

# Partnership Building in Public Policing: Communities' Perceptions towards the Role of Community Policing Forums in Mthatha, Eastern Cape, South Africa



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## ABSTRACT

The study sought to explain whether the Community Policing Forum initiative is an ideal partnership-building technique for crime prevention in Fortgale and Southernwood in Mthatha, Eastern Cape, South Africa. The study further shed light on the nature and extent of community participation in the Community Policing Forum meetings. Lastly, the study identified the nature and extent of the most salient problems or barriers between the communities and the police regarding Community Policing Forum and crime prevention. This study employed a quantitative approach, comprising the pre-experimental design (one short case study) and non-probability, judgmental sampling. The sample size comprised 150 respondents recruited from each one of the two areas of study. The findings showed that the Community Policing Forum is working for both areas of study. Police and the public are working hand in hand in fighting barriers that may hamper its effectiveness. The public from both areas is well-educated about community policing. State the conclusions and the recommendations. The outcome of the study will improve the relationship between the police and the public since they cannot work in isolation.

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## INTRODUCTION

According to South African Police Service Act 68 of 1995, legislated that Community Police Forums (CPF) is the only recognised consultative forum designed to permit communities to make their policing concerns known to the police.<sup>1</sup> Community Policing Forum is a platform where community members, organizations (CBOs, NGOs, Businesses, FBOs, youth organizations, women organizations, SGBs), other relevant stakeholders (provincial government, local government, traditional authority, and parastatals), and the police meet to discuss local crime prevention initiatives. The establishment of CPFs was provided for in section 221(2) of the Constitution and section 19(1) of the South African Police Services (SAPS) Act 68 of 1995. CPFs plus businesses together with the police should establish and maintain a partnership with the community, promote communication between the police and the community, promote cooperation and ensure that the police fulfil the needs of the community with respect to policing, improve the service of the police to the community, improve transparency and accountability of the SAPS and promote joint problem identification and problem-solving skills. Police in the execution of their work,

<sup>1</sup> Republic of South Africa, *South African Police Service Act 68 of 1995* (Government Gazette, 1995), [https://www.gov.za/sites/default/files/gcis\\_document/201409/act68of1995.pdf](https://www.gov.za/sites/default/files/gcis_document/201409/act68of1995.pdf).

interact with the communities they serve in various ways. While the community relies upon the police for the curbing of social disorder and intervention in times of emergency, the police officials on the other hand rely on the community to report crime and obtain vital information for combating crime and addressing the community's concerns. The recent decades have witnessed the development of this symbiotic relationship as the police and the communities appreciate the need to expect more from one another as each part increasingly recognises the importance of collaborative partnership in combating crime.

Community policing has emerged as a popular concept in democratic South Africa. Indeed, few police services or elected officials worldwide distance themselves from the rhetoric of community policing or community policing initiatives. Thus, most police services internationally are adopting the community policing strategy to address crime. For example, a survey conducted by the Police Foundation in the United States found that 85% of police departments understudied in that country reported having adopted community-based policing, or at least they were in the process of effecting that paradigm shift.<sup>2</sup> A more recent federal survey involving a much larger sample of American police departments (in cities with populations over 250,000) found that over 90 percent of the police services had trained full-time community-based police officers in the field of community policing.<sup>3</sup> In Ontario, the police service is mandated under Section 1 (1) of the Adequacy Standards Regulation to provide community-based crime prevention initiatives. To ensure a useful paradigm shift, South Africa's transition to democracy called for a radical transformation of all state institutions, including the South African Police Service. As it restructured itself, the police institution had to adopt community policing as its new policing approach in South Africa. The setting up of Community Police Forums at police stations throughout the country backed this vision. The purpose of the study is to investigate public perceptions of the role of CPFs in crime prevention. State the study objectives and methodology to be used.

## METHODOLOGY

The researcher used a quantitative approach in writing this study and a positivist paradigm which is based on the philosophical ideas of August Comte is applied. Positivism is the term used to describe an approach to the study of society that relies specifically on scientific evidence, such as experiments and statistics, to reveal the true nature of how society operates. Emphasized observation and reason are means of understanding human behaviour. True knowledge is based on experience of the senses and can be obtained by observation and experiment. The researcher administered an individual questionnaire where the respondent responded to the list of questions according to the way she/he was instructed to respond.<sup>4</sup>

In the present study, the issue of community participation in CPFs in two different residential areas is statistically measured and described in terms of a variety of operationalised variables.

- To explain trends and patterns emanating from the data pertaining to the referent object being studied based on cross-correlation of data.
- To predict group or individual behaviour, using prediction techniques such as: categorisation and extrapolation.
- To exercise symbolic control over the referent object, usually through recommendations that are put forward.

A non-particular social survey research method was used in the present study. To implement this data-collecting technique, a pre-coded, closed-structured questionnaire was generated (Annexure A) to effect attitude measurement. The questionnaire was divided into five sub-sections as follows:

- Section A: The respondents' demographic information.
- Section B: Participation in local Community Police Forum meetings.
- Section C: Problems relating to Community Police Forums.
- Section D: Normative Sponsorship and Critical Social Theoretical Considerations.
- Section E: Understanding Community Policing and Community Police Forums.

<sup>2</sup> US Department of Justice, *Annual Plan of the South African Police Service, 1996-1997, Executive Summary* (South African Police, 1997).

<sup>3</sup> US Department of Justice, *The Bureau of Justice Assistance*, 2004.

<sup>4</sup> Auguste Comte, *The Positive Philosophy of Auguste Comte* (C. Blanchard, 1855).

Scaling refers to the process of attempting to develop a composite measurement of ranked or unit measurement of [social] phenomena.<sup>5</sup> There are three types of attitude scales commonly used in social research: *Thurstone scales*, *Guttman scales* and *Likert-type scales*. The latter scale, developed by Rensis Likert in 1931-32, was used in the present study. Also known as the summated-rating scale, this attitude scale contains items (usually in matrix or single format) that make measurement at 5 or 7-point response categories possible. Response categories range from extreme positive to extreme negative, e.g. (1) strongly agree, (2) agree, (3) undecided, (4) disagree, and (5) strongly disagree, or (1) definitely, (2) to a large extent, (3) undecided, (4) to a lesser extent, and (5) not at all. Apart from the rank-order scaling or ordinal measurement, the researcher implemented nominal rating scales that contain mutually exclusive attributes, e.g. 1=Yes and 2=No.<sup>6</sup>

The study was conducted in two urban areas, namely Fortgale and Southernwood in Mthatha. Both areas are composed of middle and high-class populations. A population of 150 respondents were administered questionnaires in each research area (Fortgale and Southernwood). There are two major approaches to sampling in social research, which are *probability* sampling (where estimates are known) and *non-probability* sampling (where the estimates are not known). Subsequently, the researcher decided to involve a probability sampling procedure to allow a wider inclusion of sampling units to gain information about the research problem. To this end, an accidental sampling technique was used.

Furthermore, attendance registers were also scrutinised as information-generating sources. Questionnaires were then distributed to community members, irrespective of whether some or all of them regularly attended CPF meetings. Depending on the number of CPFs per study setting, the researcher implemented (guideline only) a frequency ( $f_e$ ) of 300 sampling units, which translated to 150 respondents per study setting.

The descriptive techniques used to statistically describe a social phenomenon include verbal-scientific, categorical and numerical descriptive techniques. In this study apart from the techniques mentioned above, tabular analysis (using cross-correlation data and frequency distributions) and correlation analysis, were used to reveal: (a) the presence/absence of any association (and if it exists), (b) the direction of such association and (c) an estimation of its strength.<sup>7</sup> These techniques are used interchangeably during data analysis and discussion.

## PRESENTATION OF FINDINGS

**Table 1: Do community members in your residential area actively participate in the meetings of your local CPF?**

Do community members in your residential area actively participate in the meetings of your local CPF?	Pearson Correlation	1
	Sig. (2-tailed)	
	N	300
What is your sex?	Pearson Correlation	-.025
	Sig. (2-tailed)	.672
	N	300
What is your age?	Pearson Correlation	-.004
	Sig. (2-tailed)	.946
	N	300
What is your racial group	Pearson Correlation	.076
	Sig. (2-tailed)	.188
	N	300
What is your marital status	Pearson Correlation	-.026
	Sig. (2-tailed)	.653
	N	300
Study setting	Pearson Correlation	-.074

<sup>5</sup> Frank E. Hagan, *Research Methods in Criminal Justice and Criminology* (Boston: Allyn and Bacon, 2010).

<sup>6</sup> Ann S. De Vos, *Research at Grass Roots: For the Social Sciences and Human Service Profession* (Pretoria: Van Schaik, 2002).

<sup>7</sup> D. Bayley, *Police for the Future New York* (London: Oxford University Press, 1994).

	Sig. (2-tailed)	.200
	N	300
What is your highest level of education?	Pearson Correlation	-.047
	Sig. (2-tailed)	.421
	N	300
What is your occupation?	Pearson Correlation	.004
	Sig. (2-tailed)	.945
	N	300

Table 1 reveals that the study setting shows a negative correlation of  $-.047$ . The highest level of education of respondents shows a positive correlation of  $.004$ . The occupations of the respondents reveal a positive little correlation of  $.945$ . Furthermore, the table also shows that there is a negative correlation of  $-.004$  between sex and the question *Do community members in your residential area actively participate in the meetings of your local CPF?* The question on community members actively participating in the meetings in their local CPFs and the ages of the respondents reveal a little positive correlation of  $.076$ . Race and the question of whether community members actively participated in their local CPF meeting reveal a positive correlation of  $-.026$ . There was a negative relationship of  $-.074$  between marital status and the question relating to community members 'active participation in their respective residential areas' CPF meetings.

**Table 2: At CPF meetings, are members of the community allowed to air their views on issues pertaining to crime prevention and general safety and security?**

At CPF meetings, are members of the community allowed to air their views on issues pertaining to crime prevention and general safety and security?	Pearson Correlation	1
	Sig. (2-tailed)	
	N	300
What is your sex?	Pearson Correlation	.059
	Sig. (2-tailed)	.305
	N	300
What is your age?	Pearson Correlation	.009
	Sig. (2-tailed)	.870
	N	300
What is your racial group?	Pearson Correlation	-.207**
	Sig. (2-tailed)	.000
	N	300
What is your marital status?	Pearson Correlation	-.059
	Sig. (2-tailed)	.307
	N	300
Study setting	Pearson Correlation	.030
	Sig. (2-tailed)	.607
	N	300
What is your highest level of education?	Pearson Correlation	.086
	Sig. (2-tailed)	.138
	N	300
What is your occupation?	Pearson Correlation	-.236**
	Sig. (2-tailed)	.000
	N	300

Table 2 shows that in response to the question relating to whether CPF meetings are members of the community allowed to air their views on issues pertaining to crime prevention and general safety and security during CPF meetings, race reveals a negative correlation of  $-.059$ , sex shows a positive correlation of  $.009$ , while age reveals a negative correlation of  $-.207$ . Furthermore, marital status shows a positive

correlation of .030, while the study area of the respondent shows a positive correlation of .086. The highest level of education of the respondent shows a negative correlation of -.236, meaning that there is little correlation between the two variables. The occupation of the respondent reveals a positive correlation of .000, meaning that there is no correlation between the two.

**Table 3: At CPF meetings, do members of your community take some time to consult with CPF members to discuss their problems with crime and fear of crime?**

		Frequency	Percent
Valid	Always	55	18.3
	Often	184	61.3
	Sometimes	61	20.3
	Total	300	100.0
Total		300	

Table 3 reveals that 184 (61.3%) respondents agreed that members of the community often take some time to consult with CPF members to discuss their problems of crime, 61 (20.3%) respondents selected ‘sometimes’ while 55 (18.3%) of them said that they always take time to consult with CPF members to discuss their problems.

**Table 4: How good or bad would you rate the cooperation between the community and the police in your area as far as policing and CPFs are concerned?**

How good or bad would you rate the cooperation between the community and the police in your area as far as policing and CPFs are concerned?	Pearson Correlation	1
	Sig. (2-tailed)	
	N	300
What is your sex?	Pearson Correlation	-.087
	Sig. (2-tailed)	.131
	N	300
What is your age?	Pearson Correlation	-.061
	Sig. (2-tailed)	.290
	N	300
What is your racial group	Pearson Correlation	.075
	Sig. (2-tailed)	.197
	N	300
What is your marital status	Pearson Correlation	.074
	Sig. (2-tailed)	.204
	N	300
Study setting	Pearson Correlation	.025
	Sig. (2-tailed)	.666
	N	300
What is your highest level of education?	Pearson Correlation	.045
	Sig. (2-tailed)	.440
	N	300
What is your occupation?	Pearson Correlation	-.033
	Sig. (2-tailed)	.568
	N	300

Table 4 demonstrates how good or bad respondents would rate the cooperation between their respective community and the police as far as policing and CPFs are concerned. Sex reveals a little negative relationship of -.061, while age reveals a positive correlation of .075. Furthermore, racial group reveals a positive correlation of .074, while marital status reveals a positive correlation of .025, meaning

that there is little correlation between the variables. The highest level of education of the respondent shows a negative little correlation of -.033, while the occupation of the respondent shows a positive correlation of .568.

**Table 5: Do you support any of the crime prevention initiatives in CPF meetings in your area?**

Do you support any of the crime prevention initiatives in CPF meetings in your area?	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	
	N	300
What is your sex?	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	.
	N	300
What is your age?	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	.
	N	300
What is your racial group	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	.
	N	300
What is your marital status	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	.
	N	300
Study setting	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	.
	N	300
What is your highest level of education?	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	.
	N	300
What is your occupation?	Pearson Correlation	. <sup>a</sup>
	Sig. (2-tailed)	.
	N	300

Table 5 under the research question, “Do you support any of the crime prevention initiatives in CPF meetings in your area” the study setting, gender, age racial group, marital status, the highest level of education, and occupation of the respondent shows that they all support crime prevention initiatives with positive correlation to the research question.

**Table 6: Do members of the public usually advise the police about their problems and needs relating to crime and fear?**

Do members of the public usually advise the police about their problems and needs relating to crime and fear?	Pearson Correlation	1
	Sig. (2-tailed)	
	N	300
What is your sex?	Pearson Correlation	.043
	Sig. (2-tailed)	.461
	N	300
What is your age?	Pearson Correlation	-.042
	Sig. (2-tailed)	.464
	N	300
What is your racial group	Pearson Correlation	-.023
	Sig. (2-tailed)	.690
	N	300

What is your marital status	Pearson Correlation	.047
	Sig. (2-tailed)	.419
	N	300
Study setting	Pearson Correlation	.079
	Sig. (2-tailed)	.174
	N	300
What is your highest level of education?	Pearson Correlation	-.174**
	Sig. (2-tailed)	.002
	N	300
What is your occupation?	Pearson Correlation	.033
	Sig. (2-tailed)	.572
	N	300

Table 6 presents the responses to whether members of the public usually advise the police about their problems and needs relating to crime. Fear and sex of the respondent show a negative correlation of -.042, while age shows a negative correlation of -.023. The racial group shows a positive correlation of .047, while marital status shows a little positive correction of .079. Furthermore, the study setting shows a little negative correlation of -.174, while the highest level of education of the respondent reveals a positive correction of .033, meaning that there is no correlation between the two variables.<sup>8</sup> Lastly, the occupation of the respondent shows a little positive correlation of .572, meaning that there is little correction between the two variables.

**Table 7: Do the police officers educate members of the community at CPF meetings about crime and ask for support to prevent crime?**

Does the police educate members of the community at CPF meetings about crime and ask for support to prevent crime	Pearson Correlation	1
	Sig. (2-tailed)	
	N	300
What is your sex?	Pearson Correlation	-.008
	Sig. (2-tailed)	.895
	N	300
What is your age?	Pearson Correlation	.129*
	Sig. (2-tailed)	.026
	N	300
What is your racial group	Pearson Correlation	-.226**
	Sig. (2-tailed)	.000
	N	300
What is your marital status	Pearson Correlation	-.429**
	Sig. (2-tailed)	.000
	N	300
Study setting	Pearson Correlation	.089
	Sig. (2-tailed)	.122
	N	300
What is your highest level of education?	Pearson Correlation	.294**
	Sig. (2-tailed)	.000
	N	300
What is your occupation?	Pearson Correlation	-.289**
	Sig. (2-tailed)	.000

<sup>8</sup> B. Harrison and D. Peterson, "Developing Math Skills in Early Childhood," *Mathematica Policy Research Issue Brief*, 2017, <http://files.eric.ed.gov>.

	N	300
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Table 7 relates to whether the police were educating members of the community at CPF meetings about crime and were asking for support to prevent it. Respondents' sex reveals a negative correlation of  $-.008$ , while age, the tabulation shows a positive correlation of  $.129$ , while the racial group shows a negative correlation of  $-.226$ . Furthermore, marital status reveals a negative balance of  $-.429$ , while the highest level of education of the respondent reveals a positive correlation of  $.294$ , thus there is a correlation between the two variables. The occupation of the respondent shows a negative correlation of  $-.289$ .

**Table 8: Do CPF meetings allow community members to vent the grievances that they have against the police and listen to their responses?**

CPF meetings allow community members to vent the grievances that they have against the police and listen to their responses.	Pearson Correlation	1
	Sig. (2-tailed)	
	N	300
What is your sex?	Pearson Correlation	$.251^{**}$
	Sig. (2-tailed)	$.000$
	N	300
What is your age?	Pearson Correlation	$.133^*$
	Sig. (2-tailed)	$.021$
	N	300
What is your racial group	Pearson Correlation	$-.182^{**}$
	Sig. (2-tailed)	$.002$
	N	300
What is your marital status	Pearson Correlation	$.122^*$
	Sig. (2-tailed)	$.034$
	N	300
Study setting	Pearson Correlation	$.042$
	Sig. (2-tailed)	$.465$
	N	300
What is your highest level of education?	Pearson Correlation	$-.165^{**}$
	Sig. (2-tailed)	$.004$
	N	300
What is your occupation?	Pearson Correlation	$.066$
	Sig. (2-tailed)	$.254$
	N	300

Table 8 in the statement: CPF meetings allow community members to vent the grievances that they have against the police and listen to their responses. Marital status shows a little positive correlation of  $.122$ . Sex shows a positive correlation of  $.251$ , meaning that there is a positive correlation between the two variables. Age reveals a positive correlation of  $.133$ . Racial groups show a negative correlation of  $-.182$ . The highest level of education of the respondent reveals a negative correlation of  $-.065$  while the occupation of the respondent reveals a lowest positive correlation of  $.066$ .

## DISCUSSION

The researcher is of the view that both areas of study are sticking to the National Crime Prevention Strategy (NCPS) that focuses on four pillars. The National Crime Prevention Strategy was approved by the Republic of South Africa's Cabinet in May 1996 and launched in the final days of the Government of National Unity. All the parties in government, the ANC, the IFP and the NNP, welcomed it. However, in a massive public-relations gaffe, the NCPS was launched shortly after SAPS National Commissioner



George Fivaz announced the launch of the "1996 Police Plan."<sup>9</sup> The resultant confusion between the SAPS strategy and the government's long-term crime prevention agenda widened the gulf between immediate short-term responses to rising crime, and the need for a developmental crime prevention agenda, which could ensure an eventual decline in crime figures.

Four types of prevention approaches (pillars) were described in the original National Crime Prevention Strategy and seven national priority crimes were identified. What was never well conceptualized or communicated was the intersection between the crime prevention strategies and the priority crimes. This led to a belief that the main implementation approach should be a focus on the 'pillars', an approach that saw structures and processes in isolation from the content of the crimes they dealt with. Below are the four pillars that are used in both study settings:

- An integrated criminal justice, which promotes the effectiveness of the criminal justice system by focusing on the needs of both offenders and victims.
- Crime prevention by means of environmental control and design that focus on restricting the opportunities for the commission of crimes, especially those where the rate of detecting and prosecuting are low.
- The promotion of community values and education, which informs the community about how the criminal justice system functions.
- The prevention of transnational crimes, which controls the smuggling of various commodities such as drugs and diamonds and controls the trade in protected species.<sup>10</sup>

Both study settings are situated in urban areas. The communities are fully trained and educated on crime prevention strategies. Each household has electric monitored gates. In most households, a helper is available during the day. Gates are always locked, and if one needs to enter the premises, one must press a button to ring the bell or shout outside the gate. Most households have dogs. No car can park in front of the gate. Most of the houses are protected with electric fences and burglar guards on doors and windows.

The visibility of the police in the community immediately deters criminals from committing crimes because of the fear of being apprehended. The police in both study settings conduct door-to-door campaigns and regular connections with the community to scare criminals and prevent crime. Most of the residents mentioned that Community Policing Forums reduce crime by calling the police when there is a crime in the community. The residents indicated that when they encounter challenges, experience or witness crime in the community, the CPF members react and offer the necessary help, which includes calling the police when it is necessary.

It emerged that in most cases, the community knows the perpetrators. Hence, they inform the Community Policing Forum members, who in turn alert the police. The community members provide valuable information to the police, making it easy for them to arrest the offenders. The police and CPF members organise joint community-CPF meetings where community members are informed about crimes that are happening in their community and how they can mitigate them or not become victims of such crimes. CPF members also encourage the youth not to commit crimes. For CPFs to effectively carry out their duties, various types of resources are required to support the activities of participants in the CPF, helping them to achieve their vision and goals of establishing and operating CPFs in their respective communities.

Lack of resources emerged as the main challenge faced by CPFs in seeking to fulfill their mandate to reduce crime. Most of the respondents who took part in the study opined that lack of resources was the main problem militating against the operations of the CPFs in their respective areas. Lacking such resources can make it difficult for both the police and the community to carry out their duties in the CPF, thereby reducing its potential to mitigate crime.

In this chapter, the results are presented under the following broad headings; demographic information, participation in local Community Police Forums, problems relating to Community Police Forums, and the theoretical considerations underlying community policing.

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<sup>9</sup> US Department of Justice, *Annual Plan of the South African Police Service, 1996-1997, Executive Summary*.

<sup>10</sup> A. Altbeker and J. Rauch, "A Review of Government Expenditure on the National Crime Prevention Strategy, 1996-1999," 1999, <http://www.csvr.org.za>.

## Participation in Local Community Police Forum

Out of the 300 respondents interviewed, 8 were members of Community Police Forums holding different portfolios, while 292 were ordinary members. It was observed that most of the residents were not attending meetings. Most respondents (292) responded that 10-19 members were attending CPF meetings while only one indicated that 66-79 members were attending CPF meetings in their respective areas. The researcher interviewed all portfolios in each research site, which were two from each site. They were two chairpersons and their deputies, two secretaries and two treasurers.

Most of the residents in the two study settings were working. This means that they were attending those meetings held on weekends. Meetings were usually held on Wednesday or Sunday afternoons. Usually, domestic workers and the elderly are found during the days of the week.

Police officials rely on the cooperation of community members to provide information about crime in their neighborhoods, and to work with the police to devise solutions to crime and disorder problems. Similarly, community members' willingness to trust the police depends on whether they believe that police actions reflect community values and incorporate the principles of procedural justice and legitimacy.

In terms of the study setting, the results revealed a negative correlation of 300 with participation in the CPF meetings. Members of the community from both study settings are given equal chances to participate in community policing meetings. For the CPF to be effective, members of the community must be allowed to freely participate in the meetings. Members of the community are the ones who bring forward information so the problems facing them can be solved. Police officers must listen and probe the community members to bring information that will result in cordial PCR (Police Community Relations).

When correlating the sex of the respondents and participation in CPF meetings, a negative correlation of .076 was revealed. Both males and females can participate in the CPF meetings. No sex is more recognised than the other, which means that there is no gender discrimination when the CPF meetings are held in both study settings. There is a little positive correlation between occupation and participation in the CPF meetings with .945. This simply means that there is a slight relationship between two variables. Sometimes participation in the meeting was affected because most of the members in both communities were working and some were studying. Among those who attended, some of them were recognised while those who were not working would always attend CPF meetings. Security workers would normally not attend the meetings unless they are held on weekends. This is despite the fact that they would sometimes attend funerals and go to church. Those who attended meetings were not participating in CPF meetings. Nurses and police officers who worked at night had no time to regularly attend meetings.

There is a negative correlation of -.004 between age and participation in CPF meetings. This means some of the members in different age groups can participate in the CPF meetings. Youth and elders can participate in the CPF meetings. Young people contribute the most in terms of information relating to crime because they are outdoors most of the time. However, sometimes they can lie. They can collect information through their mobile phones and bring it forth. They know one another in their area while elders come up with solutions.

The racial category revealed a positive correlation of -.076 with participation in CPF meetings. Both study settings were composed of different racial groups i.e. Blacks, Whites, Indians and Coloureds. All the racial groups attended the CPF meetings and were given equal chances to participate during the meetings. No racial groups dominated over others bearing in mind that Indians are few while there are more Blacks and Whites in the two study settings.

There is a negative relationship of -.026 between marital status and participation in CPF meetings. Both study settings had married unmarried, divorced, widowed, cohabiting, and single people. If one belonged to any of the above-mentioned statuses, they could participate in the CPF meetings. Everyone in the community is considered and respected. There is no relationship between the two variables.

The sex of the respondents shows a positive correlation of .059 indicating that at CPF meetings, members of the community can air their views on issues pertaining to crime prevention and general safety and security. When CPF meetings are held both sexes can air their views. In the African culture, men are the ones who are more recognised than women. However, no discrimination was noted as far as gender is concerned.

Age shows a positive correlation of .009 indicating that at CPF meetings, members of the community can air their views on issues pertaining to crime prevention and general safety and security.

All ages can air their views on issues pertaining to crime. Most of the time youth are the ones who commit such crimes as, fighting, stealing, rape, etc. It emerged that often, issues discussed during CPF meetings are caused by youth. Youth must let elders lead and then follow but indeed everyone is free to air his/her view.

The racial category indicates a negative correlation of  $-.207$  meaning that at CPF meetings members of the community can air their views on issues pertaining to crime prevention, and general safety and security. All the racial groups can air their voices at Community Policing Forum meetings on issues pertaining to critical matters such as crime prevention and community safety. Regarding the looting of shops belonging to immigrants, South Africans used to say that foreign nationals must go back to their countries. Generally, immigrants who are selling drugs in the communities are side-lined when it comes to addressing the issue of crime in community meetings. Foreigners as well are allowed to air their views in case of shop looting in the communities of Fortgale and Southernwood.

Marital status reveals a little negative correlation of  $-.059$  meaning that at CPF meetings, members of the community can air their views pertaining to crime prevention and general safety and security. This means that depending on one's status they are sometimes not allowed to air their views during Community Policing Forum meetings. It is usually the unmarried, widowed, or cohabiting and those who are single that face this challenge. *Aude alteram partem* (hear both parties) is applied when solving a problem.

The study setting reveals a positive correlation of  $.030$ , which means that at CPF meetings, members of the community could air their views pertaining to crime prevention and general safety and security. Community members in both Fortgale and Southernwood can air their views in CPF meetings. No area is more recognised than the other.

Level of education shows a positive correlation of  $.086$ , showing that members of the community could air their views pertaining to crime prevention, and general safety and security during CPF meetings. Educated people spend most of their time concentrating on their studies and conducting research but that does not mean that they are not part of the community. They are also conscious about their safety and security but due to matters beyond their control, they find themselves in the library instead of attending to community matters. All the citizens of the two communities could voice their views pertaining to crime in their respective areas.

Occupation reveals a negative correlation of  $-.236$ , indicating that at CPF meetings, members of the community could air their views pertaining to crime prevention and general community safety. People who are working make sure that their houses are fully secured with alarms, burglar proof and strong locks. It is rare to find houses in either Fortgale or Southernwood being broken into by thieves. Lawbreakers tried but failed due to alarm systems. However, the residents are given an opportunity to talk about their safety and security although they are generally safe. There is no relationship between airing their views and their occupation.

All the respondents were of the view that members of both communities take some time to consult with Community Policing Forum members to discuss their problems relating to crime and fear of crime. This is one of the core functions of CPFs. Whenever there is a problem in the community residents hold a meeting. Further, community members must consult CPF members to identify the causes of the problem and come up with solutions.

The police deal with the community on several levels: individually, as a group/organisation, and as political actors. When it appears that law enforcement represents the interests of the communities in which they police, there is general harmony. When the police are at loggerheads with these sentiments, there is discontent and dissension. Apparently, "Different community groups view the police differently and have varying notions of the priorities and objectives of law enforcement and criminal justice."<sup>11</sup> As such, difficulty at one level of the interaction can have repercussions at the other level.

Respondents' sex reveals a negative relationship  $-.087$  when they were asked about how good or bad in rating was the cooperation between the community and the police in their respective communities. Both males and females were of the view that the relationship was good. When Police Community

<sup>11</sup> George L Kelling, "Why Did People Stop Committing Crimes-An Essay about Criminology and Ideology," *Fordham Urb. LJ* 28 (2000): 567.

Relations is restored, crime in the community can be easily controlled. In both study settings, members of the community and the police had a good relationship. They adored one another.

Age reveals a negative correlation of  $-.061$  when rating the cooperation between the community and the police as far as policing and CPFs are concerned. Both young and old were of the view that there was a good relationship between the police and the public. There was no attitude towards the police. The public trusts police officers and the work is reciprocal.

Racial categorisation shows a positive correlation of  $.075$  in rating the cooperation between the community and police as far as policing and CPFs are concerned. Blacks and Whites dominate in both areas, which means no racial group is recognised as well as one another in the Community Policing Forum meetings. All of them are concerned about their safety; whenever there is a problem they call the police.

Marital status reveals a positive correlation of  $.074$  in rating the cooperation between the police and the community as far as policing and CPFs are concerned simply because, usually married couples do not have issues with police except when it has something to do with domestic violence. African men are not happy when their wives are friendly to police officers. Women are the ones who are often abused and turn to the police for help when assaulted by their partners. Police officers will respond by arresting and keeping the accused behind bars. Community Policing Forum meetings restore order among partners in both areas of study. Men report abuse when facing challenges from their partners and issues are resolved.

The study setting reveals a positive correlation of  $.025$ , which means that the relationship with police officers is good. In both study settings, the public respects police officers and in turn, police officers respect the public. Community members in both study areas cooperate with the police. They bring information to the police and assist in arresting the accused.

Level of education shows a positive correlation of  $.045$ , which means that educated people deal positively with police officers. Some of the community members are police officers, judges, prosecutors and court managers. Working together with the police enhances the friendship between the police and the public. Community members are fully aware that should they commit crimes and get arrested they will have a criminal record and not be able to be employed again. Occupation shows a negative correlation of  $-.033$ . Some of the community members in Mthatha have their own companies, and work in good companies. Therefore, they seriously consider the role of police officers although some of them are more educated than those police officers. Due to the different types of jobs, they do, some do not have time to attend the Community Policing Forum meetings. To that effect, they are willing to cooperate 100% with the police if necessary.

Tilley's definition is rather philosophical and smart at the same time in expressing what community policing represents.<sup>12</sup> Stipak in his contribution also defined community policing as a management strategy, which aims to promote the joint responsibility of community members and police for safety.<sup>13</sup> In other words, community policing is about police-citizen partnership. Skolnick and Bayley concluded that by viewing community policing around the world, it was identified that commonality can be attributed to the approach to community policing.<sup>14</sup> These common attributes are:

- a. A growing shift to "community-based crime prevention" all over the world with citizen education, neighbourhood watch and similar techniques, as opposed to relying on police patrol to prevent crime,
- b. A change in direction from emergency response (chasing calls) to a proactive strategy such as foot patrol,
- c. Increase accountability by the police towards the citizens and community at large.

The sex of the respondents reveals a positive correlation of  $.043$ . Both sexes usually advise the police about their problems relating to crime and fear. More females than males lay charges against their partners. Age shows a negative correlation of  $-.042$ . Both the old and the young give advice to police

<sup>12</sup> Nick Tilley, "Modern Approaches to Policing: Community, Problem-Oriented and Intelligence-Led," *Handbook of Policing 2* (2008): 373–403.

<sup>13</sup> Brian Stipak et al., "Collected Working Papers, Phase 2, Portland Police Bureau/National Institute of Justice Community Policing Assessment Project," 1993.

<sup>14</sup> Jerome H. Skolnick and David H. Bayley, *Community Policing: Issues and Practices around the World* (US Department of Justice, National Institute of Justice, Office of ..., 1988).

officers about their problems relating to crime and fear. Children report rape and abuse to the police and police respond to their issues. Elders report their disputes with neighbors, friends and relatives, and police respond to these problems. Racial groups indicated a negative correlation of  $-.023$ . No racial group is heard more than the other. All racial groups report problems to the police and are attended to equally. Marital status shows a little positive correlation of  $.047$ . Partners usually fight and by comparison, more women report cases of domestic violence than men. More women than men are advised by the police on issues of domestic violence. The study setting shows a little positive correlation of  $.079$ . Respondents in both study settings were advised by the police about their problems and needs relating to crime and fear.

Level of education reveals a negative correlation of  $-.174$ . Being educated or illiterate does not affect a person being advised by police about their problems and needs relating to crime and fear. Occupation shows a little positive correlation of  $.033$ . People with prestigious jobs are considered the most e.g. Magistrate may advise more than a man in the street. People who are more powerful should advise the police about their problems and needs relating to crime and fear.

The study setting indicates a little positive correlation of  $.089$ . Respondents from both study settings agreed that they were equally educated about crime and asked for relevant support to prevent crime. Both areas had a low level of crime because of the crime prevention strategies they were implementing. Sex reveals a negative correlation of  $-.008$ . Both sexes were equally educated about crime, and they requested support to prevent crime. Age shows a positive correlation of  $.129$ . The elderly listen attentively when they are educated about crime and they ask for support to prevent crime. The youth may listen and when a problem arises, they take the law into their own hands by taking revenge. Racial groups reveal a negative correlation of  $-.226$ . All the racial groups were educated about crime, and they requested support to prevent crime. All the racial groups were concerned about crime and crime prevention.

Marital status shows a negative correlation of  $-.429$ . Irrespective of their marital status, members were educated about crime and given support to prevent crime. Level of education reveals a positive correlation of  $.294$ . There is a relationship between two variables. Some of the community members had done crime prevention as a module in Criminology. Others were police officers who form part of crime prevention, special investigation units, lawyers, magistrates, etc. Occupation shows a negative correlation of  $-.289$ . Although some were police warders or police officers, they were keen to be educated about crime and crime prevention. Irrespective of their jobs, all the workers were educated on crime, and they asked for support to prevent crime.

The area shows a little positive correlation with  $.042$ . Both communities could vent their grievances against the police and listen to their reply. Sex shows a positive correlation of  $.251$ . Males and females agreed that they were all allowed to vent their grievances against the police and listen to their replies. Age reveals a positive correlation of  $.133$ . Whether a person was young or old, they could vent their grievances against the police and listen to their reply. The youth were more concerned about problems than the elderly because they were still experiencing their plans. Racial belonging reveals a negative correlation of  $-.182$ .

Black, White, Indians, and Coloured people were all allowed to vent their grievances against the police and listen to their replies. Marital status shows a positive correlation of  $.122$ . The married, unmarried, divorced, cohabiting, or single were all allowed to vent their grievances against the police and listen to their reply. Level of education reveals a negative correlation of  $-.165$ . Whether educated or not, everyone from the communities could vent their grievances against the police and listen to their reply. Occupation reveals a low positive correlation of  $.066$ . All the workers indicated that they could vent the grievances that they had against the police and listen to their reply. All the members from both areas agreed that Community Policing Forum meetings were held monthly.

The Bureau of Justice Assistance, U.S. Department of Justice observed that community policing embodies two major components, which include community partnership and problem-solving.<sup>15</sup> Problem-solving in this context involves diagnosing effective and applicable antidote to glaring community ills. The involvement of the local authorities, schools, churches/mosques, social agencies and business groups in crime prevention partnership with the police becomes necessary for the success of community policing.

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<sup>15</sup> US Department of Justice, *The Bureau of Justice Assistance* (1994).

This does not mean taking away the power of the police but rather a relief to some of the most difficult challenges of security the police have been battling with. Community partnerships mostly begin with proper communication, which facilitates the building of trust between the people and the police, making the use of force unnecessary and useless.

In the final analysis of the concept of community policing, Moore et al. stated that community policing represents a philosophy of full-time service, personalized policing in which a particular police officer patrols and works in an area on a permanent basis from a decentralized place, working in a proactive partnership with citizens to identify and solve.<sup>16</sup>

### **Problems Relating to Community Police Forums**

The area shows a positive correlation of .031. Police officers were accountable to the public. They quickly responded to their call whenever they encountered a challenge irrespective of area. Sex shows a negative correlation of -.023. Both males and females from the two areas were happy with the way police handled their cases. Police officers play their role as peacekeepers. Age reveals a positive correlation of .046. The young and the old agreed that police officers in their areas were accountable. The youth and the elderly were more vulnerable than those in the middle age. Male youth were more exposed to crime than their parents were, and this means that parents were happy with the way the police officers were handling their children whenever they misbehaved.

Race reveals a little positive correlation of .022. All the racial groups were happy with the way police officers worked and attended to their problems. Those whose problems were positively resolved by the police showed more attachment to, and belief in, the police. Marital status shows a negative correlation of -.073. All the members of both communities, irrespective of their marital status, were satisfied with the way the police worked in their communities. Married couples were sometimes faced with problems of abuse and domestic violence, thus the police worked hand in hand with them. Level of education reveals a positive correlation of .068. Both the educated and the illiterate community members were respected, and the police attended to them without discrimination. Uneducated people depend on police more than educated because they can't afford lawyers when there is a serious case to be attended in court.

Occupation reveals a negative correlation of -.086. This means that there is a positive relationship between the two variables. Irrespective of their job title, workers were satisfied with the way police officers handled their complaints. Doctors, police officers, magistrates, lawyers, businesspeople, etc. were all happy.

About 98.1% of the respondents were of the view that police officers in both research settings were transparent in conducting their duties. Transparency is essential to positive police-community relationships. When a critical incident occurs, agencies should try to release as much information about it as possible, and as soon as possible, so the community will not feel that information is being purposefully withheld from them. At the same time, it is also important to stress that the first information to emerge following a critical incident is preliminary and may change as more information becomes available. Police leaders should inform media houses and the public that early information may not be correct and should quickly correct any misinformation. Most of the community members (98.7%) in both areas were of the view that police officers were accessible to community members.

The study setting shows a positive correlation of .029. Community members from both areas agreed that the police showed respect for them. The respect was reciprocal. Sex shows a negative correlation of -.001. Both males and females were respected by the police and the public showed respect for the police. Age reveals a negative correlation of -.001. The youth, middle-aged, and the elderly were respected by the police. They worked in a friendly way in all aspects of life in their communities. Race reveals a little positive correlation of .034. There is little relationship between the two variables. The police respected all the racial groups, and they respected the police. Indians respected the police more than any other race because they were a minority. Hence, their protection was in the hands of the police. Marital status shows a little positive correlation of .095. All the members of the community were of the view that

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<sup>16</sup> Mark H Moore, Robert C Trojanowicz, and George L Kelling, *Crime and Policing* (US Department of Justice, National Institute of Justice, 1988).

the police respected them. Married couples were more respected by the police because there was the dignity of a male figure in the house.

Level of education reveals a negative correlation of  $-.047$ . There is no relationship between the variables. Police officers respected the members of the two communities irrespective of their level of education. Occupation reveals a positive correlation of  $.175$ . People of high-status jobs, such as magistrates, lawyers, doctors, etc., were given the same respect by the police as the unemployed. About 97.4% of the community members disagreed that there was an absence of sensitivity to the safety needs of the community due to a lack of consultation between the police and the community. Only 2.6% agreed with the above statement. The mandated functions of CPFs, as outlined above, may be categorised into three key responsibilities:

- (i) The improvement of police-community relations.
- (ii) The oversight of policing at the local level; and
- (iii) The mobilisation of the community to take joint responsibility in the fight against crime.<sup>17</sup>

About 68.3% agreed that politicians manipulated CPF meetings for personal gain while 31.7% disagreed with the statement. Political parties exploit Community Policing Forums for their gain by campaigning during meetings and taking sides. They give empty promises to the public, which they do not keep. They considered members who are affiliated with their political parties at the expense of those who are not affiliated with their political parties. Many of the community members were not interested in politics; they didn't even know their ward councilors. Their councilors were not active in attending CPF meetings except when there were deliberations on politically related matters.

About 99% of the community members disagreed with the statement that CPFs were poorly attended, showing a lack of interest in working with the police. Only one percent responded in the affirmative. Community members from both study settings routinely attended community policing meetings. Usually, meetings were held monthly and quarterly, unless there was an emergency during the week. Mid-week meetings were poorly attended due to work commitments.

The poor lacked resources and were more likely to be intimidated by the police, and were often not well-placed to sustain CPFs. Indeed, CPFs often work best in wealthy and White dominated areas which require them the least and remain fragmented and weak in poorer areas.

About 77.9% disagreed with the statement that the police regarded CPFs as watchdogs, ready to monitor their behaviour and performance while 22% agreed with the statement. Adoption of community policing can backfire or may be increased surveillance of the poor by the police. Even though community policing has a series of laudable goals and in some contexts has solved several community problems, many police, academics, politicians, and community organisations have overstated the success of this approach. Moreover, there has been a disproportionate emphasis on public relations programs in support of community policing initiatives in lieu of implementing community policing as its originators intended it to be.<sup>18</sup>

The remainder of this section reviews how community policing is too often implemented as a public relations tactic; outlines some of the effects of community policing as public relations; and suggests several strategies to minimize community policing as public relations to maximize what the framers of community policing conceived it, and what it must achieve.

On the one hand, about 74.7% believed to a lesser extent that lack of training in the dynamics of policing on the part of the police could be also responsible for the problems associated with the functions of CPFs. On the other hand, 22.2% largely agreed while 3.1% were not sure that lack of training in the dynamics of community policing on the part of the police could be also responsible for the problems associated with the functioning of CPFs.

The area shows a negative correlation of  $-.062$ . In both study settings, the public disagreed that police officers were too repressive in their approach to bringing down the crime rate. All the members from both communities were happy with the role of the police.

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<sup>17</sup> Altbeker and Rauch, "A Review of Government Expenditure on the National Crime Prevention Strategy, 1996-1999."

<sup>18</sup> Peter K Manning, *Policing Contingencies* (University of Chicago Press, 2010).

Sex shows a little positive correlation of .082. Males who break the law frequently were of the view that the police were too repressive in their approach to bringing down the crime rates. Age reveals a negative correlation of -.095, thus there is no relationship between the variables. Both the young and the old agreed that police officers were so polite in their approach to bringing down the crime rates. Race reveals a little positive correlation of .095. There is little relationship between the variables. All the racial groups from both study settings were happy with the way in which the police handled criminal cases in their areas. Those residents who were poor were not happy because they were always targeted when raids were conducted. Marital status shows a positive correlation of .122. Irrespective of their marital status, community members were satisfied with the way police officers mitigated crime in their areas. Male partners usually complain that police officers do not show sympathy to them during investigations and arrests.

Level of education reveals a positive correlation of .058. Educated and uneducated people work hand in hand with the police to reduce crime in their communities. Some of the uneducated members may make complaints to the police because they are not fully aware of how investigations are conducted. Occupation reveals a negative correlation of -.052. Communities from both areas work positively with the police regardless of their occupation status. However, once a basic level of trust has been achieved, it is apparent that the challenge becomes one of understanding the actual requirements of the policy. This refers mainly to the clarification of an agreement on clear roles and responsibilities. Therefore, of relevance, is the extent to which CPF representatives and police personnel have received education and training in the core elements and objectives of community policing, which enhances clarity on the appropriate demarcation of roles. In more than half of the police stations assessed in the study, less than 25 per cent of personnel had had any formal training in community policing.

Respondents indicated the need for frequent, consistent, operationally practical and standardised training. Localities in need of further policy-specific education had dealt with some of the issues related to trust and had begun to see limited improvements to service delivery, but no improvements to the prevailing perceptions of safety and security and no impact on actual crime level (Policy Division, Secretariat for Safety and Security). About 99.5% disagreed with the above statement while 5% agreed. There can be little doubt that in a country with as deeply embedded inequalities as South Africa, there are real moral and political difficulties with programs which may increase inequality by skewing the distribution of policing resources and/or of crime in such a way that poorer communities, already more at risk of violent crime, are further exposed to the risk of victimisation. These difficulties are real and, in the long term, may become highly politicized.<sup>19</sup>

Race reveals a negative correlation of -.138. There is a relationship between the variables. All racial groups fully understood the role of CPFs. Understanding the role of CPFs depends on community members' participation in CPF meetings. Some needed more time to understand while others were quick to understand the role of CPFs. Marital status shows a negative correlation of -.027. There is a relationship between the variables. All the respondents from the two communities understood how CPFs work. Those who were married could get more information from their partners. The area shows a positive correlation of .102. There is a relationship between the variables. Both study settings were aware of the work of Community Policing Forums. They were addressed and educated on the role and functions of CPFs.

Level of education reveals a negative correlation of -.216. The relationship between the variables is negative. Both the educated and uneducated attended workshops on the role of CPFs. Occupation reveals a positive correlation of .083. Police officers attend workshops for CPFs, and they transfer their knowledge to the public. Irrespective of occupation, everyone must attend CPF meetings and workshops. Police-community relations programs are useful in exploring the contours of the field.

*Teamwork or an inter-professional approach to problems of police community relations is encouraged by using a kind of laboratory method that brings together citizens of widely diversified community interests, the police, and other criminal justice people to discuss problems of common interest and promote the idea of police–community relations program development on a national scale.*<sup>20</sup>

<sup>19</sup> Pakiso Sylvester Rakgoadi, *Community Policing in Gauteng: Policy Issues* (Centre for the Study of Violence and Reconciliation, 1995), [https://www.csvr.org.za/wp-content/uploads/1995/11/Community-Policing-in-Gauteng\\_Policy-issues.pdf](https://www.csvr.org.za/wp-content/uploads/1995/11/Community-Policing-in-Gauteng_Policy-issues.pdf).

<sup>20</sup> L. Radelet and David L. Carter, *The Police and the Community*, 5th ed. (New York, NY: Macmillan, 1994).



Sex shows a negative correlation of  $-.073$  meaning that there is a relationship between the variables. Both males and females disagreed that police were using unnecessary deadly force on innocent members of the public since no one was ever killed by the police in the two areas. Age reveals a positive correlation of  $.066$ , which is an indication that there is little relationship between the variables. Both the young and the old were happy with the way in which the police were working with the community. Race reveals a negative correlation of  $-.026$ . All the racial groups were fully cooperating with the police; the police hated no racial group.

Marital status shows a positive correlation of  $.080$ . Regardless of their marital status, all the respondents were working well with the police; no one was even either injured or tortured during arrest or investigation. The area shows a negative correlation of  $-.104$ . Both areas positively interact with police officers without harm or injury. Level of education reveals a positive correlation of  $.097$ . Police officers were not using deadly force on innocent people regardless of their level of education. Occupation reveals a negative correlation of  $-.004$ . Police officers are not too quick to use unnecessary deadly force on innocent citizens irrespective of their job description.

In the wake of recent incidents involving police's use of force and other issues, the legitimacy of the police has been questioned in many communities. Many cities in South Africa have experienced large-scale demonstrations and protest marches from 1994 to 2019, and in some cases, there have been riots over perceptions of police misconduct and excessive use of force. It is imperative that police agencies make improving relationships with their local communities a top priority. In the current study, 99.5% of the respondents did not agree that police officers were still too much isolated from the communities they were supposed to serve in terms of safety and security. Only .5% answered in the affirmative. Police officers in both study settings strongly disagreed with the above statement. Police are always available whenever they are called. 10111 is the national toll-free number used by citizens whenever they are in trouble and in need of police assistance.

The study setting reveals a positive correlation of  $.011$ . Respondents agreed that gender imbalance may cause a problem when the police must respond to cases of child abuse, rape, sexual assault, etc. Sex shows a positive correlation of  $.026$ . Both sexes agreed with the statement. Females come into contact more frequently than males, especially in the case of child abuse, rape, sexual assault and domestic violence. Age reveals a little positive correlation of  $.104$ . There is little relationship between the variables. Old women strongly agreed with the above statement because when they face problems like rape, they are mostly attended by male police officers of which they are reluctant to give statements to male officers.

Racial groups reveal a negative correlation of  $-.022$ , showing that there is no relationship between the variables. White and Coloured police officers were few and there was no Indian police officer in Mthatha. This means police officers do not represent all the racial groups in South Africa.

Marital status shows a negative correlation of  $-.0031$ . Unmarried, widowed and single women are targets of rape, and they are not happy to give evidence to male police officers. That leads to dark figures in sexual assault cases. Level of education reveals a positive correlation of  $.098$  showing there is a relationship between the variables. Educated people refer to police officers as uneducated especially since the profession puts more emphasis on physical training than theory on crime prevention. Occupation reveals a positive correlation of  $.069$ . Police officers work hard enough to arrest suspects, only to find out that a magistrate releases suspects with or without bail claiming that there is not enough evidence. Rapists are out there because investigators are men, and females cannot explain what exactly happened on the fateful day.

### **Theoretical considerations underlying community policing**

All the respondents (100%) interviewed agreed that CPFs mean partnership building for crime prevention by way of sharing common values, beliefs and collective goals. Firstly, Whites generally had more skills and resources and were therefore more successful at fundraising and initiating projects.

Secondly, the kinds of issues White forums concentrated on differed from those of Black forums. Some of the formers were little more than anti-crime, whilst many of the latter had a broader social and developmental focus.<sup>21</sup>

<sup>21</sup> Rakgoadi, *Community Policing in Gauteng: Policy Issues*, 38.

The area of study reveals a negative correlation of  $-.250$ . Both communities strongly agree that CPFs require adequate understanding among all role players (police and community) about how to reach a mutual consensus. For effective community policing, the community and the police must play a vital role. Sex shows a negative correlation of  $-.021$ . When a crime has been committed, both males and females must reach a mutual consensus as far as a verdict is concerned. Age reveals a negative correlation of  $-.104$ . When a young person is found guilty of a crime, it is not easy to accept that because of the criminal record that will affect his/her career.

Ethnicity reveals a negative correlation of  $-.058$ . Black and White require an adequate understanding of how to reach mutual consensus. No ethnic must dominate other groups and must be treated equally. Marital status shows a negative correlation of  $-.225$ . When dealing with married partners, the CPF must not take sides. Both partners need to be heard before making a decision. Level of education reveals a negative correlation of  $-.030$ . There is no relationship between the variables. Despite the level of study, members of the community must fully understand the role of the police and how to reach a mutual consensus.

Occupation reveals a positive correlation of  $.048$ . There is a relationship between the variables. Irrespective of work status, the public must adhere to the rules stipulated by the Constitution adopted in that community.

How does one go about doing problem-oriented policing? In short, the community, in cooperation with the police department, identifies issues that need to be fixed that are within the realm of the law enforcement agency's mandate. To improve this process, Piquero and Piquero developed a schema to identify and solve problems encountered by police departments.<sup>22</sup> Much like all new kinds of policies, there are problems with obtaining appropriate resources and resistance to change in most departments. Overall, although crime rates do not appear to have changed much, police officers reported more job satisfaction with problem-oriented policing. One of the most important techniques used in POP is SARA, an acronym for scanning, analysis, response, and assessment. Taylor defines those four elements as follows:

- Scanning - officers are encouraged to group individual related incidents that come to their attention as 'problems' and define these problems in more precise and useful terms.
- Analysis - officers working on a well-defined problem then collect information from a variety of public and private sources, not just traditional police data, such as criminal records and past offense reports.
- Response - the knowledge gained in the analysis stage is then used to develop and implement solutions. Officers seek the assistance of a broad array of constituencies who can help develop a program of action. Solutions may go well beyond traditional police responses to include other community agencies and/or municipal organizations.
- Assessment - officers evaluate the impact and the effectiveness of their responses.<sup>23</sup>

The area of study reveals a positive correlation of  $.181$ . Community members from both areas of study agree that Community education regarding the dynamics underlying community policing through enlightenment is necessary to fully understand democratic policing. South Africans must be fully aware that this is a democratic country, they must familiarize themselves with our constitution.

Sex shows a negative correlation of  $-.061$ . There is no relationship with variables. Males and females agree that they need to be enlightened to fully understand democratic policing. Age reveals a positive correlation of  $.024$ . There is a relationship between the variables. Regardless of age, the public must be fully aware of their rights and responsibilities. Ethnicity reveals a positive correlation of  $.180$ . There is a relationship between variables. Blacks and Whites must fully understand democracy and that they are all equal before the law, no one is above the law. Marital status shows a negative correlation of  $-.098$ . There is a relationship between variables. Despite marriage status members of the community must equally understand their rights and responsibilities through education.

<sup>22</sup> Alex Piquero and Nicole Piquero, "On Testing Institutional Anomie Theory with Varying Specifications," *Studies on Crime and Crime Prevention* 7, no. 1 (1998): 61–84.

<sup>23</sup> Ralph Taylor, *Breaking Away from Broken Windows: Baltimore Neighborhoods and the Nationwide Fight against Crime, Grime, Fear, and Decline* (Routledge, 2018).

Level of education reveals a positive correlation of .438. There is a relationship between variables. Even those who have done Political studies must be educated because some Acts can be amended after a certain period. Occupation reveals a negative correlation of -.332. Irrespective of the job description, community members agree with the above statement.

CPFs should empower communities with a view to improving their crime and fear of crime conditions through better decision-making. The attitude or mindset of the police expressed in its leadership style, training, and, particularly, the commitment of junior members remains a critical issue some five years after the first articulation of the policy, and must surely be attributed to the lack of an informed and dedicated implementation strategy for the policy. This, it must be assumed, relates directly to the lack of authoritative and committed leadership in the Department.

In summary, the core elements of South Africa's community policing policy have not been 'mainstreamed' as the operational methodology of the police. The area of study reveals a negative correlation of -.006. Both communities of study positively agree with the above statement.

Sex shows a positive correlation of .007. Both males and females agree that they should be empowered so that they can be able to make better decisions to improve crime and fear of crime. Age reveals a positive correlation of .064. Young and old must be empowered with a view to improving their crime and fear of crime through better decision-making. Ethnicity reveals a negative correlation of -.084. Ethnic groups in the community agree with the above statement. Marital status shows a negative correlation of -.064. Despite marriage status, the public must be able to improve crime and fear conditions through better decision-making. Level of education reveals a negative correlation of -.006. There is no relationship between the variables. Whether educated or not, community members need to be empowered and live in a crime-free society. Occupation reveals a positive correlation of .021. There is a relationship between the variables. Irrespective of their work status, community members are of the view that CPFs must empower communities with the aim of improving crime and fear of crime conditions through better decision-making. Workers are anxious to get on in life.

Community policing is good public relations. It could reduce the number and kind of stereotypes both the public and the police have of each other. And it could open up more channels of communication. Nevertheless, two important evaluations of community policing have occurred. First, Skogan and Harnett evaluated the Chicago Alternative Policing Strategy (CAPS).<sup>24</sup> This program, initiated by the Chicago Police Department, was implemented over a five-year period. The evaluation was done in five districts. The program had several objectives. "Through regular meetings between police and citizens, a wide range of problems were identified. Drug dealing was the most cited problem, but many of the other most prominent issues involved disorder-type problems. Based on the issues that arise in specific neighbourhoods, police and residents engage in a multitude of approaches to alleviate the problems"

The area of study reveals a positive correlation of .039. Community members from both areas of study agree that Community members should become emancipated through CPFs, to allow them to become functional and knowledgeable to identify and solve their own problems. Sex shows a positive correlation of .084. Males and females should become emancipated through CPFs and be allowed to identify and solve their problems on their own. Age reveals a positive correlation of .088. Regardless of age, community members must be allowed to identify and solve their own problems. Youth can ask for assistance from the elders. Ethnicity reveals a positive correlation of .042. All ethnic groups should be allowed to become functional and knowledgeable to identify and solve their own problems.

Marital status shows a negative correlation of -.012. Despite their marital status, members of the community must be allowed to function and manage their problems on their own. Level of education reveals a positive correlation of .249. All members of the communities agree that they must be allowed to become functional and knowledgeable and be able to solve their own problems regardless of their level of education. Occupation reveals a positive correlation of .030. Communities of both areas of study agree with the above statement. The public must become free, functional, and knowledgeable in solving their own problems whether they work or not.

Community policing means the community should work harder to solve crime. Community participation involves members of the community taking an active role in trying to genuinely help the

<sup>24</sup> Wesley G Skogan and Susan M Hartnett, *Community Policing, Chicago Style* (Oxford: Oxford University Press, 1999).

police. "It is the widely used social work concept of community organization, with particular attention to the pivotal responsibility of the police to control crime."<sup>25</sup> In the end, police-community relations are processes where the entire police department (not a specialized unit) is engaged with the communities they serve to make it a safe and better place to live.<sup>26</sup>

The area of study reveals a positive correlation of .207. Members from both areas of study are so ambitious to control crime in the areas of residence. They believe that community policing is crime prevention or a proactive approach to policing at work. Sex shows a negative correlation of -.065. Both males and females equally agree that community policing is crime prevention or a proactive approach to policing at work. They work hand in hand with the police. Age reveals a positive correlation .154. All members from both areas of study view community policing as crime prevention and a proactive approach in policing at work. There is a good relationship between members of the community and police officers. The public gives information to the police and the police report their efforts to give them feedback. Ethnicity revealed a positive correlation of .081. All ethnic groups are loyal to the police, helping them when conducting investigations and making arrests. They all believe in crime free society. Marital status shows a negative correlation of -.276. There is a relationship between the two variables. Despite their marital status, all community members agree that community policing means crime prevention or a proactive approach to policing at work.

The level of education reveals a positive correlation of .424. There is a relationship between the variables. Educated and uneducated community members agree that community policing means crime prevention or a proactive approach to policing at work. Occupation reveals a negative correlation of -.426. There is no relationship between the variables. Irrespective of their occupation, all communities were of the view that community policing means crime prevention or a proactive approach to policing at work. Members of the two communities are familiar with the role of community policing forums.

All the community members (100%) agree that community policing means the police and the community should work together to control crime. The Secretariat's pilot project identified those factors that appear to have an influence at all localities:

- *Level of activism in the community* refers to the degree to which members of the community are able and willing to engage with issues of safety and security
- *Leadership style and commitment* refer to both that at police stations and in their communities, particularly at the CPFs.
- *Relevant education and training* refer to the level of basic education and training in the police and in the community Commitment of junior members of the SAPS refers to the willingness of these members of the SAPS to engage with the requirements of the policy.

The area of study reveals a positive correlation of .110. Both communities all agree that a community officer should be appointed for each police station. Should a problem arise at any time of the day, the police as well as transport must be available to help the community. Sex shows a positive correlation of .0164. Males and females are on the same view that police and transport should be available in all police stations Age shows a negative correlation of -.094. Both young and old sing the same song that a police officer should be available at each police station to liaise with the broader public Ethnic groups show a positive correlation of .094. All ethnic groups are of the view that a police officer must be available day and night at every police station to deal with the problems of the community.

Marital status reveals a positive correlation of -.009. There is a negative relationship between the variables. Community members irrespective of their marriage status agree that there must be a police officer for each police station. Level of education shows a strong positive correlation of .24. There is a strong relationship between the variables. All members of society are aware of their rights irrespective of their level of education. They are fully aware of the Constitution of South Africa. All members of both communities agree that a police officer must be appointed for each police station. Occupation reveals a negative correlation of -.445. Everyone in the community is of the view that a police officer should be

<sup>25</sup> Radelet and Carter, *The Police and the Community* .

<sup>26</sup> Radelet and Carter, *The Police and the Community* .

appointed for each police jurisdiction to liaise with the broader public irrespective of his/her job description.

The NCPS provided a framework for problem-solving, in which national government Departments, different tiers of government, and organisations from civil society would be brought together to identify and implement multi-agency solutions. The success of the NCPS is therefore completely dependent on the quality of cooperation, agreed and improved focus on joint priorities, and the sharing of information. The institutionalisation of cooperation is essential for it to be effective and sustained. Implementers of the NCPS are still struggling to find incentives that encourage system-wide cooperation and integration without compromising the requirements of public financial accountability and performance management. However, since 1998, levels of commitment and coordination have improved, for a variety of reasons:

- The implementation of a project management system to govern all NCPS projects.
- The appointment of very senior departmental officials to lead each NCPS project.
- The new 'cluster' system adopted by the Cabinet in 1999, which sees the NCPS Ministries working more closely together.
- The new approach to cluster budgeting adopted by the Treasury.
- The cumulative experience of cooperation and co-ordination among officials involved in implementing NCPS programs.

## RECOMMENDATIONS

Community policing does appear to represent a different mode of operation that encourages openness and flexibility, including public education, neighbourhood watch, neighbourhood town meetings, storefront ministrations, weed and seed, foot patrol, and so on. Police officials should see themselves as a part of the community they serve, and local government officials, police leaders, and community members should encourage officers' active involvement as participants to help maintain peace. For example, police officials may be invited to participate in peace marches, attend local sporting events, or attend neighbourhood barbeques or outdoor community "movie nights" for kids.

Police agencies need to present policing as a profession. Departments of Safety and Security should recruit people who are keen to become officers based on a realistic understanding that most of the police officer's time is spent addressing community requests and that actual "law enforcement" is a much smaller percentage of the time. Police agencies also should step up efforts in recruiting and promotional processes to increase overall diversity in their departments by race and many other demographics. Agencies should provide regular opportunities for career growth and professional development training. The President's Task Force on 21<sup>st</sup> Century Policing calls for the federal government as well as state and local agencies to "incentivize" higher education for police officers through student loan programs.

Internal processes of a department regarding recruitment, promotions, and other matters should be transparent and fair. When an agency creates an environment that promotes internal fairness and respect, officers are more likely to demonstrate these qualities in their daily interactions with the community. Concerns regarding this have been expressed as early as 1995. A departmental technical team on community policing, initiated Community Policing Policy Framework and Guidelines to focus on development/empowerment of individual police officers to practice community policing as part of their day-to-day responsibilities"<sup>27</sup>

## CONCLUSION

Day in and day out, the media (SABC 2) reports serious crimes taking place in South Africa. Such crimes depict heinous disregard for human life (through murder, for instance), disrespect for other people's bodies and dignity (through rape) and disregard for people's ownership of movable property (by means of armed robbery, burglary, theft, and so forth). The preponderance of such crimes makes it understandable why the law-abiding South African citizenry is becoming suspicious of the police's capacity and commitment to policing. The unprecedented upsurge in crime also attempts to explain why in some instances the public exhibits an attitude suggestive of the apparent loss of faith in integrity and capabilities.

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<sup>27</sup> Rakgoadi, *Community Policing in Gauteng: Policy Issues*, 38.

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