49	120	29.56
45-54 years	25	6.16	11	2.71	2	0.49	1	0.25	1	0.25	40	9.85
55-64 years	7	1.72	6	1.48	2	0.49	2	0.49	0	0.00	40	9.85
65 + years	2	0.49	1	0.25	1	0.25	0	0.0	0	0.00	4	0.99
TOTAL	2.33	57.39	102	25.12	30	7.39	23	5.67	18	14.43	406	100

F-value = 1.85 (Not significant)

Although the data in Table 4.4 reveals no significant differences, it appears that the older people, i.e. 55-64 years feel that the investigation is most important. None of the respondents in the age category between 55-65 years has responded negatively towards the investigation of crime. It is also interesting to note that out of 406 respondents about 233 (57.39) they undoubtedly see the investigation of crime as an important function.

TABLE 4.5 IMPORTANCE OF INVESTIGATION OF CRIME ACCORDING TO GENDER

GENDER	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	139	34.24	55	13.55	11	2.71	14	3.45	10	2.46	229	56.40
FEMALE	94	23.15	47	11.58	19	4.68	9	2.22	8	1.97	177	43.60
TOTAL	233	57.39	102	25.12	30	7.39	23	5.67	18	4.43	406	100

F-value = 1.17 (Not significant)

Table 4.5 shows no significant differences between the sexes and the general attitude towards the investigation of crime. Although there is a positive attitude towards the investigation of crime, males are more positive than the female respondents. This is due to the fact that males are exposed to criminality. Most of the criminals on earth are males and most of the victims are males. This is also the cause of the tendency of the male to be in contact with the police on a daily basis.

TABLE 4.6   IMPORTANCE OF INVESTIGATION OF CRIME ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	11	2.71	4	0.99	1	0.25	0	0.00	0	0.00	16	3.94
STD 7	7	1.72	4	0.99	2	0.49	0	0.00	1	0.25	14	3.45
STD 8	12	2.96	6	1.48	1	0.25	0	0.00	2	0.49	21	5.17
STD 9	10	2.46	3	0.74	3	0.74	4	0.99	1	0.25	21	5.17
STD 10	72	17.73	39	9.61	11	2.71	7	1.72	6	1.48	135	33.25
DIPLOMA	48	11.82	17	4.19	9	2.22	8	1.97	5	1.23	87	21.43
DEGREE	73	19.98	29	7.14	3	0.74	4	0.99	3	0.74	112	27.59
TOTAL	233	57.39	102	25.12	30	7.39	23	5.67	18	4.43	406	100

F-value = 2.01 (Not significant)

The data in Table 4.6 indicates that the higher educated groups have a tendency to regard investigation of crime as the most important function. Significant differences are found between the tertiary and secondary educational groups. Those with standard ten who regard this function as very important are 72 (17.73). Diploma 48 (11.82), Degree 73 (17.82) as apposed to secondary standard 6 = 11 (2.71), standard 7 = 7 (1.72), standard 8 = 12 (2.96) and standard 9 = 10 (2.46). Out of 406, about 233 (57.39) respondents regard the investigation of crime as very important.

4.3.3 Willingness to combat crime by the members of the community

Crime is a social problem committed by the member of the community, in the presence of the members of the community. There is no way in which the police can solve the crime on their own without the support of the community.

TABLE 4.7   WILLINGNESS TO COMBAT CRIME ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	ALWAYS		OFTEN		UNDECIDED		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	8	1.97	5	1.23	1	0.25	1	0.25	1	0.25	16	3.97
STD 7	2	0.49	6	1.48	2	0.49	3	0.74	1	0.25	14	3.45
STD 8	6	1.48	9	2.22	1	0.25	2	0.49	3	0.74	21	5.17
STD 9	4	0.99	3	0.74	3	0.74	6	1.48	5	1.23	21	5.17
STD 10	49	12.07	35	8.62	14	3.45	28	6.90	9	2.22	135	33.25
DIPLOMA	27	6.65	29	7.14	6	1.48	20	4.93	5	1.23	87	21.43
DEGREE	40	9.85	35	8.62	8	1.97	18	4.43	11	2.71	112	27.59
TOTAL	136	33.50	122	30.05	35	8.62	78	19.21	35	8.62	406	100

F-value = 1.94 (Not significant)

The higher the educated the group the more positive attitude they have towards the combating of crime. This is proven by Table 4.7. According to these tables those respondents with standard 10, Diploma and Degree qualification, have got more positive attitudes towards the combating of crime. These attitudes of the tertiary and higher educational groups are possibly due to the fact that these groups understand policing and also they have a higher degree of socialisation, which makes them more sensitive and aware of their role in crime prevention. Another factor why they have a positive attitude is because most of them are employed and law abiding citizens. Willingness to combat crime by the member of the society shows that they accept the police and also admit that they got a role to play in crime prevention.

TABLE 4.8   WILLINGNESS TO COMBAT CRIME ACCORDING TO AGE

AGE	ALWAYS		OFTEN		UNDECIDED		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	24	5.91	20	4.93	6	1.48	13	3.20	9	2.22	72	17.73
25-34 years	38	9.36	51	12.56	19	4.68	34	8.37	11	2.71	53	37.68
35-44 years	50	12.32	33	8.13	5	1.23	23	5.67	9	0.22	120	29.56
45-54 years	18	4.43	11	2.71	3	0.74	7	1.72	1	0.25	40	9.85
55-64 years	4	0.99	6	1.48	1	0.25	1	0.25	5	1.23	17	4.19
65 + years	2	0.49	1	0.25	1	0.25	-	-	-	-	4	0.99
TOTAL	136	33.50	122	30.05	35	8.62	78	19.21	35	8.62	406	100

F-value = 1.82 (Not significant)

It is evident from Table 4.8 that the majority of the respondents are willing to assist in the combating of crime. Out of 406 respondents 136 (33.50) indicated that they are always willing and prepared to assist in combating of crime. About 122 (30.05) respondents indicated that they often assist in combating of crime. The age group 25-34 years and 35-44 years responded more positively. This coincides with the data in Table 4.1 and further substantiates the research group's of the role expectation both from the community and the police. This really indicates that policing cannot be done by one group but every member of the society.

As far as sexes are concerned (Table 4.9), the data shows that males have got more positive attitude and attach more value to combating crime. This may be due to the fact that males are more exposed to the criminals and exposed to danger. Both groups show that they are always willing to assist in the combating of crime. Females too might have responded positively because they are weaker than men and always looking for protection. Despite these little differences, all this group accept that they have the responsibility to combat crime. This also shows that the image of the police is not very bad.

4.3.4 Detection of criminals

The detection of criminals is important because through witness identification the unlawful act and the general character of events can be established. Members of the community who are regarded as witnesses by individualising the alleged perpetrator can assist the police in positive solution of the crime. The descriptions of the relevant events contained in the statement of complainant and eye witnesses are regarded as the subjective clues which will supplement the objective clues collected from the scene of the crime. Although detection of criminals by eye witnesses are subjected to numerous factors such as faulty perceptions and reporting, suggestions and faulty associations cannot be disregarded.

TABLE 4.10   DETECTION OF CRIMINALS ACCORDING TO AGE

AGE	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	29	7.14	31	7.64	2	0.49	10	2.46	0	0.00	72	17.73
25-34 years	77	18.97	38	9.36	18	4.43	14	3.45	6	1.48	153	37.68
35-44 years	64	15.76	43	10.59	5	1.23	7	1.72	1	0.25	120	29.56
45-54 years	20	4.93	14	3.45	3	0.74	3	0.74	0	0.00	40	9.85
55-64 years	8	1.97	4	0.99	3	0.74	2	0.49	0	0.00	17	4.19
65 + years	3	0.74	0	0.00	0	0.00	1	0.25	0	0.00	4	0.99
TOTAL	201	49.51	130	32.02	31	7.64	37	9.11	7	1.72	406	100

F-value = 1.13 (Not significant)

The findings in Table 4.10 shows that only a small number see the detection of criminals as not important. Out of 406 respondents only 7 (1.72) see this aspect as not important. About 201 (49.51) respondents are of the opinion that the detection of criminals is important. The greatest number here is the age group of 25-34 years. This is due to socialization between this group and the police. From the data gained we can say detection of criminals is an absolute necessity, which seems to indicate that the contention that citizens are negatively disposed towards the investigation and the detection of criminals is fallacy.

TABLE 4.11   DETECTION OF CRIMINALS ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	9	2.22	2	0.49	3	0.74	2	0.49	0	0.00	16	3.94
STD 7	7	1.72	4	0.99	3	0.74	0	0.00	0	0.00	14	3.45
STD 8	12	2.96	6	1.48	2	0.49	0	0.00	1	0.25	21	5.17
STD 9	7	1.72	7	1.72	2	0.49	5	1.23	0	0.00	21	5.17
STD 10	65	16.01	46	11.33	9	2.22	12	2.96	3	0.74	135	33.25
DIPLOMA	37	9.11	30	7.39	8	1.97	11	2.71	1	0.25	87	21.43
DEGREE	64	15.76	35	8.62	4	0.99	7	1.72	2	0.49	112	27.59
TOTAL	201	49.51	130	32.02	31	7.64	37	9.11	7	1.72	406	100

F-value = 1.50 (Not significant)

The opinions of respondents regarding the protection of criminals are depicted in Table 4.11 as the most important function of the police. Out of 406 respondents, 201 (49.51) are of the opinion that this is the most important function of policing. The higher educated groups have a higher rating of this function. It is also important to note that only 7 (1.72) respondents out of 406 regard this as not important.

TABLE 4.12 DETECTION OF CRIMINALS ACCORDING TO GENDER

GENDER	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	120	29.56	68	16.75	16	3.94	20	4.93	5	1.23	229	56.40
FEMALE	81	19.95	62	15.27	15	3.69	17	4.19	2	0.49	177	43.60
TOTAL	201	49.51	130	32.02	31	7.64	37	9.11	7	1.72	406	100

F-value = 0.42 (Not significant)

Table 4.12 shows that the detection of criminals is rated the highest by both gender groups. Males attach more value to this function as this may be due to the reason that males are more exposed to criminals. Most of victims are males; hence 120 (29.56) males out of 229 responded more positively.

4.3.5 Importance of street patrol

The presence of the patrol in the community deter potential criminals to go on with their criminal activities. As it is already stated crime is committed when there is the opportunity and the desire to commit crime. The former can be made difficult if the police are more visible in the community. Omni presence meaning the availability and the visibility of the police in the community will eliminate the opportunity to commit crime. Street patrol should not be ignored or undermined as crime is personally threatening, very expensive, corrosive to public morals and morale. Deployment of policemen in society to prevent and deter criminal activity and to promote service to the public should be given first preference.

Patrol is part of preventative policing, which, is directed primary at crime prevention. Objectives of patrol should be protection, dialogue or preventive interview, reassurance, traffic control and society social service.

TABLE 4.13   IMPORTANCE OF STREET PATROL ACCORDING TO GENDER

GENDER	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	100	24.63	71	17.49	13	3.20	28	6.90	17	4.19	229	56.40
FEMALE	70	17.24	53	13.05	17	4.19	25	6.16	12	2.96	177	43.60
TOTAL	170	41.87	124	30.54	30	7.39	53	13.05	29	7.14	406	100

F-value = 0.60 (Not significant)

As far as the gender group is concerned Table 4.13. the data shows that both male and female respondents has positive attitude towards street patrol. Out of 406 respondents 170 (41.87) male and female regard this function as the most important. Although there are those who are undecided, 30 (7.39) this difference is of minor difference and of no significance.

TABLE 4.14 IMPORTANCE OF STREET PATROL ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	8	1.98	4	0.99	0	0.00	2	0.49	2	0.49	16	3.94
STD 7	6	1.48	3	0.74	3	0.74	1	0.25	1	0.25	14	3.45
STD 8	8	1.97	6	1.48	2	0.49	3	0.74	2	0.49	21	5.17
STD 9	8	1.97	3	0.74	4	0.99	3	0.74	3	0.74	21	5.17
STD 10	57	14.04	41	10.10	10	2.46	18	4.43	9	2.22	135	33.25
DIPLOMA	32	7.88	31	7.64	0	0.00	19	4.68	5	1.23	87	21.43
DEGREE	51	12.56	36	8.87	11	2.71	7	1.72	7	1.72	112	27.59
TOTAL	170	41.87	124	30.54	30	7.39	53	13.05	29	7.14	406	100

F-value = 0.84 (Not significant)

The higher educated groups have a higher rating of the street patrol function than the lower educated groups (Table 4.14). This attitude of the lower educated groups may be due to the fact that they are from the lower socia-economic class. Another explanation for this attitude by the lower qualified people is perhaps that most of them, as they are not educated, not employed and are tempted to commit crime. The presence of the police is threatening their freedom and their intention. They also have little understanding of policing and less appreciation in whatever the police are doing.

4.15   THE IMPORTANCE OF STREET PATROL ACCORDING TO AGE

AGE	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	27	6.65	19	4.68	8	1.97	14	3.45	4	0.99	72	17.73
25-34 years	59	14.53	46	11.33	12	2.96	20	4.93	16	3.94	153	37.68
35-44 years	57	14.04	36	8.87	6	1.48	13	3.20	8	1.97	120	29.56
45-54 years	19	4.68	14	3.45	3	0.74	4	0.99	0	0.00	40	9.85
55-64 years	5	1.23	8	1.97	1	0.25	2	0.49	1	0.25	17	4.19
65 + years	3	0.74	1	0.25	0	0.00	0	0.00	0	0.00	4	0.99
TOTAL	170	41.87	124	30.54	30	7.39	53	13.05	29	7.14	406	100

F-value = 1.79 (Not significant)

Although the data in Table 4.15 reveals no significant differences it appears that the younger generation and the middle age group 35-44 years feel that street patrol is the most important function than the older group. A possible explanation for this tendency is perhaps that the older group, ie. 45 years + are not exposed very much to criminals as compared to the younger generation. Out of 406 respondents only 29 (7.14) regard this function as not important.

4.3.6 SUMMARY

The expectations of the police role are contained in a broad framework of functions which are both cohesive and non-cohesive. These cannot be isolated from each other since they contribute to the social goal of maintaining order. According to the police act, ACT 7 of 1958, Section 5, the functions of the police are described as protection of internal security, maintenance of order, the investigation and prevention of crime.

Policing in modern society requires police officers who can work together with the community. The professional nature of police today demands a higher standard of confidence and skills from its role performers in order to serve the clientele. The clientele must be made aware of their obligation in combating of crime, investigation of crime, street patrol and crime prevention. The degree of importance attached to these services is, however, an indication that society understands the role of policing and they have certain expectations in as far as the service is concerned. Although here and there, there were some significant differences. These were minor as the attitude maintained by the respondents and their expectation is not distorted. The higher expectation placed on the investigations of crime of the role performed by the research group is of importance as one of the functions of policing according to police act, Act 7 of 1958, is the investigation of crime. It should also be noted that the general differences in the expectations of research group are not of such a nature that it could lead to a divergent demand of the police role.

The degree of acceptance of the police role by Venda people is evaluated with reference through the justification of the police role in society. The attitude of the public with regard to the combating of crime, investigation, detection and street patrol, not only influence expectation, but may serve as a guide for the police to review perspectives.

CHAPTER 5

RELATIONSHIP ISSUES IN POLICING IN VENDA

5.1 INTRODUCTION

It is fairly safe to predict that the Venda police, now part of the Northern Transvaal region, will be faced with new and hitherto unheard challenges in the year 2000. Challenges in the form of more social political pressures, demanding and/or necessitating constructive adaptations to traditional policing practices, by reconciling the ever and fast changing realities of the 21st Century. The maintenance of good relationships with the public they serve is a skill or an art that involves understanding the public and being able to deal purposefully with the community problems. It includes the building up of public awareness regarding a role played by the police and the problems inherent in policing. It also requires sincere endeavors by both the police and the community to work towards realising the common goal, namely the maintenance of the social order.

A good relationship in policing means mutual understanding between the police and the public. In actual fact, partnership in policing should aim at changing the attitudes of the general public and of other institutions, obtaining their co-operation by providing positive service. Positive relations will lead to community policing. Circumstances over the last 3 years have, however, turned the tide and necessitated the reversal of the trend. To ignore these political changes facing Southern Africa including Venda itself, is to expose the country to physical, moral and economic danger. The public is now facing a new shift in its history. A shift in ways of thinking about change. Change is not smooth, is not gradual. It is sudden, moves through crisis, and can be catastrophic, but it can also move us to another plateau, the next level of evolution.

The police are part and parcel of the community and as such the police are the public and the public the police. (van Heerden, 1992 : 133). The police are the instrument through which citizens maintain social order. The communal obligation to undertake policing requires that the whole of the society should be involved in the maintenance of law and order. Crime is a

social problem committed by members of the community. There should be some form of collective responsibility to successfully combat crime. Neutral responsibilities for the basis of social order and constitutes a tacit partnership between the police and the public.

The police organisation is constantly faced with a hostile environment. The main reason for this being that the police are confronted with multitude of community factions with divergent interest so that an attempt to appease one faction may create animosity and hostility in another group. The police and the minority group members become hypersensitive towards each other and begin to react as representatives of some larger threatening group. (Trojanowicz & Dixon, 1974 :101). It becomes very difficult for the policeman to relate to the minority group member on an individual basis, just as it is for the minority group to relate to the policeman on a one-to-one level. When both the policeman and the minority person react to each other as symbols, difficulties arise such as stress and tension. The officer quite naturally attempts to minimise the danger he encounters. He does this by using his authority and discretion. Without proper discretion, authority and power can be misdirected and/or abused which of course has ramifications for police community relationships and the continuation of a partnership.

5.2   COMMUNITY ATTITUDES TOWARDS POLICING

The environment of the police role is mainly anti-social in nature. This is due to different socio-economic classes which are found within the society. The society is largely comprised of a lower socio-economic group and hence, there is constant contact with the police. It is in this environment that criminals and disorderly situations are constantly encountered. The daily contact with the anti-social behaviour may cause policemen to regard a citizen as potential criminals, treating them with resentment and isolating themselves from the public who they see as enemies rather than friends. (Skolnick, 1966 : 50-60). This attitude may create a negative attitude by both police and the public towards one another and destroy a mutual relationship which is so essential in keeping order. A gulf between the police and the clientele will result in a breakdown of communication resulting in mutual stereotyping.

The environment of policing should be reviewed because the problems such as : criminal violence, mass demonstrations and attempts to disrupt the orderly

process of the government A good environment is indicative of a good and acceptable police image. Despite the outward appearance, the police are traditionally sensitive. Their task is at best the most difficult and dangerous one, and frequently involves the taking of negative actions against people (arrests, interrogations, questioning, etc.) who consider themselves to be on the right side of the law or at least undeserving of the police action taken against them. The public usually becomes hostile and aggressive, accusing the police of brutality and imbecility. To change this image of public, the police themselves must change. If the police institutions would examine the misconception which hampered their effectiveness they would in affect, be investigating their role as it should relate to services rendering. This investigation should ideally lead to a realisation that the police must draw upon the resources of another government department as well as private agencies for the mutual benefit of all.

There is an assumption that members of the public in general do not appreciate the services that are rendered by the police : this statement cannot be true because the public regard social services as an important function (see chapter three). Members of the public are also aware of their responsibility towards the combating of crime. The mere existence of this attitude does not imply that the public cooperates with the police. Wilson and McLaren (1972 : 218) believe that only when the public actually obey the laws and support the police in their efforts, that there can be any mention of favourable relations. The publics willingness does not always develop into actual cooperation because of objections to the way in which the police role is fulfilled. Such objections are detrimental to the police public relations because they create a gulf between the police and the public (van Heerden, 1982 : 136).

According to Niederhofter and Smith (in Van Heerden, 1982:136) complaints and accusations towards the police are as follows :

- they are brusque, apathetic, insensitive, hostile, aggressive, incompetent, corrupt and ratialistic;

- functions like a military group;

- are not available when their services are required;

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- do not respond promptly to emergency calls.

- violate the constitutional rights of the individuals.

- discriminate against minority groups and persons belonging to colour groups other than their own.

- shows no regard for human dignity when carrying out arrests and interrogation;

- are unsympathetic about communal needs, do not provide adequate protection against crime;

- do not always set good example in terms of their own obedience to the laws of the land.

The above accusation cannot be regarded as perceptions and speculations. Such attitudes, if they remain in individuals minds, they develop into stereotypes which might become firmly imprinted in the minds of members of the public.

5.3 STEREOTYPING

5.3.1 Police stereotyping

According to Van Heerden (1982 : 139), police stereotype means a firmly-imprinted opinion held by the public concerning the police. It is the culmination of certain attitudes in a fixed belief that the actions of the police in general display certain characteristics. As the police image differs from individual to individual and from one group to another, so do differing stereotypes arise, since there are also formed under the influence of prejudices and personal experience. Police officers are being accused of being brutal during arrests, discriminating, authoritative and unprofessional.

5.3.2 Police brutality

Police brutality is generally associated with physical abuse of people, particularly at the time of arrest and during questioning. Brutality involves much more than just physical abuse. It is the mental and physical injury inflicted on a citizen by the attitude and modus operandi, of the role performer. This type of reaction is the result of unjust execution of power and authority and abuse of laws by the police and also includes an indifferent or contemptuous glance, sadistic application of illegal violence, cold silence, excitement in taking unnecessary action, failure to consider any alternative to arrest.

Failure in communication by the two parties, i.e. the police and the public, may lead to an unfavorable situation. Such situations are further complicated by emotional outbursts on both sides, by accusing and counter-accusations and by media reports that often exaggerate the issue. It is difficult to bring reason to bear on the matter and to get at the questions of exactly what is being contested. Both parties end up blaming one another of being brutal, arrogant, aggressive and hostile towards the other. What also might be brutal to one person may not be brutal to the next person.

A good example of police response to public bravado, defiance and provocation has been recorded with the 1991 beating of black motorist, Rodney King, in Los Angeles by four white policemen. The aquital of these policemen by an all-white jury sparked a riot that swept Los Angeles during April 1992 which also lead to wide scale looting and unrest. Police action was not only evident of open physical brutality, but also included racial discrimination : "Plainly, it was not the case that only black people were rioting ... the riot had spread well beyond the bounds of race" (Petesilia and Abrahamse, 1993 : 1).

For the purpose of analysing and interpreting some characteristics of the police in Venda which might lead to brutality, bossiness, cheekiness, etc. the various tables reflect the following :

TABLE 5.1   FRIENDLINESS OF THE POLICE ACCORDING TO AGE

AGE	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	16	3.94	21	5.17	6	1.48	22	5.42	7	1.72	72	17.73
25-34 years	25	6.16	26	6.40	16	3.94	59	14.53	27	6.65	153	37.68
35-44 years	15	3.69	38	9.36	19	4.68	27	6.65	21	5.17	120	29.56
45-54 years	3	0.74	8	1.97	10	2.46	11	2.71	8	1.97	40	9.85
55-64 years	2	0.49	5	1.23	2	0.49	5	1.23	3	0.74	17	4.19
65 + years	1	0.25	0	0.00	0	0.00	2	0.49	1	0.25	4	0.99
TOTAL	62	15.27	98	24.14	53	13.05	126	31.03	67	16.50	406	100

$F=1.65$ (Not Significant)

According to Table 5.1, 126 (31.03) of the respondents believe that the police are not friendly when executing their duty. Likewise, 67 (16.50) are also of the opinion that the police are very less friendly. However, although not significant, it appears that 98 (24.14) experience the police in Venda to be much friendly, while 62 (15.27) suggest that the police are very much friendly. Closer scrutiny of this table shows that it is especially those respondents in the age group 25-34 years, namely 59 (14.53) who hold the negative attitudes in this regard (p=>0.05).

TABLE 5.2 FRIENDLINESS OF THE POLICE ACCORDING TO GENDER

GENDER	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	29	7.14	57	14.04	29	7.14	73	17.98	41	10.10	229	56.40
FEMALE	33	8.13	41	10.10	24	5.91	53	13.05	26	6.40	177	43.60
TOTAL	62	15.27	98	24.14	53	13.05	126	31.03	67	16.50	406	100

F=1.90 (Not Significant)

From Table 5.2 it is evident that 73 (17.98) of the male and 53 (13.05) of the female respondents are of the opinion that the police are less friendly. Likewise, 41 (10.10) males and 26 (6.40) females experience the police to be very less friendly. On the other hand, 86 (21.18) male and 74 (18.23) female respondents positively evaluate this characteristics of the Venda police. The differences are, however, not significant.

TABLE 5.3 FRIENDLINESS OF THE POLICE ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	4	0.99	3	0.74	7	1.72	1	0.25	1	0.25	16	3.94
STD 7	4	0.99	4	0.99	3	0.74	3	0.74	0	0.00	14	3.45
STD 8	4	0.99	6	1.48	3	0.74	4	0.99	4	0.99	21	5.17
STD 9	1	0.25	5	1.23	3	0.74	8	1.97	4	0.99	21	5.17
STD 10	19	4.68	44	10.84	16	3.94	45	11.08	11	2.71	135	33.25
DIPLOMA	18	4.43	19	4.65	9	2.22	25	6.16	16	3.94	87	21.43
DEGREE	12	2.96	17	4.19	12	2.96	40	9.85	31	7.64	112	27.59
TOTAL	62	15.27	98	24.14	53	13.05	126	31.03	67	16.50	406	100

$F = 4.35$ (Not Significant)

Table 5.3 reveals that respondents with matric qualifications (63 or 15.48) are positive about the friendliness of the police. However, those with diploma and degree qualifications tend to be somewhat negative in this regard. Respondents in the lower qualification categories appear to be more or less equally positive and negative about this issue. The *differences between the various groups are not significant.*

TABLE 5.4   IMPERIOUSNESS OF THE POLICE ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	1	0.25	3	0.74	10	2.46	1	0.25	1	0.25	16	3.94
STD 7	2	0.49	5	1.23	4	0.99	3	0.74	0	0.00	14	3.45
STD 8	2	0.79	7	1.72	6	1.48	2	0.49	4	0.99	21	5.17
STD 9	1	0.25	4	0.99	7	1.72	6	1.48	3	0.74	21	5.17
STD 10	11	2.71	32	7.88	53	13.05	32	7.88	7	1.72	135	33.25
DIPLOMA	11	2.71	20	4.93	23	5.67	25	6.16	8	1.97	87	21.43
DEGREE	10	2.46	19	4.68	41	10.10	30	7.39	12	2.96	112	27.59
TOTAL	38	9.36	90	22.17	144	35.47	99	24.38	35	8.62	406	100

$F=0.99$ (Not Significant)

With regard to imperiousness, Table 5.4 shows that respondents with degree qualifications are somewhat more negative than those with matric and diploma qualifications. As in table 5.3, those respondents with lower educational qualifications are to some extent equally positive and negative with regard to this characteristic of the police. The observed differences are not significant.

TABLE 5.5 IMPERIOUSNESS OF THE POLICE ACCORDING TO AGE

AGE	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	7	1.72	18	4.43	26	6.40	14	3.45	7	1.72	72	17.73
25-34 years	19	4.68	28	6.90	59	14.53	31	7.64	16	3.94	153	37.68
35-44 years	9	2.22	30	7.39	39	9.61	34	8.37	8	1.97	120	29.56
45-54 years	2	0.49	12	2.96	12	2.96	12	2.96	2	0.49	40	9.85
55-64 years	0	0.00	2	0.49	8	1.97	5	1.23	2	0.49	17	4.19
65 + years	1	0.25	0	0.00	0	0.00	3	0.74	0	0.00	4	0.99
TOTAL	38	9.36	90	22.17	144	35.47	99	24.38	35	8.62	406	100

F=0.57 (Not Significant)

As far as imperiousness among the police is concerned. it appear that the age group 35-44 years has a somewhat negative outlook in this regard. The overall impression emanating from this table seems to be one of equally positive and negative among the other age groups. The differences that occur are not significant.

TABLE 5.6   IMPERIOUSNESS OF THE POLICE ACCORDING TO GENDER

GENDER	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	22	5.42	50	12.32	88	21.67	50	12.32	19	4.68	229	56.40
FEMALE	16	3.94	40	9.85	56	13.79	49	12.01	16	3.94	177	43.60
TOTAL	38	9.36	90	22.17	144	35.47	99	24.38	35	8.62	406	100

F= 0.50 (Not Significant)

From the above data it appears that the male respondents have a more negative attitude towards the police than females. They regard the police as being very much imperious as compared to their female counterparts. This is due to the fact that men are presumably more in contact with the police than females. The observed differences are not significant.

TABLE 5.7   LACK OF KNOWLEDGE AND INSIGHT OF THE POLICE ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	3	0.74	4	0.99	3	0.74	5	1.23	1	0.25	16	3.94
STD 7	2	0.49	3	0.74	4	0.99	4	0.99	1	0.25	14	3.45
STD 8	1	0.25	4	0.99	5	1.23	8	1.97	3	0.74	21	5.17
STD 9	1	0.25	5	1.23	6	1.48	7	1.72	2	0.49	21	5.17
STD 10	17	4.19	36	8.87	31	7.64	36	8.87	15	3.69	135	33.25
DIPLOMA	16	3.94	23	5.67	12	2.96	23	5.67	13	3.20	87	21.43
DEGREE	17	4.19	33	8.13	16	3.94	36	8.87	10	2.46	112	27.59
TOTAL	57	14.04	108	26.60	77	18.97	119	29.31	45	11.08	406	100

$F=0.60$ (Not Significant)

The opinions of respondents regarding the lack of knowledge by the police are depicted in Table 5.7. The higher the educational group, the more they regard the police as having less or even much less knowledge in as far as their work is concerned. This attitude of the higher educated group may be due to the fact that they are very much exposed to many kinds of sources, e.g. books, TV, newspapers, etc. Another reason might be that they know that most policemen only possess standard 10 as their highest qualification. The observed differences are not significant.

TABLE 5.8   LACK OF KNOWLEDGE AND INSIGHT OF THE POLICE ACCORDING TO AGE

AGE	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	12	2.96	19	4.68	17	4.19	17	4.19	7	1.72	72	17.73
25-34 years	23	5.67	36	8.87	30	7.39	42	10.34	22	5.42	153	37.68
35-44 years	19	4.68	34	8.37	20	4.93	34	8.37	13	3.20	120	29.56
45-54 years	2	0.49	14	3.45	8	1.97	15	3.69	1	0.25	40	9.85
55-64 years	0	0.00	5	1.23	2	0.49	8	1.97	2	0.49	17	4.19
65 + years	1	0.25	0	0.00	0	0.00	3	0.74	0	0.00	4	0.99
TOTAL	57	14.04	108	26.60	77	18.97	119	29.31	45	11.08	406	100

F=0.77 (Not Significant)

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Table 5.8 shows that lack of knowledge and insight of the police is somewhat negatively evaluated by all age groups. All the age groups show a low rating for the knowledge and insight of the police. This coincides with the data contained in table 5.7. The differences in opinion among the various age groups are also not significant.

TABLE 5.9   LACK OF KNOWLEDGE AND INSIGHT OF THE POLICE ACCORDING TO GENDER

GENDER	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	34	8.37	64	15.76	37	9.11	67	16.50	27	6.65	229	56.40
FEMALE	23	5.67	44	10.84	40	9.85	52	12.81	18	4.43	177	43.60
TOTAL	57	14.04	108	26.60	77	18.97	119	29.31	45	11.08	406	100

$F = 0.09$ (Not Significant)

According to Table 5.9, males also regard police as having less knowledge and insights concerning the execution of their tasks. Although there is no significant difference between male and female respondents, it is approaching or moving towards significance.

TABLE 5.10 ABUSE OF POWER AND AUTHORITY BY THE POLICE ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	5	1.23	5	1.23	4	0.99	0	0.00	2	0.49	16	3.94
STD 7	2	0.49	5	1.23	6	1.48	0	0.00	1	0.25	14	3.45
STD 8	2	0.49	8	1.97	8	1.97	2	0.49	1	0.25	21	5.17
STD 9	3	0.74	5	1.23	8	1.97	4	0.99	1	0.25	21	5.17
STD 10	33	8.13	35	8.62	25	6.16	26	6.40	16	3.94	135	33.25
DIPLOMA	23	5.67	29	7.14	10	2.46	22	5.42	3	0.74	87	21.43
DEGREE	36	8.87	29	7.14	15	3.69	26	6.40	6	1.48	112	27.59
TOTAL	78	19.21	115	28.33	73	17.98	96	23.65	44	10.84	406	100

$F=0.67$ (Not Significant)

148

It appears from Table 5.10 that the higher educated groups have a tendency and a belief that the police abuse power and authority during the execution of their duties. These attitudes of the tertiary and higher educational groups are possibly due to the higher experience ᶯd knowledge this group is having, which makes them more sensitive and aware of their individual rights and when these are threatened. The differences in these different groups are not significant.

TABLE 5.11 ABUSE OF POWER AND AUTHORITY OF THE POLICE ACCORDING TO AGE

AGE	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	14	3.45	19	4.68	18	4.43	16	3.94	5	1.23	72	17.73
25-34 years	49	12.07	45	11.33	27	6.65	16	3.94	15	3.69	153	37.68
35-44 years	28	6.90	33	8.13	20	4.93	31	7.64	8	1.97	120	29.56
45-54 years	9	2.22	12	2.96	7	1.72	11	2.71	1	0.25	40	9.85
55-64 years	4	0.99	6	1.48	3	0.74	4	0.99	0	0.00	17	4.19
65 + years	0	0.00	0	0.00	1	0.25	2	0.49	1	0.25	4	0.99
TOTAL	104	25.62	116	28.57	76	18.72	80	19.70	30	7.39	406	100

F= 2.19 (Not Significant)

The opinions of the respondents regarding the abuse of power and authority by the police are depicted in Table 5.11. Of these groups, those between 23-34 and 35-44 years indicate that the police indeed abuse their power and authority during their role fulfillment. The data shows further that 31 (7.64) of the age group between 35-44 years also regard the police as abusing less power and authority. These attitudes are due to the degree of socialization amongst these groups. However, the differences noticed in the various age groups are not significant.

TABLE 5.12   ABUSE OF POWER AND AUTHORITY OF THE POLICE ACCORDING TO GENDER

GENDER	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	64	15.76	71	17.49	32	7.88	44	10.84	18	4.43	229	56.40
FEMALE	40	9.85	45	11.08	44	10.84	63	8.87	12	2.96	177	43.60
TOTAL	104	25.62	116	28.57	76	18.72	80	19.70	30	7.39	406	100

F=1.45 (Not Significant)

152

It appears from Table 5.12 that both gender groups have a negative attitude towards the power and authority used by the police during the execution of their duties. Although the two contact groups do not differ significantly, the tendency is that males have a more negative outlook than their female counterparts. Males are more exposed to physical danger (criminal attack) and also this is possibly due to the attitude displayed by policemen during actual contact with respondents.

TABLE 5.13   CHEEKINESS OF THE POLICE ACCORDING TO GENDER

GENDER	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	49	12.07	84	20.69	29	7.14	41	10.10	26	6.40	229	56.40
FEMALE	44	10.84	48	11.82	31	7.64	37	9.11	17	4.19	177	43.60
TOTAL	93	22.91	132	32.51	60	14.78	78	19.21	43	10.59	406	100

F=0.03 (Significant)

154

The data in Table 5.13 shows a somewhat negative attitude towards the police in as far as cheekiness is concerned. About 84 (20.69) male respondents indicated that the police are much cheeky during the execution of their duty. This tendency also holds for female respondents. The difference in opinion between the two sexes with regard to this characteristic is significant at the 0.05-level.

TABLE 5.14 CHEEKINESS OF THE POLICE ACCORDING TO AGE

AGE	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	13	3.20	26	6.40	12	2.96	11	2.71	10	2.46	72	17.73
25-34 years	44	10.84	48	11.82	22	5.42	23	5.67	16	3.94	153	37.68
35-44 years	24	5.91	40	9.85	14	3.45	31	7.46	11	2.71	120	29.56
45-54 years	8	1.97	13	3.20	8	1.97	8	1.97	3	0.74	40	9.85
55-64 years	4	0.99	5	1.23	2	0.49	4	0.99	2	0.49	17	4.19
65 + years	0	0.00	0	0.00	2	0.49	1	0.25	1	0.25	4	0.99
TOTAL	93	22.91	132	32.51	60	14.78	78	19.21	43	10.59	406	100

$F=1.18$ Not Significant)

It is evident from Table 5.14 that the age groups 25-34 and 35-44 years have somewhat negative attitude towards the police when they evaluate the issue of cheekiness. It appears also that the attitude of the more matured age groups are more or less evenly distributed between positive and negative. There are no significant differences between the various groups.

TABLE 5.15   CHEEKINESS OF THE POLICE ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	VERY MUCH		MUCH		UNDECIDED		LESS		VERY LESS		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	6	1.48	4	0.99	4	0.99	1	0.25	1	0.25	16	3.94
STD 7	2	0.49	4	0.99	5	1.23	1	0.25	2	0.49	14	3.45
STD 8	3	0.74	7	1.72	6	1.48	2	0.49	3	0.74	21	5.17
STD 9	6	1.48	1	0.25	3	0.74	7	1.72	4	0.99	21	5.17
STD 10	29	7.14	42	10.34	16	3.94	26	6.40	22	5.42	135	33.25
DIPLOMA	24	5.91	29	7.14	10	2.46	21	5.17	3	0.74	87	21.43
DEGREE	23	5.67	45	11.08	16	3.94	20	4.93	8	1.97	112	27.59
TOTAL	93	23.91	132	32.51	60	14.78	78	19.21	43	10.59	406	100

$F=1.62$ (Not Significant)

It appears from Table 5.15 that the higher educational group has a somewhat negative attitude towards the police. The three groups, namely standard 10, diploma and degree, regard the police as being very cheeky during the execution of their studies. No significant differences are observed among the different educational qualification groups.

From the above tables, it appears that :

- a larger percentage of the respondents have stereotyped the police as being unfriendly, abusing their power and authority, imperiousness and cheeky;

- The age group between 25-44 has a more negative outlook towards the selected characteristics of policemen; and

- the higher educational groups also rate the characteristics of the police negatively.

5.4 EVALUATION OF PERSONAL QUALITIES WHICH ARE IMPORTANT FOR POLICE OFFICERS

The manner in which policemen are perceived and symbolised by a greater percentage of the respondents can affect the quality of their functioning and interaction in the community (Trojanowicz, 1974 : 63). When police officers come into contact with the community residents, they encounter situations ranging from a simple benign greeting to a very complex encounter with open hostility. It is not surprising to find that during this encounter there is a feeling of animosity and hostility between the two entities.

South African society is experiencing radical democraphical, social and political changes which drastically influence and transform the societal process. This process has also incisively affected the police if the fulfillment of their role (du Preez and Prinsloo, 1994 : 86). Because policing does not occur in isolation, contact between the police and the community can put a police officer on a favourable or unfavourable side. Police officers are often asked to become

involved in situations that have gone out of control. There are many documented cases of college disturbances as well as disturbances in minority communities, that could have been handled more effectively by other community institutions. By the time the police officer gets involved, the situation has reached the point where there is a great deal of hostility and resentment. People tend to blame the police as being ineffective and this leads to a lack of trust and co-operation. According to Trojanowicz & Dixon (1974:75), lack of co-operation and hostility by segments of the community, when the police officer is under a great deal of strain, contribute to a negative cycle. The more hostile the group is, the more strain is caused in the police officer and, in turn, the less judiciously he uses his authority. When he is not judiciously in the use of his authority, regardless of the situation, he is accused of displaying an authoritarian personality.

TABLE 5.16   EVALUATION OF POLICE IMPARTIALITY ACCORDING TO AGE

AGE	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	23	5.67	21	5.17	14	3.45	10	2.46	4	0.99	72	17.73
25-34 years	67	16.50	43	10.59	19	4.68	15	3.69	9	2.22	153	37.68
35-44 years	63	15.52	30	7.39	14	3.45	7	1.72	6	1.48	120	28.56
45-54 years	21	5.17	9	2.22	5	1.23	2	0.49	3	0.74	40	9.85
55-64 years	8	1.97	4	0.99	4	0.99	1	0.25	0	0.00	17	4.19
65 + years	2	0.49	1	0.25	0	0.00	0	0.00	1	0.25	4	0.99
TOTAL	184	45.32	108	26.60	56	13.79	35	8.62	23	5.67	406	100

$F=1.49$ (Not Significant)

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It appears from Table 5.16 that the public expect the police to be impartial in the execution of their duties. This is more evident among the age groups 25-34, 35-44 and 45-54 years. These groups are composed of more matured people and who mostly come into contact with the police on a regular basis. There are no significant differences among the various age groups.

TABLE 5.17 EVALUATION OF POLICE IMPARTIALITY ACCORDING TO EDUCATIONAL QUALIFICATIONS

EDUCATIONAL QUALIFICATION	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	5	1.23	4	0.99	5	1.23	1	0.25	1	0.25	16	3.94
STD 7	4	0.99	6	1.48	3	0.74	1	0.25	0	0.00	14	3.45
STD 8	10	2.46	1	0.25	5	1.23	3	0.74	2	0.49	21	5.17
STD 9	7	1.72	6	1.48	4	0.99	4	0.99	0	0.00	21	5.17
STD 10	54	13.30	42	10.34	17	4.19	14	3.45	8	1.97	135	33.25
DIPLOMA	41	10.10	22	5.42	13	3.20	7	1.72	4	0.99	87	21.43
DEGREE	63	15.52	27	6.65	9	2.22	5	1.23	8	1.97	112	27.59
TOTAL	184	45.32	108	26.60	56	13.79	35	8.62	23	5.67	406	100

$F = 1.17$ (Not Significant)

According to Table 5.17, it is evident that the higher educated groups (i.e. matric, diploma and degree) assign much value to the characteristics of impartiality among Venda police officers. On the other hand the lower educated groups also tend to display the same opinion although to a lesser extent. The observed differences are insignificant.

TABLE 5.18   EVALUATION OF THE POLICE IMPARTIALITY ACCORDING TO GENDER

GENDER	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	111	27.34	60	14.78	25	6.16	20	4.93	13	3.20	229	56.40
FEMALE	73	17.98	48	11.82	31	7.64	15	3.69	10	2.46	177	43.60
TOTAL	184	45.32	108	26.60	56	13.79	35	8.62	23	5.67	406	100

F=1.21 (Not Significant)

From the above data in Table 5.18, it appears that the male respondents regard impartiality as the most important quality in policing. Although the percentage between males and females differ, the latter too regards impartiality as important. This tendency is also further displayed by the 25-34 years age groups when compared to the respondents below 25 years of age. No different significances.

TABLE 5.19 EVALUATION OF LAW-ABIDINGNESS BY THE POLICE ACCORDING TO AGE

AGE	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESSER EXTENT		NOT AT ALL		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
18-24 years	30	7.39	27	6.65	4	0.99	9	2.22	2	0.49	72	17.73
25-34 years	80	19.70	50	12.32	10	2.46	11	2.71	2	0.49	153	37.68
35-44 years	72	17.73	31	7.64	10	2.46	5	1.23	2	0.49	120	29.56
45-54 years	17	4.19	14	3.45	5	1.23	4	0.99	0	0.00	40	9.85
55-64 years	10	2.46	4	0.99	2	0.49	0	0.00	1	0.25	17	4.19
65 + years	1	0.25	3	0.74	0	0.00	0	0.00	0	0.00	4	0.99
TOTAL	210	51.72	129	31.77	31	7.64	29	7.14	7	1.72	406	100

F= 1.38 (Not Significant)0

According to Table 5.19, law-abidingness by the police is also regarded as a most important characteristic. Out of 406 respondents, 210 valued it as the most important ingredient of policing. The age group 25-44 years responded more positively. This tendency can be ascribed to the fact that these respondents have a more realistic view of the police/themselves abiding by the laws of the country. The high expectations of the public in this regard comes clear when policemen execute their duties through visible role fulfillment's. The positive rating of law-abidingness presents an equal positive welt anschauung, necessary to ensure stability and harmony among people across the world. There are no significant differences among the various age groups.

TABLE 5.20   EVALUATION OF LAW-ABIDINGNESS BY THE POLICE ACCORDING TO EDUCATIONAL QUALIFICATION

EDUCATIONAL QUALIFICATION	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
STD 6	8	1.97	3	0.74	2	0.49	3	0.74	0	0.00	16	3.94
STD 7	7	1.72	5	1.23	1	0.25	1	0.25	0	0.00	14	3.45
STD 8	10	2.46	7	1.72	3	0.74	0	0.00	1	0.25	21	5.17
STD 9	9	2.22	5	1.23	2	0.49	5	1.23	0	0.00	21	5.17
STD 10	66	16.26	47	11.58	8	1.97	10	2.46	4	0.99	135	33.25
DIPLOMA	45	11.08	28	6.90	9	2.22	4	0.99	1	0.25	87	21.43
DEGREE	65	16.01	34	8.37	6	1.48	6	1.48	1	0.25	112	27.59
TOTAL	210	51.72	129	31.77	31	7.64	29	7.14	7	1.72	406	100

$F = 1.23$ (Not Significant)

It is evident from Table 5.20 that the highly educated respondents regard law-abidingness as the most important quality of the police. This may be due to a great awareness amongst these groups (standard 10 - 66 or 16.26, diploma - 45 or 11.08, and degree - 65 or 16.01) about policing and the requirements of good policing. This group is also exposed to many sources of information, such as newspapers, TV, etc. The observed differences are insignificant.

TABLE 5.21   EVALUATION OF LAW-ABIDINGNESS OF THE POLICE ACCORDING TO GENDER

GENDER	MOST IMPORTANT		IMPORTANT		UNDECIDED		LESS IMPORTANT		NOT IMPORTANT		TOTAL	
	n	%	n	%	n	%	n	%	n	%	n	%
MALE	123	30.30	75	18.47	12	2.96	16	3.94	3	0.74	229	56.40
FEMALE	87	21.43	54	13.30	19	4.68	13	3.20	4	0.99	177	43.60
TOTAL	210	51.72	129	31.77	31	7.64	29	7.14	7	1.72	406	100

$F=1.90$ (Not Significant)

It appears from Table 5.21 that both sexes show a positive attitude towards the importance of the police obeying the laws in the execution of their duties. Although there is a slight difference between male and female respondents, this is of no significant difference.

5.5 THE IMAGE OF THE POLICE ACCORDING TO THE VENDA COMMUNITY

The external subjective environment is highly personal, and determined by personal experience, expectation and needs. Personal emotions and attitudes play a decisive role in such an environment. The contact between the public and the police brings about a polarization effect; one of acceptance or rejection. Relations between the public and the police are largely categorised by rejection, tension, prejudiced and stereotyping because the public generally regard the police as incompetent and inferior. The gap between the police and the public becomes wider as the public shun the police. The police then withdraw from the external occupational environment as they cannot bear this ostracism and total alienation from their fellow men whom they need so desperately to satisfy their inherent, basic need for acceptance.

According to Radelet, (1977 : 135) hostile attitudes towards the police are likely to be reciprocated in hostile police attitudes to those who "bug" them. In such circumstances there is going to be a hindrance from the police to fulfill their role accordingly and also from the public to report crime. There are frequent instances in which citizens are victimised by crime and yet do not report it to the police. The reason most often given is that the victim believes it does not serve any purpose to do so. This may be because the police regard crime as such a minor that they do not want to be bothered. The following tables render an indication of the reasons why the public do not report crime to the police. The non-reporting of crime to the police may be indicated to what extent the partnership between the police and the public still exists. It may also be an indication whether the public have lost confidence in and respect for the policing.

TABLE 5.22   NON-REPORTING OF CRIME ACCORDING TO
EDUCATIONAL QUALIFICATIONS (NEGATIVE ATTITUDE OF
POLICE)

EDUCATIONAL QUALIFICATION	YES		NO		TOTAL	
	n	%	n	%	n	%
STD 6	11	2.71	5	1.23	16	3.94
STD 7	9	2.22	5	1.23	14	3.45
STD 8	13	3.20	8	1.97	21	5.17
STD 9	8	1.97	13	3.20	21	5.17
STD 10	72	17.73	63	15.52	135	33.25
DIPLOMA	58	14.29	29	7.14	87	21.43
DEGREE	66	16.26	46	11.33	112	27.59
TOTAL	237	58.37	169	41.63	406	100

F=1.42 (Not Significant)

It appears that the highly educated group have a tendency not to report crime to the police because of the negative attitude on the part of the police. This higher educated group seems to be more aware of what is supposed to be done by the police in a democratic country. The greater awareness of the realities pertaining to incidences of crime among this group can also be ascribed to their enlarged frame of reference and greater objectivity.

TABLE 5.23   NON-REPORTING OF CRIME ACCORDING TO
GENDER (NEGATIVE ATTITUDE OF THE POLICE)

GENDER	YES		NO		TOTAL	
	n	%	n	%	n	%
MALE	134	33.00	95	23.40	229	56.40
FEMALE	103	25.37	74	18.23	177	43.60
TOTAL	237	8.37	169	41.63	406	100

F=0.00 (Significant)

According to Table 5.23, 134 (33.00) male and 103 (25.37) female respondents have clearly indicated that the negative attitude of the police regarding crime played a role in their decision not to report crime. The differences between the sexes appear to be highly significant.

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TABLE 5.24 NON-REPORTING OF CRIME ACCORDING TO AGE DIFFERENCES (NEGATIVE ATTITUDE OF THE POLICE)

AGE	YES		NO		TOTAL	
	n	%	n	%	n	%
18-24 years	38	9.36	34	8.37	72	17.73
25-34 years	94	23.15	59	14.53	153	37.68
35-44 years	70	17.24	50	12.32	120	29.56
45-54 years	21	5.17	19	4.68	40	9.85
55-64 years	11	2.71	6	1.48	17	4.19
65 + years	3	0.74	1	0.25	4	0.99
TOTAL	237	58.37	169	41.63	406	100

F=0.56 (Not Significant)

The negative attitude of the police with regard to crime, also influences the attitude of the research group according to various age categories. In this regard, Table 5.24 exhibits a negative attitude among respondents in that 237 (58.37) have indicated that they are not willing to report crime to the police. It is especially the age group 25-34 years (94 or 23.15) that holds a distinctive negative attitude, followed by 70 (17.24) respondents in age group 35-44 years. Just over 1/3 (169 or 41.63) of the respondents believe that the attitude of the police did not influence their decision to report crime. The observed differences are, however, insignificant.

TABLE 5.25 NON-REPORTING OF CRIME ACCORDING TO GENDER (INABILITY)

GENDER	YES		NO		TOTAL	
	n	%	n	%	n	%
MALE	141	34.73	88	21.67	229	56.40
FEMALE	104	25.62	73	17.98	177	43.60
TOTAL	245	60.34	161	39.66	406	100

F=0.33 (Not Significant)

According to Table 5.25, 141 (34.73) male and 104 (25.26) female respondents have singled out the inability of the Venda police to solve criminal cases as a reason for not reporting incidences of crime. Although not significant, 161 (39.66) of the total sample group feels that this aspect has no influence on their decision to report crime.

TABLE 5.26 NON-REPORTING OF CRIME ACCORDING TO
EDUCATIONAL QUALIFICATIONS (INABILITY)

EDUCATIONAL QUALIFICATION	MOST IMPORTANT		IMPORTANT		TOTAL	
	n	%	n	%	n	%
STD 6	9	2.22	7	1.72	16	3.94
STD 7	7	1.72	7	1.72	14	3.45
STD 8	16	3.94	5	1.23	21	5.17
STD 9	10	0.46	11	2.71	21	5.17
STD 10	75	18.47	60	14.78	135	33.25
DIPLOMA	58	14.29	29	7.14	87	21.43
DEGREE	70	17.24	42	10.34	112	27.59
TOTAL	245	60.34	161	39.66	406	100

F=1.22 (Not Significant)

As far as the inability of the police to solve the crime is concerned, it appears
from the data in Table 5.26 that the higher educated respondents are more
negative compared to those with qualifications below matric. The differences
between the qualification groups are not significant.

TABLE 5.27 NON-REPORTING OF CRIME ACCORDING TO
AGE DIFFERENCES (INABILITY)

AGE	YES		NO		TOTAL	
	n	%	n	%	n	%
18-24 years	43	10.59	29	7.14	72	17.73
25-34 years	96	23.65	57	14.04	153	37.68
35-44 years	71	17.49	49	12.07	120	29.56
45-54 years	22	5.42	18	4.43	40	9.85
55-64 years	10	2.46	7	1.72	17	4.19
65 + years	3	0.74	1	0.25	4	0.99
TOTAL	245	60.34	161	39.66	406	100

F=0.26 (Not Significant)

As expected, the age groups 25-34 (96 or 23,65) and 35-44 years (71 or
17.49) have clearly indicated that they do not report crime to the police due to
the inability to solve such cases. However 161 (39.66) of the total sample
group has a positive attitude in this regard. There are no observed significant
differences.

TABLE 5.28 NON-REPORTING OF CRIME ACCORDING TO EDUCATIONAL QUALIFICATIONS (NO ATTENTION)

EDUCATIONAL QUALIFICATION	YES		NO		TOTAL	
	n	%	n	%	n	%
STD 6	9	2.22	7	1.72	16	3.94
STD 7	8	1.97	6	1.48	14	3.45
STD 8	10	2.46	11	2.71	21	5.17
STD 9	10	2.46	11	2.71	21	5.17
STD 10	66	16.26	69	17.00	135	33.25
DIPLOMA	62	15.27	25	6.16	87	21.43
DEGREE	71	17.49	41	10.10	112	27.59
TOTAL	236	58.13	170	41.87	406	100

F=2.39 (Not Significant)

Table 5.28 indicates a somewhat negative attitude on the part of the respondents with regard to the fact that, when reporting crime to the police, the case would in any case not receive the necessary attention. This is the case with 326 (58.13) of the research group. On the other hand, 170 (41.87) respondents have a positive attitude in this regard. The differences are insignificant.

TABLE 5.29 NON-REPORTING OF CRIME ACCORDING TO
AGE DIFFERENCES (NO ATTENTION)

AGE	YES		NO		TOTAL	
	n	%	n	%	n	%
18-24 years	41	10.10	31	7.64	72	17.73
25-34 years	92	22.66	61	15.02	153	37.68
35-44 years	65	16.01	55	13.55	120	29.56
45-54 years	23	5.67	17	4.19	40	9.85
55-64 years	12	2.96	5	1.23	17	4.19
65 + years	3	0.74	1	0.25	4	0.99
TOTAL	236	58.13	170	41.87	406	100

F=0.52 (Not Significant)

From Table 5.29 it appears that the middle aged respondents display a negative attitude with regard to the fact that whenever crime is reported, it does not receive the necessary attention by the police, compared to those respondents who have a positive attitude in this regard. The differences that occur are not significant.

TABLE 5.30 NON-REPORTING OF CRIME ACCORDING TO
GENDER (NO ATTENTION)

GENDER	YES		NO		TOTAL	
	n	%	n	%	n	%
MALE	141	34.73	88	21.67	229	56.40
FEMALE	95	23.40	82	20.20	177	43.60
TOTAL	236	58.13	170	41.87	406	100

F=0.2.56 (Not Significant)

It is evident from Table 5.30 that male respondents (141 or 34.73) exhibit a negative attitude towards the police. They are more exposed to criminal elements and presumably more in contact with the police. There are no different significances. Female respondents (95 or 23.40) share this negative inclination of the data contained in this table.

5.6   SUMMARY

In this chapter various stereotypes that are often directed at the members of the police force have been discussed and analysed. This has been necessitated by the belief that if the stereotypes towards the police can be identified and addressed properly, members of the public can co-operate with the police and the police image can improve. Police stereotypes are not a separate entity from the police images; in fact, they are part of the image.

A good image will enhance the partnership which implies total involvement, co-operation, problem solving and long-term sustained assistance. The maintenance of the partnership (as discussed earlier) is a skill or art that involves understanding by the public and being able to deal purposefully with community problems; it includes building up of public awareness of the role played by the police and of the problems that confront them; and it requires sincere endevours by both the police and the community to work together towards a common goal, to understand one another's problems and conscientiously to promote harmony and co-operation. In actual fact, a partnership in policing should aim at changing the attitudes of the general public and other institutions and obtaining their co-operation by providing positive services. Positive relations will stimulate community policing. Maximum involvement of the community in policing matters should be the keyword as Goldstein (1990 : 21) puts it : "The (American) police have erred in pretending for all these years that they could take upon themselves - and successfully discharge - all of the responsibilities that are now theirs".

Views of the members of the public with regard to cheekiness, abuse of power, unfriendliness, aggressiveness, ignoring human dignity, impartiality, loyalty and law-abidingness were statistically tested. Whilst the attitudes of the citizenry are often fluctuating, stereotypes tend to be static and sometimes difficult to change. The majority of the respondents still regard the police as unfriendly, abusing their power and authority, being cheeky and not abiding the laws.

Communication between the police and public must be open in all directions. A breakdown in communication could result in isolation of not only the service or perhaps the community but in the downfall of the primary objective, namely the maintenance of law and order. Any service operates at a level of efficiency, dictated by the quality and capabilities of the individuals it contains.

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Nothing is more damaging to good relationships than an unsatisfactory grievance procedure, where members of the public feel that investigations into alleged acts of misconduct by police officers are not administered impartially and without bias. In a climate where justice must be seen done, it follows that any investigation of police officers, by police officers will give the impression of self-protection.

No police service can maintain a permanently good relationship with all segments of the society in which it operates, without a judicial system that is seen to be impartial, upright and most of all effective, even though an important function of the judiciary is to indicate a course of action that may lead to rehabilitation, or recommend a solution that may avoid the petty offender becoming hardened criminals.

A police service must never be expected to enforce legislation that is in reality unenforceable. New legislation should ideally have the support of the general public and be seen to be essential to reduce discomfort, or protect individuals in given circumstances. Any police institute must be seen to be efficient and to this end it must not be reluctant to subject itself to public examination. If the public are to understand police problems and the way in which they are being tackled, then they must be afforded the benefit of a close link between the police service and an unbiased press. Communication and insight into policing problems will lead to sympathy and confidence, the end product being the steady improvement of relationships between the police service and the public it serves.

In order to be able to combat crime, the police have to do more than they have done in the past to engage the citizenry in the overall task of policing. The passiveness of members of the public should be transformed into active participation. Without the participation of the public the police cannot solve crime alone. The police have erred in pretending of all these years that they could fulfill their task of policing on their own.

The police again have long been involved in party politics. At this moment the police need to demonstrably switch its allegiance from the government and the state to the society at large. As an institution, the police must enter the political fray once more to negotiate its release from the realm of social conduct. Whereas the police have previously avoided the political rhetoric and actively practiced politics, the reverse would be required. (Erasmus, 1991 : 14) The police must visibly abandon its ethics of control in preference for an ethic of protecting the common values of the broad South African population. In practice this would mean that the police would concentrate on its policing activities without distraction of having to serve a sectional master.

There is no reason why the police, collectively speaking, should make their own task more difficult and problematic. Traditional police methods obviously have not had the results which both the police and the public would like to have seen. This does not call for intensification of these old methods, but rather a review of them to see where they have failed. There is a desperate need to throw out the dead wood and to take cognisance of the demand of modern society. Police agencies can no longer continue to work in a self-contained vacuum. Police should allow criticism directed against them as complimentary, because it indicated that the very high standard we expect them to maintain and which in general they must live up to.

CHAPTER 6

CONCLUSIONS AND RECOMMENDATIONS

6.1   INTRODUCTION

It has become commonplace to anyone that a majority of police officers
maintain a unique set of personality traits that place them apart from the
average citizen.   The typical police personality is thought to include
authoritarianism, suspicion, racism, hostility, insecurity, conservatism and
cynacism.   There are two main things which are believed to have contributed
towards this personality, i.e. police training and ongoing process of doing
police work. The unique police personality causes most police officers to band
together in a police subculture characterised by clannishness, secrecy and
insulation from others in the society. Police officers tend to socialise with each
other and believe their occupation cuts them off from relationships with
civilians. The most serious consequence of the police subculture, are police
officers resistence to change and mistrust of the public they serve. This police
personality leads to the public seeing the police as "they" and the public as "us".

Police work is a complex occupation undertaken in a complex world by the
members of a complex organisation.   This complexity is brought about by
the fact that policing is being fulfilled in a heterogenous society, contact with
the public place the police in a predicament where the balance between
individual rights with limited restrictions and harmonous relationships
between people must be maintained (Mayet, 1976 : 187).   People living in a
democratic society want their rights always to be respected in an impartial
and lawful way. Police activities are not only concerned with the prevention
of crime, where social order has been violated, but also with the restoration
thereof and for this reason, reactive policing has to take place. Policing also
occurs in an environment which is hostile and aggressive.   As a result,
policing was and will never be pleasant nor easy.

The crisis in policing in South Africa, including Venda, has necessitated the
study of this nature to be embarked upon in order to arrive at certain
findings and recommendations. The manner in which the police role was

and is still being fulfilled, has lead in many instances the police not to be accepted by the black community. The least possible degree of violence should be used in attaining the aim of policing when persuasion, advice and warning have failed to secure co-operation and compliance with the law and the ultimate restoration of social order. Mutual understanding between the police and the public is of utmost importance. If a police officer wants to be effective in a neighbourhood, he must understand the habit and culture of the people in the area he serves. The way a policeman handles day-to-day problem orientated issues, he will, to a large extent, shape the attitude of the community towards the police either in a positive or negative way.

Certain personnel operational characteristics of police officers are contrary to the principles of policing as laid down by Sir Robert Peel (van Heerden, 1982 : 26) and have in many instances in the past, aggravated the policing situation. However, the majority of the respondents regard the police role in society as of utmost importance. On the contrary, the police are not being seen to do enough to prevent crime and other forms of pathological behavior. The police need to put more effort in whatever they are perusing and to this end, crime prevention must be prioritised. For the public to respect and co-operate with the police, depends on the integrity of policing. Should the public doubt the integrity of policing then no co-operation will be forthcoming.

6.2   THE PURPOSE OF THE STUDY

The purpose of the study (chapter 1) is to obtain an objective assessment of the publics perception of the role and function of the Venda police in the following specific areas :

- acceptance of the police role;

- public expectations pertaining to the performance of the police role;

- partnership issues between the police and the public.

The assumption of the study, key findings and recommendation are based on statistical data emanating from responses of 406 respondents regarding the

role and function of the police in Venda, now forming part of the Northern Transvaal region under premiership of Mr. N. Ramahlodi.

6.3 TENABILITY OF HYPOTHESES

The tenability of the hypotheses for this research is discussed below. The findings in this regard are based on the results of the F-test. The testing of the formulated hypotheses (see paragraph 1.6) is undertaken against the background of imperical data emanating from the respondents obtained from the total sample group.

6.3.1 Hypotheses

"Respondents have a positive perception (image) of the role and function of policing in Venda". It is evident from the data contained in Table 3.2-3.6 that all the respondent groups display a positive image towards the social service rendered by the Venda police. Although there is a positive image towards the police role, the research group turned to show a somewhat negative attitude about the methods and techniques used in policing (see Table 3.13-3.15). Obviously, when individuals are of the opinion that the methods and techniques used are in conflict with the basic principles of policing and individual rights, a negative image could prevail. Depending on the situation at the point in time, extreme measures can be somehow inevitable in maintaining social order or to insure the personal safety of the role performer. Police styles must be flexible depending on the situation. A police officer can always change from the legalistic style to the watchman style or even use the combination of the two. Excessive law enforcement can create disorder. As Clockars (1985 : 45) possess a question: "How can police again compliance from the police they police without resorting to the use of cohesive force? Sociologically, at least three other basis for control are possible : authority, power, and persuasion". Those who obey authoritative commands do so without question because they understand those commands as right and necessary. But as soon as this kind of command and measures become routine behavior patterns, it causes a breakdown in relationship and a gap in the policing partnership which appears to be the case with the research group.

Power differs from authoritive command in the sense that it refers to the chance of a man to realise his own world in a communal action, even against the resistance of others who are participating. Although persuasion acknowledges resistance and creates a room for argument, certain features of the situations police routinely encounter, limit the opportunities for its use. One such important limitation is time: "About which-something-ought-to-be-done-NOW!" (Klockars, 1985 : 46).

Furthermore, the research group tend to display an unfavorable image with regard to certain police characteristics such as cheekiness, impertiousness, super suspiciousness, loyalty, partiality and objectivity. More mature groups, higher educated and male respondent categories show a negative attitude towards the police in this regard (see Tables 5.4, 5.5, 5.6, 5.10, 5.11, 5.12, 5.13, 5.14, 5.15). Any method in behavior policing which indicates the slightest sign of oppression, human degradation and injury to spiritual and moral dignity will result in the withdrawal of the people from assisting the police.

Also, for the image to be positive, the respondent expect the police to be loyal when executing their duties. A police officer can only be loyal if he is impartial and objective. Lynch (1986: 212), opinions that the reputation of the entire police institution seems to dominate the whole issue surrounding the loyalty of police officers; " do they (the police themselves) see it as an effective organisation that operates to meet the needs of a community, or do they regard it negatively, possibly even as staffed by incompetent officers?" and furthermore : ....how is honesty implemented? Is honesty more important than loyalty?" Lynch (1986 : 212) it appears as if good and bad behaviour of police officers should be thoroughly guided by the organisational culture by observing the manner in which police officers behave on a day to day basis when operationally in contact with the police. The statistical data obtained from the above mentioned tables, somehow reveal a mixed perception of the respondents. Respondents display positive attitude towards the role (service function) of the police while at the same are against the

methods and techniques during the execution of duties. The hypotheses is partially confirmed.

6.3.2 Hypothesis 2

"Juridical contact with the police contribute towards a negative perception of the police role and function".

It appears from Tables 5.1-5.3 that the majority of respondents are of the opinion that the police are brutal during their execution of duties. This brutality ranges from arrogant to displaying a negative attitude towards the public. The negative attitude has resulted in the respondents not reporting any crime to the police. The principal of collective responsibility, in which every individual is responsible for the social order is negatively effected. The police must not misuse authority and power delegated to them by the society because the very same police officers are accountable to the society. This hypotheses is acceptable.

6.3.3 Hypothesis 3

"Female respondents have a positive image of the occupational status of the police". It is evident from Table 3.2 that female respondents tend to have a more positive attitude towards the justification of the existence of the police in Venda. Eighty five (48.02) female respondents regard policing as an important social service as compared to their male counterparts where only 43.67% regard the social function of the police as more important as any other function. Policing is, and will remain, one of the most important mechanisms of social control. There can be no state without police power and a state can last only as long as it can continue to exercise its police power efficiently (du Preez and Prinsloo, 1994 : 19). This hypothese is confirmed.

6.3.4 Hypothesis 4

"Reasons for not reporting crimes to police are base on factors relating to police inefficiency". It is evident from the data contained in Tables 5.22-5.30 that various reasons such as negative attitudes of the police, inability by the police to solve cases and that the case would not receive the necessary attention, have contributed to the respondents decision to report crime to the police. It appears from Table 5.23 that there is high significant difference between males and females in this regard. The citizens avoidance of the police and failure to report crimes and divulge information which could lead to arrest and conviction, may be more the result of the degrading treatment by the police towards the citizens.

Due to this factor, a number of crimes may go unsolved or undetected because citizens feel that they may be treated discourteously in reporting crime. People are more concerned about the arrogance of the police when they report crime. Avoidance of the police will affect a sound relationship imprinted in the minds of the citizens that the police are arrogant which also may have far reaching effects on the younger generation.

6.4 RECOMMENDATIONS

The following recommendations which are based on statistical data emanating from this study, are being put forward as guidelines, i.e. they are not prescriptive in any manner.

6.4.1 Improving methods on techniques

Although there is an indication of the acceptance of and justification for the existence of the police in Venda, the problem regarding negative issues about the police image centers around the methods and techniques used by the police during the execution of their duties. The methods and techniques appear not to be on a par with the basic principals underlying the democratic principal of freedom oppression as suggested by Sir Robert Peel. Consideration should be given to the manner in which arrests are made, confrontation when a

citizen is suspected of a crime and the methods used during the investigation of crime. They should refrain from a judicial function and rather concentrate on the execution function only.

6.4.2 Partiality

Discrimination should be at all costs avoided by the police, because due to this, they lose their integrity and credibility. The research group is of the opinion that police discriminate against them - especially in the treatment of racial groups, i.e. between whites and blacks, educational qualifications, political affiliation (e.g. ANC and IFP), economics and social standing. Police officers should police their areas which they know well, i.e. people whose language and culture they understand. Where possible, they should be an evenly distribution of police officers according to their culture. On the contrary, the members of the public must not confuse discrimination and discretion (i.e. good judgment, the freedom to make decisions and the ability to perform judgment not influenced by personal emotions and class difference).

6.4.3 Manner of address (Arrogance)

The majority of respondents have indicated that they are reluctant to report crimes to the police because of their negative attitude and arrogant behavior. A more human and professional approach is recommended when dealing with the public, and this will contribute to gaining much co-operation, total involvement and enhance relationships. The higher qualified educational group has emphasized this negative effect of the police being arrogant and inhuman in their daily encounters with the public.

6.4.4 Educational qualifications and training

Firstly, it is recommended that :

- commissioned officers from the rank of Lieutenant to Major should have at least a degree qualification before being considered for promotion to these or other higher ranks.

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- The upgrading of training facilities and training techniques is an important function of the professional police department. It has been indicated by van Heerden (1982 : 112) that the inflexibility with regard to the broadening of knowledge in methods and techniques lead to serious maladjustment's within the institutions and to conflicting expectations on the part of the clientele. The issue surrounding educational qualifications among policemen is clearly linked to the stereotype of inferiority, namely that "policing is a social service that makes few demands of the individual's intelligence. The policeman is (traditionally speaking) regarded as uneducated, unqualified and unprofessional....renders inferior services" (van Heerden, 1982 : 141). This author also claims that : "Apart from performing their duties irreproachably, policemen should ensure that their personal appearance is unobjectionable, and that they are courteous, friendly, approachable and sympathetic.....dishonesty, bossiness.....will have the opposite effect" (van Heerden, 1982 : 149).

- A police service should provide the basic training of their recruits to keep abreast with the general rise in educational standards and requirements. Basic training should aim at improving the competence of policemen and women and making them responsive to community needs. To assure effective training, there should be a clear understanding of the role and purpose of the police in society by both the community and the police (Campos 1984:78).

- Study leave with full salary should be granted to those who intend to further their studies at University or College level. Likewise, bursaries should be evenly made available.

Secondly, with regard to training and development programmes, it is suggested that :

- The basic training should be extended to at least 12 months;

- para-military training should be replaced by a more service-orientated training program at all institutional levels;

- subjects such as introductory psychology, criminology, police science and law subjects should be included in the curriculum.

4.6.5 Police-community relations

The ultimate purpose of a police-community relations program is the creation and maintenance of a mutually supportive relationship between the police and citizens in the following ways :

- to encourage police-citizen partnership in crime prevention activities;

- to foster and improve communication and mutual understanding between the police and the total community;

- to promote interprofessional approaches to the solution of community problems and to stress the principle that administration of justice is a total community responsibility;

- to establish local consultative forums; and

- to establish Neighbourhood Watch Systems - especially in black communities.

Since the study of police conceptions of the police role is important in bridging the communication gap between the public and the police, the following suggestions for further research are proposed :

- the present cross-sectional study should also be conducted in the form of a trend analysis. To accomplish this, a general population is sampled and studied at a different point in time. While different people are studied in each survey and in a new dispensation, a compensation should be made.

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- This ongoing study would permit the researcher to describe and analyse overall trends in public perceptions of the police, which will allow the evaluation of the success of new programs.

Lastly, it is the conviction of the researcher that if the above recommendations can be put into operation, positive results will prevail in all spheres of social life in the form of improved policing-community relations.

6.5 SUMMARY

In conclusion, it is essential to point out that, in order to improve public attitudes towards the police, emphasis should be placed upon developing the sensitivity and performance of each police officer. A fair and more effective system of law enforcement and execution is necessary. To this end, efforts should be based on higher standards of police education and training. The department of police must improve the image of the police by encouraging the police members to improve their education and also use appropriate promotional criteria to encourage sensitivity to citizen's needs. In addition, the department should decide how much emphasis is needed to devote to community-relations and what elements should be included in basic training, programs in order to effectively respond to the demand and needs of the community.

"People and the police must work closely together exchanging information, planning, monitoring violators, intervening in troubled and violent families, and helping delinquents to go straight". (Bizzack, 1992 : 121).

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Q U E S T I O N N A I R E

"PERCEPTIONS OF THE ROLE AND FUNCTIONS OF

THE VENDA POLICE"

DEAR RESPONDENT -

PLEASE NOTE THE FOLLOWING INSTRUCTIONS :

* THIS QUESTIONNAIRE REQUIRES ONLY A FEW MINUTES OF YOUR PRECIOUS
  TIME - THANK YOU VERY MUCH FOR YOUR CO-OPERATION

* YOUR NAME AND ADDRESS MUST NOT BE REFLECTED ON THIS QUESTIONNAIRE

* ALL INFORMATION IS STRICTLY CONFIDENTIAL AND WILL UNDER NO
  CIRCUMSTANCES BE DISCLOSED TO ANYBODY

* PLEASE ANSWER ALL THE QUESTIONS AS THEY APPLY TO YOU PERSONALLY
  BY MAKING A CROSS (X) IN THE APPROPRIATE OPEN SQUARES

* AFTER COMPLETION, PLEASE PUT THIS QUESTIONNAIRE IN THE ENVELOPE
  PROVIDED TO YOU AND SEAL IT

FOR OFFICE USE ONLY :

QUESTIONNAIRE NUMBER ☐☐☐☐

SECTION A

Q.1 What is your SEX?

Male	1	
Female	2	

Q.2 To which AGE CATEGORY below, do you belong to?

YEARS					
18 - 24	25 - 34 . 35 - 44	45 - 54	55 - 64	65 +	
1	2	3	4	5	6

Q.3 Your HOME LANGUAGE?

Venda	1
Tsonga	2
Sotho	3
Swazi	4
Zulu	5
English	6
Afrikaans	7
Other	8

Q.4 Your HIGHEST educational qualifications?

Standard 6	1
Standard 7	2
Standard 8	3
Standard 9	4
Standard 10	5
Diploma	6
Degree	7

Q.5 What is your MARITAL STATUS?

Never married	1
Married	2
Widowed	3
Divorced/Separated	4

Q.6   Your present OCCUPATION?

Unemployed	1
General labourer	2
Semi-skilled labourer	3
Professional worker (doctor, lawyer, teaching	4
Technical and related worker (mechanic, electrician, etc.)	5
Businessman or sales worker	6
Administrative, executive worker or manager	7
Worker in transport (driver, dispatcher, etc)	8
Worker in communication (journalist, P.R.O.)	9
Craftsman and production worker	10
Student or scholar	11
Services worker (nursing, social worker)	12
Engaged in sport and recreation	13
Agricultural and related worker (tending crops, animals, forests, farmer, etc)	14
Armed forces (Army)	15
Security services	16
Unknown	17
Other (specify)	18

Q.7   Have you ever been in JURIDICAL CONTACT with the Venda Police?

> **N.B.   If necessary, tick more than one**

As an accused AND convicted	1
As an accused BUT acquitted	2
As a suspect (interrogated)	3
As a complainant (victim of a crime)	4

As a witness		5	
As an informer		6	
No contact		7	

Q.8 Which ONE of the following has contributed MOST in establishing your perceptions of the Venda Police?

Juridical contact	1	
Social contact	2	
The experience of other people (i.e. what you have been told)	3	
The press (newspapers)	4	
The radio	5	
Detective stories, books or articles you have read	6	
The presence of the police (i.e. that what you see when executing their task)	7	

Q.9 Do your perceptions of the Venda Police refer to (ONLY ONE please) -

Members of the uniform branch only	1	
The detective branch only	2	
The Venda Police is general?	3	

Q.10 Do your perceptions of the Venda Police refer to -

Officers (i.e. lieutenant to general)	1	
Warrant officers	2	
Sergeants	3	
Constables	4	
All ranks?	5	

SECTION B

Q.11 Which ONE of the following do you PERSONALLY consider most important
as a justification for the existence of the Venda Police in society?

Juridical basis	1
Political basis	2
Religious basis	3
Service to society-basis	4
Undecided	5

Q.12 Compared to other kinds of jobs in Venda, HOW do you personally rate
the job of the Venda Police in society?

Much more important than most other jobs	1
Somewhat more important	2
About as important as most other jobs	3
Somewhat less important	4
Much less important than most other jobs	5
Undecided	6

Q.13 Do you think a police service in the form of the Venda Police is
necessary in our society?

Absolutely necessary	1
Necessary	2
Undecided	3
Unnecessary	4
Absolutely unnecessary	5

Q.14 Do you think the existence of an organized police force (like the
Venda Police) is a threat to your individual rights of liberty and
privacy?

Undoubtedly	1
To a large extent	2

Undecided	3	
To a lesser extent	4	
Not at all	5	

Q.15 Do you think your personal liberty and privacy are threatened by the working methods and techniques of the Venda Police?

Undoubtedly	1	
To a large extent	2	
Undecided	3	
To a lesser extent	4	
Not at all	5	

Q.16 Do you think it is necessary that the liberty and privacy of IN-DIVIDUALS should be restricted by the Venda Police to ensure the liberty and safety of society?

Yes	1	
No	2	
Undecided	3	

Q.17 Do you, as a member of society, have any duty to combat crime?

Undoubtedly	1	
To a large extent	2	
Undecided	3	
To a lesser extent	4	
Not at all	5	

Q.18 Are you willing to assist the Venda Police under all conditions to combat crime?

Always	1	
Often	2	
Undecided	3	

Sometimes		4	
Never		5	

SECTION C

How do you personally rate the importance of the following police functions?

		Most important	Impor-tant	Unde-cided	Less Impor-tant	Not Impor-tant at all	
Q.19	Investigation of crime	1	2	3	4	5	
Q.20	Detection of criminals	1	2	3	4	5	
Q.21	Street patrol	1	2	3	4	5	
Q.22	Protection and guidance of the youth	1	2	3	4	5	
Q.23	Prevention of crime	1	2	3	4	5	
Q.24	Collection of evidence to prove guilt	1	2	3	4	5	
Q.25	To mete out punishment	1	2	3	4	5	
Q.26	Non-juridical auxiliary services	1	2	3	4	5	
Q.27	Protection against subversive elements (e.g. terrorism)	1	2	3	4	5	
Q.28	Collection of evidence to prove innocence	1	2	3	4	5	
Q.29	Educating society with regard to the crime problem	1	2	3	4	5	
Q.30	To pass judgement on guilt or innocence	1	2	3	4	5	
Q.31	Maintenance of law and order	1	2	3	4	5	
Q.32	Strict enforcement of the laws of Venda	1	2	3	4	5	

	Most impor-tant	Impor-tant	Unde-cided	Less Impor-tant	Not Impor-tant at all	
Q.33 Protection of persons and property	1	2	3	4	5	
Q.34 Protection of our democratic principles	1	2	3	4	5	
Q.35 Investigation of traffic offences and traffic accidents	1	2	3	4	5	
Q.36 Settlement of domes-tic quarrels	1	2	3	4	5	
Q.37 The maintenance of the orderly existence of essential social institutions and principles	1	2	3	4	5	
Q.38 Suppression of sabotage	1	2	3	4	5	

Do you report all crimes and misconduct to the Venda Police?

	Always	Often	Some-times	Never	Not in-volved	
Q.39 Where you are the victim	1	2	3	4	5	
Q.40 Those you have know-ledge of	1	2	3	4	5	

Indicate below whether the following REASON or REASONS have played a role in your decision NOT TO REPORT crime or misconduct to the Venda Police -

N.B.   Tick EACH ONE please!

	Yes	No	
Q.41 Did not want to burden the police with trivial matters	1	2	
Q.42 The case would in any case not receive the necessary attention	1	2	

		Yes	No	
Q.43	The case is unsolvable	1	2	
Q.44	The inability of the Venda police to solve cases	1	2	
Q.45	Personal nature of case	1	2	
Q.46	Not in the interest of society that the case should be reported	1	2	
Q.47	The case is settled personally	1	2	
Q.48	Attending court is too time consuming	1	2	
Q.49	Do not want to be involved in court cases	1	2	
Q.50	Negative attitude of the Venda Police with regard to crime	1	2	
Q.51	You are treated as the guilty party when reporting the matter to the police	1	2	
Q.52	Lack of police transport to attend to complaints	1	2	
Q.53	Arrogant attitudes of policemen when they attend to complaints	1	2	

Q.54 In which category below, would you place the efficiency of the Venda Police when dealing with the crime problem IN GENERAL"

Highly efficient	1
Efficient	2
Undecided	3
Inefficient	4
Highly inefficient	5

How do you evaluate the following characteristics of the Venda Police?

		Very good	Good	Unde-cided	Bad	Very Bad	
Q.55	General appearance (i.e. neatness, etc)	1	2	3	4	5	
Q.56	The way you are being addressed	1	2	3	4	5	
Q.57	The way police vehicles are being handled	1	2	3	4	5	
Q.58	Ability shows (e.g. drill parades, etc)	1	2	3	4	5	
Q.59	The treatment of Blacks	1	2	3	4	5	
Q.60	Achievement in sport	1	2	3	4	5	
Q.61	Academic achievements of policemen	1	2	3	4	5	
Q.62	The way your complaints are being handled	1	2	3	4	5	
Q.63	The way arrests are being carried out	1	2	3	4	5	
Q.64	The early settlement of criminal cases	1	2	3	4	5	
Q.65	Firmness of action	1	2	3	4	5	
Q.66	Obligingness in enforcing the law	1	2	3	4	5	
Q.67	Treatment of Whites	1	2	3	4	5	

Q.68   To what extent does the attitude created by the factors in the preceding questions (i.e. questions 55 to 67) influence your assistance to the Venda Police?

It definitely stimulates assistance	1
It stimulates assistance to a large extent	2
It stimulates assistance to a lesser extent	3
It discourages assistance to a lesser extent	4
It discourages assistance to a large extent	5

				6	
It definitely discourages assistance				6	
Has no influence				7		

To what extent do the following characteristics of policemen come to the fore in their individual contact with the public?

		Very much	Much	Unde- cided	Less	Very less	
Q.69	Friendliness	1	2	3	4	5	
Q.70	Imperiousness	1	2	3	4	5	
Q.71	Lack of knowledge and insight	1	2	3	4	5	
Q.72	Suspiciousness	1	2	3	4	5	
Q.73	Abuse of power and authority	1	2	3	4	5	
Q.74	Uninterestedness	1	2	3	4	5	
Q.75	Cheekiness	1	2	3	4	5	
Q.76	Courteousness	1	2	3	4	5	

What personal qualities do you think most important for a policemen to have?

N.B. Please make sure to tick EACH ONE

		Most impor- tant	Impor- tant	Unde- cided	Less impor- tant	Not impor- tant	
Q.77	Intelligence	1	2	3	4	5	
Q.78	Sound judgement	1	2	3	4	5	
Q.79	Law-abidingness	1	2	3	4	5	
Q.80	Courteousness	1	2	3	4	5	
Q.81	Helpfulness	1	2	3	4	5	
Q.82	Friendliness	1	2	3	4	5	

		Most impor-tant	Impor-tant	Unde-cided	Less impor-tant	Not impor-tant	
Q.83	Neatness	1	2	3	4	5	
Q.84	Physical fitness	1	2	3	4	5	
Q.85	Courageousness	1	2	3	4	5	
Q.86	Honesty	1	2	3	4	5	
Q.87	Objectivity	1	2	3	4	5	
Q.88	Impartiality	1	2	3	4	5	
Q.89	Cheekiness	1	2	3	4	5	
Q.90	Self-control	1	2	3	4	5	
Q.91	Aggressiveness	1	2	3	4	5	
Q.92	Discipline	1	2	3	4	5	
Q.93	Competency	1	2	3	4	5	
Q.94	Determination	1	2	3	4	5	
Q.95	Leadership	1	2	3	4	5	
Q.96	Ambitiousness	1	2	3	4	5	
Q.97	Loyalty	1	2	3	4	5	

What qualification do you consider suitable for policemen in Venda?

		Standard					Diploma	Degree	
		6	7	8	9	10			
Q.98	General	1	2	3	4	5	6	7	
Q.99	Colonel to Brigadier	1	2	3	4	5	6	7	
Q.100	Major to Lieut-Colonel	1	2	3	4	5	6	7	
Q.101	Lieutenant to Captain	1	2	3	4	5	6	7	
Q.102	Warrant-officer	1	2	3	4	5	6	7	
Q.103	Sergeant	1	2	3	4	5	6.	7	
Q.104	Constable	1	2	3	4	5	6	. 7	

Q.105 When performing their duties, policemen in Venda are -

Unquestionably honest	1
Usually honest	2
Often honest	3
Undecided	4
Often dishonest	5
Usually dishonest	6
Unquestionably dishonest	7

SECTION E

How would you estimate the ECONOMIC POSITION of the Venda Police in society?

	Q.106 Officers	Q.107 Non Officers	Q.108 Constables
Very high	1	1	1
High	2	2	2
Average	3	3	3
Low	4	4	4
Very low	5	5	5

How would you rate the Venda Police with respect to their SOCIAL STANDING in society?

	Q.109 Officers	Q.110 Non Officers	Q.111 Constables
Very high	1	1	1
High	2	2	2
Average	3	3	3
Low	4	4	4
Very low	5	5	5

How important do you rate the following factors to improve the public's image of the Venda Police?

		Most impor-tant	Impor-tant	Unde-cided	Less impor-tant	Not impor-tant at all	
Q.112	More social contact between policemen and the public of Venda	1	2	3	4	5	
Q.113	Improved rendering of service to the public	1	2	3	4	5	
Q.114	Educating the public with respect to police work and crime	1	2	3	4	5	
Q.115	More publicity (radio, newspapers) about the crime problem	1	2	3	4	5	
Q.116	Improvement of academic education of policemen	1	2	3	4	5	
Q.117	Intensive departmental training	1	2	3	4	5	
Q.118	More ability shows (drill parades, dogs)	1	2	3	4	5	
Q.119	Better liaison between the police and public	1	2	3	4	5	
Q.120	Protection and guidance of the youth	1	2	3	4	5	
Q.121	Sympathetic and just treatment of all persons in Venda	1	2	3	4	5	
Q.122	Improving police sala-ries	1	2	3	4	5	
Q.123	Intensive screening of recruits on enrolment	1	2	3	4	5	
Q.124	More policemen	1	2	3	4	5	
Q.125	Active crime prevention	1	2	3	4	5	
Q.126	Just execution of power and authority	1	2	3	4	5	

	Most impor- tant	Impor- tant	Unde- cided	Less impor- tant	Not impor- tant at all	
Q.127 To enforce the laws more obligingly	1	2	3	4	5	
Q.128 Improved patrolling of streets and remote areas	1	2	3	4	5	
Q.129 Sound police-community relations	1	2	3	4	5.	
Q.130 Exemplary obedience of the laws of the country by the police	1	2	3	4	5	

Do you think the following qualifications and qualities of THE PUBLIC have any influence on policemen when they perform their duties?

	Are favoured	Are pre- judiced	No influence	
Q.131 Educational qualifica- tions of the police	1	2	3	
Q.132 Economic position	1	2	3	
Q.133 Social status	1	2	3	
Q.134 Occupation	1	2	3	
Q.135 Language	1	2	3	
Q.136 Nationality	1	2	3	
Q.137 Previous convictions	1	2	3	
Q.138 Political ties	1	2	3	

Do you think policemen are setting a good example in the way they obey the laws of Venda?

Always	1
Often	2
Undecided	3

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-----------------------------------------------------
|Sometimes                                    |  4 |
|--------------------------------------------|-----|-----
|Never                                        |  5 |      |
-----------------------------------------------------
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Do you receive fair and just treatment from the Venda Police under all conditions?

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-----------------------------------------------------
|Always                                       |  1 |
|-------------------------------------------|-----|
|Often                                        |  2 |
|-------------------------------------------|-----|
|Undecided                                    |  3 |
|-------------------------------------------|-----|
|Sometimes                                    |  4 |
|-------------------------------------------|-----|-----
|Never                                        |  5 |      |
-----------------------------------------------------
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I WOULD LIKE TO THANK YOU

FOR YOUR KIND CO-OPERATION

IN THIS PROJECT

RESULTS OBTAINED FROM CRONBACH'S INDIVIDUAL ITEM ANALYSIS

VARIABLE	ALPHA	N	MEAN	STANDARD DEVIATION
01	0,896276	406	5,02217	2,05889
02	0,895361	406	4,07143	2,16078
03	0,895723	406	2,47537	0,79389
04	0,895974	406	4,06897	1,33525
05	0,896198	406	3,55419	1,26521
06	0,894625	406	2,94335	1,36418
07	0,894386	406	2,32795	1,6686
08	0,895899	406	3,18473	1,44628
09	0,895925	406	3,12315	1,35158
10	0,895452	406	1,83005	0,68000
12	0,894830	406	2,69212	1,31141
13	0,894355	406	2,39409	1,34710
14	0,893555	406	1,74631	1,10092
15	0,893275	406	1,81527	1,02938
16	0,893452	406	2,13054	1,28244
17	0,893004	406	2,26847	1,40171
18	0,893361	406	1,71921	1,10888
19	0,893324	406	1,82759	1,07028
20	0,894291	406	2,61576	1,35543
21	0,893726	406	2,69951	1,29704
22	0,894532	406	2,55911	1,43680
23	0,893484	406	2,13547	1,30294
24	0,893512	406	1,92857	1,21810
25	0,893870	406	2,52709	1,49005
26	0,893219	406	1,854468	1,20536
27	0,894252	406	2,41626	1,40075
28	0,893613	406	1,89163	1,21435
29	0,893503	406	2,13547	1,25664
30	0,893389	406	2,07143	1,19353
31	0,894284	406	2,89655	1,47377
32	0,894035	406	2,56897	1,33663
33	0,894254	406	2,57389	1,31401
34	0,894958	406	3,16995	1,37102
35	0,895083	406	3,23153	1,32053
36	0,895844	406	1,73892	0,43977
37	0,895288	406	1,41872	0,49129
38	0,895545	406	1,59606	0,48978
39	0,895676	406	1,39655	0,50001
40	0,895323	406	1,52463	0,49355
41	0,895340	406	1,58374	0,50040
42	0,894779	406	1,48522	0,49223
43	0,895656	406	1,59113	0,49436

VARIABLE	ALPHA	N	MEAN	STANDARD DEVIATION
44	0,895770	406	1,57882	0,49335
45	0,895399	406	1,41626	0,49959
46	0,895515	406	1,46798	0,49512
47	0,895148	406	1,42611	0,48391
48	0,894846	406	1,37192	1,24111
49	0,895179	406	2,98030	1,10609
50	0,895519	406	2,49507	1,17353
51	0,894678	406	3,02463	1,24126
52	0,894663	406	3,71921	1,11627
53	0,894706	406	2,72660	1,29074
54	0,894898	406	3,39163	1,11599
55	0,895321	406	2,81034	1,12618
56	0,895172	406	3,10345	1,17872
57	0,894529	406	3,45567	1,25088
58	0,894930	406	3,37438	1,7259
59	0,894658	406	3,24384	1,20051
60	0,894764	406	3,22906	1,18843
61	0,894629	406	3,11084	1,11775
62	0,895491	406	2,00493	1,69478
63	0,895455	406	3,68719	1,34847
64	0,895044	406	3,09360	1,08977
65	0,894783	406	3,00739	1,25175
66	0,894822	406	2,96798	1,22126
67	0,894978	406	2,77833	1,26551
68	0,895175	406	2,54680	1,29611
69	0,894828	406	2,78571	1,31053
70	0,895336	406	2,62069	1,28167
71	0,894694	406	2,86700	1,28122
72	0,893592	406	1,66502	1,03809
73	0,893338	406	1,84483	0,99035
74	0,893522	406	1,75369	0,98804
75	0,893386	406	1,86946	1,01845
76	0,893503	406	1,64532	0,99744
77	0,893492	406	1,69458	1,06125
78	0,893812	406	1,99261	1,26196
78	0,893957	406	2,09606	1,27971
79	0,893240	406	1,89901	1,05510
80	0,893118	406	1,66256	0,94643
81	0,893339	406	1.90394	1,03467
82	0,893665	406	2,02709	1,03190
83	0,894597	406	3,52463	1,20360
84	0,894014	406	1,98276	1,48844
85	0,894861	406	3,54680	1,22008
86	0,893445	406	1,69458	1,50605
87	0,892787	406	1,90148	1,02334
88	0,892335	406	1,85222	1,06349
89	0,892646	406	1,93103	1,00016
90	0,893109	406	2,32266	1,5049

VARIABLE	ALPHA	N	MEAN	STANDARD DEVIATION
91	0,893465	406	1,72167	1,33586
92	0,896748	406	6,35961	1,11505
93	0,896029	406	6,70197	1,20031
94	0,896186	406	6,62315	0,67575
95	0,896419	406	6,46305	0,63117
96	0,896504	406	6,16749	0,69022
97	0,896971	406	5,98768	0,80217
98	0,897241	406	5,66502	0,84465
99	0,894794	406	3,98768	1.06625
100	0,895419	406	2,36207	1,56579
101	0,895140	406	2,89655	1,15018
102	0,896397	406	3,10099	0,98840
103	0,894587	406	2,65025	1,14704
104	0,895729	406	2,94089	1,6358
105	0,897178	406	3,10591	0,99701
106	0,893173	406	1,73645	1,22166
107	0,893311	406	1,72660	1.01932
108	0,892981	406	1,83990	0,97456
109	0,892917	406	1,91872	1,03827
110	0,893322	406	1,74138	1,06379
111	0,893032	406	1,87931	1,00596
112	0,893997	406	2,68966	1,34338
113	0,892991	406	1,83005	1,02472
114	0,892859	406	2,00985	1,18004
115	0,893863	406	1,96059	1,11041
116	0,893877	406	2,67488	1,32877
117	0,893314	406	2,34729	1,20701
118	0,894224	406	2,81281	1,38044
119	0,893394	406	1,76108	0,98360
120	0,893687	406	2,10837	1,16876
121	0,893841	406	2,22167	1,11117
122	0,893825	406	2,07389	1,12193
123	0,893411	406	1,90640	1,00178
124	0,893456	406	1,83251	1,00445
125	0,893964	406	1,80296	0,81987
126	0,894234	406	1,94828	0,80418
127	0,894773	406	1,81527	0,83021
128	0,894329	406	1,88424	0,84555
129	0,894645	406	1,89163	0,85090
130	0,895068	406	1,95813	0,82595
131	0,894045	406	2,05665	0,82805
132	0,894643	406	1,95813	0,86108
133	0,894535	406	2,90887	1,22286
134	0,894339	406	3,55911	1,12684

Alpha Coefficient = 0,887230

Standardised Alpha = 0,895249

STEP-BY-STEP CALCULATION OF THE F-TEST

1. $SS_{tot} = (\sum X^2)_{tot} - \dfrac{(\sum X)^2_{tot}}{N_{tot}}$

2. $SS_{bg} = \sum \dfrac{(\sum X_g)^2}{N_g} - \dfrac{(\sum X)^2_{tot}}{N_{tot}}$

3. $SS_{wg} = SS_{tot} - SS_{bg}$

Then Df and MS's are found as follows:

4. $Df_{bg} = k - 1$

5. $Df_{wg} = N_{tot} - k$

6. $MS_{bg} = \dfrac{SS_{bg}}{Df_{bg}}$

7. $MS_{wg} = \dfrac{SS_{wg}}{DF_{wg}}$

8. $F = \dfrac{MS_{bg}}{MS_{wg}}$

(Spence, J.T. Cotton, J.W. Underwood, B.J. and Duncan, C.P. (1983), p. 213).