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# Perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria

**Bahula, Ikageng Maphale**

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University of the Witwatersrand, Johannesburg

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# PERCEPTIONS AND EXPERIENCES OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN SAPS WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA.

A dissertation on a research study presented to the Department of Social Work

School of Human and Community Development

Faculty of Humanities

University of the Witwatersrand, Johannesburg

In fulfilling the requirements for the degree Master of Arts (Social Work) by research

Ikageng Bahula

Student number: 1055198

November 2022

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**ABSTRACT**

Many women are often reluctant to disclose cases of sexual violence to healthcare workers, police officers, family members etc. mainly due to the stigma attached. Few studies have been conducted to explore the experiences and perceptions of different role players within South African Police Officers (SAPS) when assisting women who survived sexual violence. Therefore, this study aimed to explore the perceptions and experiences of police officers and social workers within SAPS when assisting women who survived sexual violence. This study adopted a qualitative research approach, specifically a multiple case study design. The feminist poststructuralist theory was employed to guide the study. Three different interview guides were used as the research instrument. Individual face-to-face semi-structured interviews were used as the method of data collection. The sample size comprised twenty-five (25) different role players within SAPS in Mamelodi, Pretoria; five (5) client service centre police officers who work at both Mamelodi east and west police stations; ten (10) police officers who work in the special unit addressing sexual violence (FCS) at Mamelodi and ten (10) social workers who assist the survivors of sexual violence at both Mamelodi east and west police stations. The data gathered from the research were analysed using thematic analysis. The perceptions around sexual violence differs. This is influenced by the roles they play, how they have been exposed sexual violence and the school of thoughts. It is important that the service providers are oriented towards the concept and the practice on what sexual violence is. The service providers experience different challenges in different ways. Some challenges can be tackled at the individual level, while other challenges are societal, systematic and structural. Knowledge, attitude and practice of service providers require attention in terms of understanding the legal policies, the protocols and the practices in the sector.

**Keywords: South African Police Service, Social Work; sexual violence, women, experiences and perceptions.**

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# CHAPTER ONE

## 1.1 INTRODUCTION

Statistics on the prevalence of sexual violence in South Africa are questionable due to the underreporting of cases of sexual offences (Sibanda-Moyo et al., 2017). This lack of accuracy in reporting can in part be attributed to the attitudes of police officers women encounter when they report cases. For instance, sometimes when a woman reports the offence, questions about what she was wearing, what time of the day it was and whether or not she was walking alone, in what is known to be a dangerous place arise (Prochuk, 2018). Literature also shows that survivors of sexual violence often blame themselves and that as a result, this may lead to reluctance in reporting cases of sexual violence cases to law enforcement officials (Sable et al., 2006). In addition, some victims of sexual violence complained that when they did report the violence they did not get adequate information from the police or court with regard to the procedures involved and that officials were generally insensitive towards their plight (Vetten & Motelow, 2004). Although, some survivors of sexual violence complained of such research also shows that some social workers and police officers play a vital role even though overwhelming in combating sexual violence cases (Bazana & Dodd, 2013; Liebenberg, 2019). Further exploration is therefore warranted, in order to understand all the different role players' perceptions and experiences when assisting women who survived sexual violence in Mamelodi, Pretoria.

Additionally, the research study explored the understanding of police officers on dynamics and issues around sexual violence. Moreover, the study wanted to explore strategies adopted by the South African Police Service (SAPS) to address sexual violence cases. Additionally, the research study intended to explore the experiences of police officers working in the Family Violence, Child Protection and Sexual Offence Unit as well as the Victim empowerment unit. Lastly, the research study explored the experiences of social workers affiliated with SAPS when assisting women who survived sexual violence.

## 1.2 Statement of the problem and rationale for the study

Sexual violence increases rapidly in the South African context (Mashaba, 2020; Maluleke, 2018). Maluleke (2018) reports that women account for the majority of individuals who report sexual

violence at police stations. According to Mashaba (2020) cases of gender-based violence including sexual violence have increased drastically during the COVID-19 lockdown in 2020. However, not all incidents of sexual violence were reported to the police (Mashaba, 2020). According to the study that was conducted by Vetten and Motelow (2004) in Boksburg South Africa, victims of sexual violence reported that there were long delays between reporting the case and the case going to court. As a result, women are often discouraged from reporting cases due to the lack of services and response by law enforcement officials (Vetten & Motelow, 2004).

However, in South Africa, the Victims Charter, also known as the Service Charter for Victims of Crime was introduced as a response to the lack of sensitivity in how victims of crime, particularly victims of gender-based violence related crimes were treated by criminal justice system (Department of Justice, 2004). The Charter seeks to protect victims of crimes such as child abuse, sexual violence and domestic violence. One of the objectives of the Victims Charter is to eliminate secondary victimisation in the criminal justice system (Department of Justice, 2004).

Six Justice Crime Prevention and Security Cluster (JCPSC) departments have been charged with the mandate to implement the Victims Charter (Department of Justice, 2004). The Departments are; the Department of Justice and Constitutional Development; the Department of Social Development; the National Prosecuting Authority; the Department of Correctional Services; the Department of Health; and the South African Police Service. According to the Commission for Gender Equality (2016) SAPS employed national instruction strategies to align with the Victims Charter. Those national strategies are: National instruction 2/2012-Victim empowerment; National instruction 7/1999-Domestic violence; National instruction 3/2008-Sexual offences; National instruction 2/2010-Children in conflict with the law; National instruction 3/2010-The care and protection of children in terms of the Children's Act and Standing operating procedures for the reporting of Family Violence, Child Protection and Sexual Offence Unit (FCS)-related crimes.

Although these strategies exist, they are not without challenges. For instance, it was reported that some police stations in South Africa lacked resources to deliver victim charter related services to the victims (Commission for Gender Equality, 2016). In addition to that, SAPS reported that it had shortages of sexual offence evidence collection kits. This shows that the challenges that are encountered in other police stations make the implementation process of these strategies to be difficult. Police officers on the other hand also reported that handling cases of sexual violence have never been easy as they experience trauma after handling such cases (Bazana & Dodd, 2013).

Additionally, due to the fact that South Africa has been labelled the "rape capital of the world", it becomes difficult for police officers to handle the cases due to too much workload (Bazana & Dodd, 2013). Furthermore, according to a study that was conducted in South Africa, social workers working at Non-Governmental Organisation expressed a feeling of being overwhelmed and burnout when assisting survivors of sexual violence (Liebenberg, 2019).

It was imperative to conduct this study as it was going to explore the views of police officers and social workers within SAPS on issues around sexual violence. Furthermore, it was also important to conduct this study as it explored the experiences of police officers and social workers at SAPS when assisting women who survived sexual violence. Moreover, it was imperative to conduct this study in Mamelodi as it has been located within the top ten regions in Gauteng where the incidence of cases of sexual violence is high (Mazibuko, 2016). Mamelodi has two sections namely East and West, and the study was conducted in both sections. Additionally, it was vital to conduct this study as it was going to explore the strategies implemented by SAPS to address cases of sexual violence. The study hopes to contribute to the existing literature regarding the perceptions and experiences of police officers and social workers within the SAPS when assisting women who survived sexual violence.

### 1.3 Research question

What are the perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence?

### 1.4 Primary Aim of the study

The primary aim of the study was to explore the perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence in Mamelodi.

### 1.5 Secondary objectives of the study were

- To understand the perceptions of client service centre police officers about assisting survivors of sexual violence.
- To explore the experiences of police officers working in the Family Violence and Child Protection Unit in assisting survivors of sexual violence.
- To explore the experiences of social workers associated with the South African Police Service in assisting survivors of sexual violence.

- To establish what strategies are adopted by the South African Police Service to address sexual violence cases.

## 1.6 Definition of concepts

**1.6.1 SAPS (SOUTH AFRICAN POLICE SERVICE)** refer to the government police force of South Africa (SAPS Act No. 68 of 1995). This study involved police officers working at SAPS stationed at Mamelodi, Pretoria.

**1.6.2 Sexual violence** is "a form of sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work" (Sigsworth, 2009, p. 3). According to the Criminal Law (Sexual Offences and Related Matters) Amendment Act No. 22 of 2007, a **sexual offence** means any act that violates another person sexually without that person's consent.

Sexual violence takes various forms namely: rape and sexual assault (Sigsworth, 2009). According to Criminal Law (Sexual Offences and Related Matters), Amendment Act No. 22 of 2007 **rape** refers to any person who unlawfully and intentionally commits an act of sexual penetration with a complainant without their consent. **Sexual assault** is defined as a person who unlawfully and intentionally sexually violates another person without any consent of that person (Criminal Law (Sexual Offences and Related Matters) Amendment Act No. 22 of 2007).

**1.6.3 Experiences** can be defined as acquiring knowledge from something (Hansen, 2000). Therefore, this study provides the experiences of police officers and social workers within SAPS when assisting women who survived sexual violence.

**1.6.4 Perceptions** refer to the way in which people view the world (McDonald, 2011). This study explored the perceptions of police officers and social workers within SAPS when assisting women who survived sexual violence.

**1.6.5 Social work** is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people (South African Social Service Professions, 2022). This definition was adopted from the International Federation of Social Workers. Therefore, this study involved social workers affiliated with SAPS and based at Mamelodi East and West police stations.

## 1.7 A brief overview of the study

The first chapter of the study provides an introduction to the study, a statement of the problem and rationale; the primary aim and secondary objectives of the study and definition of concepts. The second chapter focuses on the theoretical framework and literature review. Additionally, chapter three will discuss the methodology that was employed to guide the research study including trustworthiness, ethical principles and limitations and delimitations of the study. Chapter four will present and discuss the findings of the study. Lastly, chapter five will provide the main findings, conclusion and recommendations.

# CHAPTER TWO

# THEORETICAL FRAMEWORK AND LITERATURE REVIEW

## 2. Introduction

This chapter presents discussions on theoretical framework and literature review. The first section of this chapter focuses on the theoretical framework that was employed to guide the study. The second section of this chapter presents a literature review. Under the literature review, the following themes will be discussed: gender as a social construct, gender inequality, and sexual violence, the prevalence of sexual violence and measures to tackle sexual violence across the world, factors influencing women not to report cases of sexual violence to the police, factors influencing women to report cases of sexual violence to the police, the role and experiences of police officers when addressing cases of sexual violence, the strategies implemented by SAPS to address sexual violence cases and the roles of social workers and their impact on assisting survivors of sexual violence.

## 2.1 Feminist post-structuralist theory

According to Lederman et al (2015) theoretical framework is important in research as it guides and directs the study. Additionally, the theoretical framework also justifies the importance of conducting a study (Grant, 2014). Therefore, for the purpose of this study I employed Feminist post-structuralist theory to guide the study. “Feminist poststructuralist theory is a mode of knowledge production which uses theories of language, subjectivity, social processes and institutions to understand existing power relations and to identify areas and strategies for change” (Weedon, 1987, pp. 40-41 as cited in Boonzaier, 2006). The feminist post-structuralist theory acknowledges that different ideologies are socially constructed and that individuals cannot be separated from social factors as the context in that people find themselves to a large extent determines their identity and the language they use to construct meanings of ideologies (Boonzaier & De la Rey, 2004). Moreover, the feminist post-structuralist theory focuses on how language constructs meaning and reality (Boonzaier, 2006).

Additionally, the feminist post-structuralist theory focuses on how people interpret meanings (Boonzaier, 2006). For instance, “what an event means to an individual depends on the ways in which he or she interprets the world and discourses around him or her” (Boonzaier, 2006, p. 3). Therefore, for this study the researcher explored how police officers interpret sexual violence and their views on the programmes implemented by their institution to reduce lack of insensitivity

when dealing with sexual violence cases. This theory was used to analyse the problem of women abuse in the study of a gendered analysis of woman abuse (Boonzaier, 2006). This theory is, therefore, suitable for this study as it also focuses on women abuse, sexual offences specifically.

The strength of this theory is that it rejects the views of self as stable, consistent and unambiguous (Boonzaier, 2006). Feminist post-structuralist theory only focuses on how language and discourses influence or construct a person (Gannon & Davies, 2005). This shows that feminist post-structuralist theory does not focus on an individual outside the influences of language and discourses surrounding him or her.

## 2.2 LITERATURE REVIEW

### 2.2.1 Gender as a social construct

Gender refers to the roles and responsibilities assigned to both men and women in the society or family (Holmes, 2007). According to UNESCO (2003), gender roles vary within cultures. Moreover, gender roles are socially constructed, which means that they are learned, and can change over time (UNESCO, 2003). According to Clarke & Braun (2009), gender is divided into three parts namely: gender as nature, nurture and as social construct. Gender as nature is defined as the sex of our bodies either masculine or feminine personality traits (Clarke & Braun, 2009). Moreover, gender as nurture refers to masculine or feminine personality traits; gender as a social construct "refers to a complex set of ideas about gender which question the core assumptions of both nature and nurture frameworks" (Clarke & Braun, 2009, p. 8). In addition, Clarke and Braun (2009) articulate that gender is linked with various social inequalities, exclusions and the experience of abuse.

According to UNESCO (2003) the way in which gender is defined in different cultures, ethnicity or class reveals how women should be submissive to men. This illustrates that the way in which gender is viewed in different contexts encourages women to depend on men (Norton, 2000). According to Nortion (2000), men are respected and given certain privileges whereas women are disadvantaged. According to Blackstone (2003), gender roles are based on each society's expectations of a woman and a man. Those expectations are influenced by the values, norms and beliefs of each society (Blackstone, 2003). Culture also plays a significant role in determining gender roles. For instance, in patriarchal societies, men are the ones that make decisions in their households and are the ones that exert control and power over women (Sikweyiya et al, 2020). Additionally, in African societies, it is believed that women should perform household chores e.g.

cook, do laundry, and look after children while men are expected to provide financially and control their wives (Bisika, 2008).

That shows that women are disadvantaged. Madonna/Whore dichotomy on the other hand perpetuates gender inequality in society (Bareket et al, 2018). ‘‘Madonna/Whore dichotomy denotes polarised perceptions of women in general as either good, chaste or pure Madonnas or as bad, promiscuous and seductive whores’’ (Bareket et al, 2018, pp. 519). This illustrates that a woman is either a Madonna or a whore, she cannot be both Madonna and whore. Madonna/Whore dichotomy strengthens unequal gender roles in the sense that it limits women’s self-expression and freedom by defining their sexual identities as fitting one of two rigid social scripts (Conrad, 2006). In addition, women get penalised for proclaiming sexual agency as well as women who are agentic leaders or women who assert power in other ways (Bareket et al, 2018). That shows that the Madonna/Whore dichotomy is used to police women to adhere to traditional femininity (Boonzaier & de la Rey, 2004).

Additionally, the feminist theory of gender postulates that the position of men in society is privileged and women are often devalued (Edles & Appelrouth, 2010). Butler (2006) on the other hand articulates that gender performances are tied to relations of power and ruling.

The gender binary is the categorisation of two genders, female, and male (Hird, 2000). The gender binary is problematic as it acknowledges that there are only two genders and that individuals either fall under the female or male categories (Dvorsky et al, 2008). This gender binary, therefore, does not take into cognisance the existence of lesbians, gays, bisexuals, transgender, queer, and intersexed persons (LGBTQI). This is because gender performance, including sexuality, is closely tied to gender under the binary principle. According to Dvorsky and Hughes (2008), gender binary creates gender inequality as in most societies people who do not conform to its classification are often discriminated against. In addition, the gender binary also fails to consider the definition that gender is fluid-meaning that gender can change over time (Dvorsky & Hughes, 2008). The definition that considers gender as fluid allows people or society to appreciate the existence of the LGBTQI community. The LGBTQI community can be considered in societies that recognise that people have the right to choose their gender identities.

### 2.2.2 Gender inequality and sexual violence

Gender inequality is defined as unequal treatment of individuals based on their gender (Lorber, 2001). Research shows that gender inequality perpetuates sexual violence in many countries, especially ones where the culture of male dominance is prevalent (Jewkes, Sen, Garcia-Moreno,

2002; World Health Organisation (WHO), 2009 & Sigsworth, 2009). Male dominance is also referred to as hegemonic masculinity. According to Morrell et al (2013) hegemonic masculinity refers to men's expression of social power and domination over women and other men. Masculinity is thus, related to sexual violence mainly because of different stereotypes and ideas found in different cultures as to what makes a "real man" (Connell & Messerschmidt, 2005 cited in Morell et al., 2013). Hegemonic masculinity becomes related to sexual violence when men start viewing themselves as superior and dominant above females and other males which may be due to patriarchal power (Morell et al., 2013). That is often due to the social and cultural practices done in order to maintain gender power over other groups (Connell & Messerschmidt, 2005 cited in Morell et al., 2013). These are the ideas constructed by both men and women in terms of how a specific gender should behave or what is anticipated of him or her (Abrahams, Jewkes & Mathews, 2014). For example, men are known to be aggressive, brave and resilient, whilst women have to be submissive and dependent upon men.

Culture has given men power over women to such an extent that violating women is seen as something within their right to do (Venganai, 2015). For instance, men exerted control over women through corrective rapes which occurred because some men believed that by raping lesbians, they were curing them of an "un-African sexual identity" (Venganai, 2015). A study that was conducted in Zimbabwe shows that women who wore mini-skirts were sexually harassed and that the Zimbabwean society justified it by the notion of being unacceptable for women to wear such in African culture (Venganai, 2015). Additionally, a study that was conducted in Malawi in 2008 revealed that social norms and cultural beliefs perpetuated gender-based violence (Bisika, 2008). Bisika (2008) reported that some women in Malawi were physically and sexually violated by their partners in the name of embracing the notion of the "man is the head of the household", and is thus entitled to his woman's body (i.e. girlfriend or wife); women were also expected to obey the man's instructions. In South Africa, former President Jacob Zuma used culture as a defence for his rape case and as a constitutional right to violate women's rights by saying that in his Zulu culture "leaving a woman in that state of sexual arousal was the worst thing a man could do" (Robins, 2008, pp. 198).

Religious practices on the other hand also perpetuate gender-based violence (Flood & Pease, 2009). For example, "Genesis chapter 3 verse 16 in the bible says that the desire of a woman will be for her husband and the husband shall rule over her". Moreover, research shows that oftentimes pastors would advise or counsel women to stay with their abusive partners and to forgive them (Nason-Clark, 1997 as cited in Flood & Pease, 2009). This is because, the pastors believe that

what God has joined together no one should separate, and thus women are expected to be submissive regardless of the nature of the abuse (Flood & Pease, 2009). Belhadj, Bouasker, Douki, Ghachem and Nacef (2003) also posit that in Arab and Islamic countries, husbands have been reported to commit domestic violence towards their wives and that most of the husbands responded by saying they were following God's commandments.

A study that was conducted in Tanzania revealed that the level of education among women appeared to be an important factor with regard to gender-based violence (Larsen, McCloskey &, 2005). Larsen, McCloskey and Williams (2005) found that women who have low levels of education in Tanzania were more likely to experience violence whereas, women who have a high level of education were not likely to experience violence as their husbands or partners valued them. This can be attributed to the fact that women with high levels of education are perceived as people who are knowledgeable, and know their rights, hence, they were not likely to be subjected to violence (Larsen, McCloskey & Williams, 2005). Women with low levels of education on the other hand were seen as people with a lack of knowledge about their rights, which made them more vulnerable to violence (Larsen, McCloskey & Williams, 2005).

In Nigeria, where most men are polygamous, women are not given an opportunity to marry as many husbands as they want (Chika, 2012). Furthermore, as a result of this polygamy, wives that are not loved by their husbands were subjected to domestic violence such as economic deprivation and wife battering (Chika, 2012). Additionally, Ifemeje (2008) reports that polygamous marriages are encouraged by patriarchy and the customary law of Nigeria, whereby they demand that a husband should exercise exclusive sexual rights from his wives. Chika (2012) also found that young girls were forced into marriages in Nigeria and that this subjected them to medical complications associated with early childbirth. Furthermore, these young girls were deprived of their rights to negotiate safe sexual behaviours from their husbands (Chika, 2012). This is also the case in South Africa whereby, young girls in Kwa-Zulu Natal and Eastern Cape are abducted into marriages without their consent or their parents' consent (Vetten, 2005). This practice is called ukuthwala (Koyana & Bekker, 2007). This practice is done by men with the intention of persuading the girl and her family to endorse marriage (Koyana & Bekker, 2007).

### 2.2.3 The prevalence of sexual violence and measures to tackle sexual violence across the world

Sexual violence occurs throughout the world (WHO, 2009). Vetten (2014) states that the central region of Sub-Saharan Africa reported high rates of rape at 21, 05% in 2014. High income

countries such as Western Europe, North America and Australia on the other hand reported 12, 6% of the prevalence of rape in 2013 (Vetten, 2014), whilst low- and middle- income countries on the other hand reported 11, 9% of rape prevalence (Vetten, 2014). World Health Organisation (2009) reports that most perpetrators of sexual violence are men and that most of the victims know their attacker (WHO, 2009). For instance, Khensani Maseko, who was a student at Rhodes University in South Africa committed suicide in 2017 after she was allegedly raped by her intimate partner. (Mashego, 2017).

According to a study conducted by Jewkes, Levin and Penn-Kekana (2002, as cited in Boonzaier, 2006), in three provinces of South Africa (Northern Cape, Eastern Cape and Mpumalanga), 25% of women reported a lifetime of the prevalence of sexual violence by men. Maluleke (2018) reported an estimated 68, 5 % prevalence of sexual violence in South Africa.

The issue of underreporting of sexual violence cases is a challenge as it becomes difficult to compare the statistics of sexual violence and to know the accurate picture of the rates of sexual violence in the world (WHO, 2009). Research shows that underreporting of cases of gender-based violence can also restrict the victims from getting social support as their cases may not be revealed to anyone (Allen, 2007). According to Allen (2007), the underreporting of the cases of gender-based violence makes perpetrators to not be held unaccountable. Therefore, this can increase the chances of them committing more incidences of gender-based violence (Allen, 2007).

According to the Commission for Gender Equality (2016), SAPS has implemented measures to tackle the issue of underreporting. For instance, there is a Victims Charter which seeks to ensure the rights to victims of gender-based violence and crime (Commission for Gender Equality, 2016). South Africa also has legal frameworks that address gender-based violence namely; the 1998 Domestic Violence Act, 2012 Criminal Law (sexual offences and related matters) Amendment Act, and the 1998 Maintenance Act and 2011 protection from Harassment Act (Vetten, 2005). These policies focus on the victims of gender-based violence and how the cases of gender-based violence should be addressed (Vetten, 2005). For instance, Domestic Violence Act No 116 of 1998 highlights that the victims of domestic violence have the right to be protected, and the police officer has the duty to arrest the perpetrator of domestic violence (Vetten, 2005). However, according to Vetten (2005) there is a problem with regards to implementing these legal frameworks in South Africa. For in instance, studies found that in terms of the implementation of the Domestic Violence Act of 1998, some police officers were neglecting the cases of domestic

violence as they believed that it was a private matter that needed to be addressed between partners (Mathews & Abrahams, 2003; Artz, Moult & Parenzee, 2001; Vetten, 2005).

According to Human Rights Forum (2011), in Zimbabwe there are legal frameworks or policies that are implemented to deal with or address gender-based violence. These legal frameworks include Domestic Violence Act of 2007 and Convention on the Elimination of All Forms of Discrimination against Women (Human Rights Forum, 2011). The Zimbabwean government has implemented these legal frameworks to protect the rights of the victims of gender-based violence. In addition, there is also the establishment of victim friendly rooms in Zimbabwean police stations just as is the case in South Africa for cases of gender-based violence (Human rights Forum, 2011).

The Australian government on the other hand adopted a national action plan to reduce violence against women and children in 2010 (Dicker, 2017). The national action plan is a twelve-year commitment plan in Australia, starting from 2010 to 2022. This national action plan focuses on reducing domestic, family violence, and sexual assault (Australian Human Rights, 2017). The national action plan was also adopted to assist or to provide support for the victims of violence and to hold the perpetrators accountable (Australian Human Rights, 2017). Furthermore, the Australian government has also adopted the international human rights-women's rights framework (CEDAW) to end gender-based violence in the country. "CEDAW encourages international cooperation to eliminate gender-based violence", South Africa has also ratified this international framework (Dicker, 2017).

### 2.2.4 Factors influencing women not to report sexual violence to the police

Literature shows that socio-cultural factors play a crucial role in terms of influencing women to not report sexual violence (Prochuk, 2018; Vetten, 2014; Danis, Gallagher, Mauzy & Sable, 2006). A study that was conducted in Canada shows that some victims blamed themselves for the sexual assault, as a result, they did not report it given that they also feared other people's reactions (Danis, Gallagher & Sable, 2006). In addition to this, literature shows that the manner in which people interpret their identities influences the kind of social action they adopt (Boonzaier, 2006; Boonzaier & De la Rey, 2004). According to research done by Boonzaier (2006) in 2006 some women chose to stay in abusive relationships (including sexual violence) due to emotional connections to their partners, economic dependence and interpreting the behaviour as a sign of love. This shows that these women did not report sexual abuse that occurred in their relationships because of the benefits obtained from the relationship.

Victims of sexual violence may not report it because they have feelings of shame (Sudan, 2017). For instance, in Wau, South Sudan unmarried girls and women who were victims of sexual violence became ashamed of reporting the incident to the police because of the idea that having sex before marriage is a sin and therefore a shame (Sudan, 2017). Additionally, religion also plays a significant role in determining whether a woman should or should not report sexual violence to the police (Flood & Pease, 2009). A study that was conducted in found that community members expected churches should take initiatives in addressing sexual violence cases (Tearfund, 2013). This then shows that indeed religion determines how such cases should be addressed.

According to a study that was conducted in South Sudan in 2017, some victims of sexual violence lived in isolation in the community because they felt that they would be judged by the society (Sudan, 2017). As a result, more women feared to report sexual violence due to the fear of being isolated from the society.

Stigma around sexual violence may also prevent women from presenting to the police (Overstreet & Quinn, 2013). According to the study conducted in South Asia, some women reported that they feared to report sexual violence that occurred in their relationships because of loss of respect, stigma and shame from the society (Ahmad, Driver, McNally & Sterwart, 2009). This shows that women fear to leave their partners because of shame that will be upon their families if they leave.

The culture of silence also plays a role in preventing women from reporting sexual violence to the police (Payne & Wermeling, 2009). Payne and Wermeling (2009) postulate that women are silent about the incidences of sexual violence in their relationships because they feel that reporting them may not guarantee their safety. Moreover, in the Pedi culture, married women found in Northern Province of South Africa are encouraged to be silent about what is happening in their relationships (Ludsin & Vetten 2005). According to the Pedi culture, "lebitla la mosadi ke bogadi" means that a woman must bear the pain in the marriage until she dies (Vetten, 2005). Therefore, this illustrates that women become silent about the violence in their relationships because the culture that does not encourage or allow them to speak up. For instance, the study that was conducted in Mpumalanga and Eastern Cape shows that some women reported that it was culturally acceptable for a man to abuse his wife as long as he had paid "lobola" for her (Ludsin & Vetten 2005). This encourages women to stay in their abusive relationships and remain silent about them (Payne & Wermeling, 2009).

Another reason that influences women not to report sexual violence is that they may lack confidence in the investigators and the police (Vetten, 2014). According to the study that was

conducted by Vetten and Motelow (2004) in Boksburg South Africa, victims of sexual violence reported that there were long delays between reporting the case and the case going to court. This as a result, discourages women from reporting cases (Vetten & Motelow, 2004).

### 2.2.5 Factors influencing women to report sexual violence to the police

Research that was conducted in Canada shows that some women reported sexual violence cases to the police due to the fact that they wanted to protect others from experiencing or becoming the victims of sexual violence (Prochuk, 2018). Women in this study had the idea that it was their duty to report such offences as it would get the offender out of harm's way (Prochuk, 2018). In addition, women report cases of sexual violence to the police because they want to hold the perpetrators accountable (Prochuk, 2018). By wanting to hold the perpetrators accountable shows that they want to prevent other incidents of sexual violence from occurring or repeated (Vetten, 2014).

A study that was conducted in Bangladesh in 2006 shows that women reported gender-based violence because they could not endure domestic violence anymore, the violence became life threatening, and children were at risk (Naved, Azim, Bhuiya & Persson, 2006). This illustrates that these women wanted to hold the perpetrators accountable as the violence went too far. Vetten (2014) postulates that women may report sexual violence because they want to ensure personal safety and future protection from the perpetrator or offender. This is because some research shows that there are women who report sexual violence cases because they believe in the criminal justice system e.g. police or courts (Prochuk, 2018). The study that was conducted in Zimbabwe in 2002 shows that survivors reported gender-based violence cases because they wanted to be protected from the perpetrator (Watts & Zimmerman, 2002). According to Prochuk (2018) some women in Canada and Tanzania reported sexual violence to the police because they believed that the police would protect them from the perpetrators. This illustrates that these women had faith in the police. Vetten (2014) states that women may want to report sexual violence because they want to obtain help and to ensure the offender is brought to justice and punished.

### 2.2.6The roles of social workers and their impact on assisting survivors of sexual violence

Social workers play various roles in uplifting the communities and enhancing the well-being of individuals. According to Wilks (2012) some of the roles of the social workers include the following: advocacy, counsellor, broker, and educator. Wilks (2012) states that the role of advocacy in social work involves fighting or advocating for the rights of the clients directly or through community action. This illustrates that social workers act on behalf of the vulnerable

people to fight for social injustices or rights. According to the study that was conducted in New Zealand in 2018 social workers played a huge role in advocating for the rights of the survivors of sexual violence (Hay & Leary, 2019). The social workers also advocate the rights of survivors of sexual violence by empowering them with skills to strive for social justice (Hay & Leary, 2019). Additionally, according to the study that was conducted in South Africa in 2019 social workers have to advocate for the right procedures or steps to be followed in the criminal justice system (Liebenberg, 2019). By advocating the correct procedures that have to be followed will assist in ensuring the completion of the case (Meuter, 2011).

The role of the counsellor in social work on the other hand involves providing guidance and empowering the clients with skills to cope with their issues or situations (Dhavaleshwar, 2016). When assisting sexual violence survivors social workers can play a vital role in providing them with counselling and assisting them to cope with their problems. Literature shows that the social workers who assisted survivors of sexual violence reported that providing counselling not only help them heal but also restores hope to them (Hay & Leary, 2019). This shows that counselling gives the survivors of sexual violence courage to be hopeful. Furthermore, by offering counselling to them also create a huge impact in their lives as it gives them an opportunity to express their feelings or emotions without being judged (Meuter, 2011). With that being said, it is worth noting that counselling plays a vital role in assisting survivors of sexual violence.

According to Craig and Muskat (2013) the role of a broker in social work means referring or linking the clients with relevant resources. For instance, in a case of assisting a woman who survived sexual violence, a social worker may refer her to support groups. Fisher, Goodwin and Patton (2008) found that support group sessions provide a safe environment for survivors of sexual violence to express their experiences. This also illustrates that being referred to a support group can pave a proper way for the survivors of sexual violence to network and socialise with others (Statham et al, 2006). Additionally, by playing a role of a broker, a social worker in this case will be showing the survivors of sexual violence that they do not have to deal with their situation alone as there are people who may assist them by sharing how they healed or survived theirs.

Social worker can also play a role of being an educator to the survivors of sexual violence. By playing the role of educator, the social worker in this case will be equipping the survivors with knowledge, information, or skills on how to help themselves (Nikku, 2015). For instance, social worker can educate the clients about the importance of reporting incidents of sexual violence. According to the research that was conducted in the Northern Cape by playing the role of an

educator social workers can help clients prevent violence (Statham et al, 2006). This is because playing the role of educator involves providing information to the clients as well as helping them to make informed decisions with regard to their situation. Literature shows that the social worker can do so by means outlining or informing the clients about the pros and cons of a particular situation (Wilks, 2012). For instance, a social worker can educate the client about the advantages and disadvantages of not reporting sexual violence or of staying with an abusive partner.

### 2.2.7 The role and experiences of police officers when addressing cases of sexual violence

Police officers fights against all sorts of crimes including sexual violence (Bush & Dodson, 2014). It was reported that in Kenya police officers work together with the community members to combat crime, they call their partnership community policing (Okallo, 2017). According to Okallo (2017) the purpose of community policing or partnership is for the community members to share crime related information to the police so that it becomes easier for them to reduce high rates of crime. Literature also shows that the partnership between police and community has proven to be effective as the rate of sexual violence, theft as well as robberies had slowed down (Tindo, 2015). In South Africa on the other hand, police officers also work with community members although sometimes the process becomes difficult due to others not wanting to share crime related information with the police (Bazana & Dodd, 2013). One of the roles of the police officers in South Africa in addressing sexual violence cases includes ongoing investigations, collection of evidence, recording the statements of the victims as well as the witnesses and arresting of the suspects (Baskin, Johnson, Peterson & Sommers, 2012).

Although, police officers play a crucial role in combating sexual offences reports shows that these officials encounter challenges when addressing such cases (Bishopp, Duran & Woodhams, 2019). Additionally, their experiences in handling sexual offence matters are not as fruitful. For instance, it was reported that police officers working in Family Violence, Child Protection and Sexual Violence Unit complain of too much workload (Bishopp, Duran & Woodhams, 2019). It is due to the fact that Gender-Based Violence in South Africa persists to be an alarming issue and it is also because South Africa has been labelled the rape capital of the world (WHO, 2009). Furthermore, reports show that police officers handling sexual offences matters experience trauma (Bishopp, Duran & Woodhams, 2019). According to Rudolfsson (2021) police officers in Sweden felt overwhelmed and were unable to cope after handling sexual violence cases. This shows handling cases of sexual violence triggers psychological problems for police officers. In addition, the study that was conducted in Western Cape, South Africa revealed that police officers were feeling uneasy when handling sexual violence cases (Retief & Green, 2015). Moreover, police officers

also reported that it was difficult for them to face the victims as they could not reverse the incident or undo what has happened to the victims (Retief & Green, 2015). This shows that the police officers empathise with the victims when they report cases of sexual violence.

Rudolfsson (2021) postulates that some police officers in Sweden also reported that they lacked resources when dealing with the cases. This makes it difficult for them to do their work properly or accordingly (Rudolffsson, 2021). According to the study that was conducted in Rustenburg police station in that area appeared to have no approach to combat the issue of sexual violence

### 2.2.8 Strategies implemented by SAPS to address sexual violence cases.

South African Police Services has come up with strategies to reduce the issue of insensitivity when addressing sexual violence cases (Commission for Gender Equality, 2016). That was due to survivors of sexual violence reporting that police officials were not as helpful when they report sexual violence cases (Vetten & Motelow, 2004). According to the Department of Justice (2004) South Africa has employed Victims Charter which outlines the rights of the victims of crimes including gender-based violence. The Victims Charter speaks of the following rights (Department of Justice, 2004):

- The right to be treated with fairness and with respect for dignity and privacy.
- The right to offer information.
- The right to receive information.
- The right to protection.
- The right to assistance.
- The right to compensation.
- The right to restitution.

There are various departments that were mandated to implement the Victims Charter, those departments include South African Police (Department of Justice, 2004). According to Commission for Gender Equality (2016) South African Police Service has come up with a number of strategies to implement the Victims Charter. For instance, SAPS has come up with the following National Instructions:

- National instruction 2/2012-Victim empowerment.

This national instruction highlights the importance of providing victims or survivors of crime with privacy or victim-friendly services.

- National instruction 7/1999-Domestic violence.

According to Commission for Gender Equality (2016) national instruction 7/1999-Domestic violence highlight that SAPS should involve different stakeholders such as Department of Health, social workers or counsellors in providing support and counselling to the complainants.

- National instruction 3/2008-Sexual offences.

The national instruction 3/2008-Sexual offences outline that the survivors of sexual violence should be provided with a professional service when they report a case of sexual violence (Commission for Gender Equality, 2016).

- National instruction 2/2010-Children in conflict with the law.

According to Government gazette (2010) national instruction 2/2010-Children in conflict with the law speaks of how law officials should treat a child in conflict with the law in a child justice manner and it also highlight that they should be encouraged to be law-abiding citizens.

- National instruction 3/2010-The care and protection of children in terms of the Children's Act.

The national instruction 3/2010 highlights that everything that involves children should be done in the best interest of the child as per Children's Act (Government gazette, 2010).

- Standing operating procedures for the reporting of Family Violence, Child Protection and Sexual Offence Unit (FCS)-related crimes.

Highlights the need to improve the quality and consistency of services for survivors of Gender-Based Violence (Government gazette, 2010).

National Instructions are issued to provide guidelines to ensure that members of SAPS render professional services and assistance to victims in relation to the reported crime. The National Instruction 2/2012 on Victim Empowerment for example, details the guidelines that should be followed by members of SAPS and emphasises that victims should be treated in a fair and sensitive manner (Commission for Gender Equality, 2016). Furthermore, SAPS has established Victim friendly rooms in some of its police stations to render services while observing the victim's right to confidentiality and to provide comfort. SAPS has also established the Family Violence, Child

Protection and Sexual Offence Unit (FCS), which is a specialised detective service that investigates sexual offences cases. Another development made by SAPS is to establish the Victim Empowerment Unit, whereby police officers trained to work with vulnerable groups, such as victims of sexual offences are based. These are the officers that attend to cases of sexual offences (Commission for Gender Equality, 2016).

### 2.3 Conclusion

The chapter has provided a detailed description of the theoretical framework that was employed in the study. This chapter also provided the relevancy of the theoretical framework for the study conducted. Additionally, this chapter presented the literature review and the following themes were discussed: gender as a social construct, gender inequality, and sexual violence, the prevalence of sexual violence and measures to tackle sexual violence across the world, factors influencing women not to report cases of sexual violence to the police, factors influencing women to report cases of sexual violence to the police, the role and experiences of police officers when addressing cases of sexual violence, the strategies implemented by SAPS to address sexual violence cases and the roles of social workers and their impact on assisting survivors of sexual violence. Chapter that follows will provide a detailed description of the methodology applied, ethical considerations, trustworthiness of the study and limitations and delimitations of the study.

# CHAPTER THREE

# METHODOLOGY

## 3. Introduction

This chapter discusses the methodology that was employed in the study. This chapter contains the following areas; research methods, research approach, research design, population, sample and sampling procedures, research instrument, method of data collection and method of data analysis. Additionally, this chapter highlights the research question, research aim and secondary objectives. Included in this chapter is discussion of trustworthiness of the study, ethical considerations and limitations and delimitations of the study.

## 3.1 Research question

What are the perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence?

## 3.2 Primary Aim of the study

The primary aim of the study was to explore the perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence.

## 3.3 Secondary objectives of the study were

- To understand the perceptions of client service centre police officers about assisting survivors of sexual violence.
- To explore the experiences of police officers working in the Family Violence and Child Protection Unit about assisting survivors of sexual violence.
- To explore the experiences of social workers associated with the South African Police Service of assisting survivors of sexual violence.
- To establish what strategies are adopted by the South African Police Service to address sexual violence cases.

## 3.4 Research approach

Research approach can be defined as a method that provides processes or procedures for the study (Flick, 2011). There are three different approaches in research namely: qualitative, quantitative, and mixed method approaches. Qualitative focus more on exploring the experiences of people, quantitative on the hand results are driven by statistics and mixed methods is both qualitative and

quantitative combined, in other words is multiple approach. The research study used the qualitative research approach guided by feminist post-structuralist theory. The qualitative research approach is utilised when the research study seeks to unravel ways in which people experience and make sense of their world (Merriam, 2009). The approach is based on gathering data that can be described in words (Flick, 2011). Furthermore, through this approach, data can be gathered using various methods, such as observations, texts, focus group discussions and interviews, which are semi-structured, structured, unstructured and in-depth interviews (Flick, 2001). I adopted this approach because one of its advantages includes the understanding of human experiences and ideas in their settings (Rahman, 2017). I chose qualitative research approach as the purpose of the study was to explore the perceptions and experiences of police officers and social workers within SAPS when assisting women who survived sexual violence. I found qualitative approach to be more suitable for the study given the nature of the research topic therefore, quantitative was not going to yield desired results as it is more concerned with numbers more than participant spoken words.

The qualitative research approach however, has its own limitations or disadvantages just like any other approach. Methods of data collection used through this approach are usually time consuming and may leave participants unsettled as they may be required to talk about their experiences and feelings (Flick, 2011).

Although the qualitative research approach methods require more time and may leave people unsettled, it still remained the suitable approach for this study given the nature of the primary aim, research question and secondary objectives. These require for participants to express their different ideas through an in-depth encounter, in this case through semi-structured face to face interviews.

### 3.5 Research design

According to Akhtar (2016) research design can be defined as a proposed plan of the research study. From the definition, it shows that research design is important in the study as it directs the study. The case study design was used as the research design for the study. According to Creswell and Poth (2017, pp. 96-97), “case study research design is defined as a qualitative approach in which the investigator explores a real-life, contemporary bounded system or multiple bounded systems over time, in-depth data collection involving multiple sources of information and reports a case description and case themes”. The case study design allows an in-depth analysis of data (Canhoto, Rose & Spinks, 2015). According to Yin (2003) case study design has boundaries that prevents the study from being too broad. Creswell (2003 as cited in Braxter & Jack, 2008) states

that a case is bound by time and place. Therefore, in this case, the research study focused on police officers and social workers within Mamelodi police stations who have three or more years of experience in assisting women who survived sexual violence.

The advantages of the case study design include the adaptation to different kinds of research questions and it also allows the researcher to examine data that is conducted within the context of its use (Yin, 2014 as cited in Rose, Spinks & Canhoto, 2015). The disadvantage of the case study design is that it is time-consuming as it requires an in-depth analysis of data (Canhoto, Rose & Spinks, 2015).

According to Creswell (2007) there are three types of case study design namely: single instrumental case study, multiple case study and intrinsic case study. For the purpose of this study, the researcher employed multiple case studies. In multiple case studies, the researcher selects an issue with multiple cases to demonstrate the issue (Creswell, 2007). In this case, the researcher focused on the perceptions and experiences of different role players at SAPS when assisting women who survived sexual violence. The different role players entailed social workers, client service centre police officers and police officers working at Family Violence, Child Protection and Sexual Offence Unit as well as Victim Empowerment Unit. The advantage of multiple case study is that a researcher gets to explore different perspectives on the same issue (Yin, 2009). Additionally, another advantage is that information gathered through multiple case study can be reliable (Gustafsson, 2017). Multiple case study design has its own limitations similar to any design. Its major limitation is that it may be difficult to summarise the findings (Gustafsson, 2017). Therefore, in this case the researcher classified findings into themes so that it becomes easier to summarise.

### 3.6 Population, sample and sampling procedures

Population refers to the people who have similar characteristics in a research inquiry (Best & Kahn, 2006). The research study had different sets of populations and it comprised of SAPS officials (police officers and social workers) from Mamelodi East and West police stations as there are two police stations in Mamelodi. Mamelodi is a township in Pretoria, and it is divided into sections East and West and this study involved participants working at both Mamelodi East and West police stations as well as FCS unit situated in Mamelodi.

A sample on the other hand is defined as a small proportion of population (Best & Kahn, 2006). The study comprised of a sample size of 25 participants; five (5) client service centre police officers who work at the police station; ten (10) police officers who work in the special unit

addressing sexual violence at SAPS and ten (10) social workers who assist the survivors of sexual violence.

The sampling technique that was employed for the research study is snowball sampling. Snowball sampling is defined as a "non-random sampling method that uses a few cases to help encourage other cases to take part in the study, thereby increasing sample size" (Taherdoost, 2016, p. 22). The advantage of snowball sampling is that characteristics can be estimated and its disadvantage is that it is time consuming (Taherdoost, 2016). Firstly, I informed the commander of each station what my research study entails and asked for their staff members to partake in the study. The commanders then informed their staff members and me, then interviewed those who were interested to participate in the study and also asked them to refer their colleagues to me.

**The inclusion and exclusion criteria for police officers working within Family Violence, Child Protection and Sexual Offence Unit and Victim Empowerment unit.**

- Participants were considered if they were working for Mamelodi police stations as police officers
- Participants were chosen if were fluent in Sepedi, Setswana or English. This is because the researcher is fluent in these languages.
- Participants were considered if they were working in Family Violence, Child Protection and Sexual Offence Unit at SAPS and have three or more years' experience in working at the identified units. This is because they would have more knowledge on assisting survivors of sexual violence.

**The inclusion and exclusion criteria for the social workers**

- Participants were considered if they were working at Mamelodi police stations (NGOs often place social workers at the police station to assist the survivors of sexual violence)
- Participants were chosen if they had three or more years of working experience at SAPS. This is because they will have more knowledge on assisting survivors of sexual violence.
- Participants were chosen if they were fluent in Sepedi, Setswana or English. This is because the researcher is fluent in these languages.
- Participants were considered if they assisted survivors of sexual violence

**The inclusion and exclusion criteria for client service centre police officers**

- Participants were considered if they were working for Mamelodi police stations

- Participants were chosen if they were fluent in Sepedi, Setswana or English. This is because I am fluent in these languages.
- Participants were chosen if they had three or more years of working experience at SAPS. This is because they will have more knowledge on assisting survivors of sexual violence.

### 3.7 Research instrument

An interview guide is defined as a research instrument that contains a list of questions that the researcher uses to interview the participants (Knight, 2013). An interview guide can be used by the researcher who intends on conducting semi-structured interviews (Knight, 2013). The research study made use of three sets of interview guides (semi-structured interview guides) as the research instrument. The purpose of each interview guide was to gather information from different role players within South African Police Service (social workers, client service centre police officers, and police officials working at Family Violence, Child Protection and Sexual Offence Unit as well as the Victim Empowerment Unit). The interview guide chosen was suitable for the research study as the researcher employed semi-structured interviews as method of data collection.

Additionally, I pre-tested the interview guides with three participants but not from the actual sample size within South African Police Service (Mamelodi east, west police stations and FCS unit). "Pretesting is defined as an involvement of simulating the formal data collection process on a small scale to identify practical problems with regards to data collection instruments, sessions, and methodology" (Hurst et al, 2015, p. 55). The benefit of pretesting is that the researcher gets an opportunity to make revisions to the study material and data collection processes if there are any flaws with the interview questions (Hurst et al, 2015).

### 3.8 Method of data collection

According to Sapsford et al (2006) data collection is defined as the process of collecting or gathering information either through observations, questionnaires, or interviews. For the purpose of this study, individual semi-structured interviews were used as the method of data collection. Semi-structured interviews are defined as a method of data collection whereby the interviewer does not strictly follow a list of questions (Cohen & Crabtree, 2006). Instead, semi-structured interviews involve the use of close-ended and open-ended questions and allows for the researcher to use probing skills (Hatry et al, 2015). This means that the researcher is able to do follow-up questions and help the researcher to engage more with the participants to unearth rich data. According to Knight (2013), semi-structured interviews are used when the aim of study is to gather

information on perspectives, understandings, and meaning constructed by people concerning events and experiences of their lives.

The interviews took approximately one hour. Additionally, audio-recording was used as it gives a researcher an opportunity to re-listen the interviews over and over again when transcribing data (Bradford & Cullen, 2013). The benefit of using an audio recorder during the interview is that it allows the researcher to focus or concentrate on the interview (Berazneva, 2013). In addition, studies show that recording interviews allows interviewer unity to build or develop rapport with the interviewee as it leads the interviewee to disclose in-depth information (Mary, 2008 as cited in Berazneva, 2013). The researcher ensured that COVID-19 protocols are observed as the interviews were face to face. COVID-19 protocols that were observed are:

- The researcher maintained social distancing (at least 1,5 m between the participant and researcher)
- Each participant as well as the researcher was sanitized
- Wearing of masks was mandatory
- There was no shaking of hands
- Consent forms were emailed to the participants prior interviews so that there was no exchange of paper.

### 3.9 Method of data analysis

Thematic analysis was employed to analyse data gathered in the study. Thematic analysis is defined as method that identifies, organises and offers insight into patterns of meanings through data set (Braun & Clarke, 2012). According to Braun and Clarke (2012) thematic analysis allow the researchers to focus on the data in many different ways. Thematic analysis is also flexible and accessible (Braun & Clarke, 2012). The flexibility of thematic analysis leads to the attainment of a rich, detailed yet complex account of data (Braun & Clarke, 2006). Just like any other approach, thematic analysis also has its flaws. For instance, Holloway and Todres (2003) argue that the flexibility of thematic analysis can be problematic as it may lead to inconsistency of data. I, in this case, kept records of the data gathered.

I followed the six steps of thematic analysis as recommended by Braun and Clarke (2006). Firstly, I familiarised myself with the data (Braun & Clarke, 2013). Meaning that I have read the interviews or data collected individually. Additionally, the researcher has also read the data repeatedly to familiarise herself with the data collected. At this phase or step, the researcher transcribed the interviews so that it will be easier to create a list of ideas. Secondly, once I was

familiar with the data, I coded the data that has meaning from the data obtained in the study (Braun & Clarke, 2006). Thirdly, I looked for themes in the data obtained (Braun & Clarke, 2013). Therefore, after looking for themes, the researcher classified similar data into themes. At this phase, I also had main themes and sub-themes. Fourthly, I reviewed the themes (Braun & Clarke, 2006). During this phase, I refined the themes that I initiated. Fifthly, I defined the themes and named them (Braun & Clarke, 2006). In this case, I provided themes with definitions. Additionally, I had provided a detailed analysis of each theme. Lastly, I wrote the report (Braun & Clarke, 2013).

### 3.10 Trustworthiness of the study

The validity and reliability of the study in qualitative research are referred to as trustworthiness (Golafshani, 2003). Guba 1981 as cited by Shenton (2004) proposes that trustworthiness has four components which were applied in the study namely: credibility, dependability, transferability and confirmability.

**3.10.1 Credibility** refers to the way in which the researcher describes the truthfulness of the findings or describes the participants accurately (Elo et al, 2014). In this case, I demonstrated the appropriateness of the research methodology (Bless et al, 2013). Additionally, to ensure that credibility has been applied or adhered to I used triangulation of data. According to Heale et al (2013) triangulation of data refers to using more than one approach to verify the validity of the data. I had different role players in exploring the same topic and I did not change the approach as I used face to face interviews with all participants. The benefit of using triangulation of data is that it gives a clearer picture of the problem, and it also provides data that is reliable (Olsen, 2004).

**3.10.2 Dependability** refers to the constancy of data over time and in different conditions or situations (Elo et al, 2014). I described the data gathered in detail to enable other researchers to repeat the findings if necessary. Additionally, I also provided accurate findings to ensure that the results or data collected can be dependable and triangulation of data.

**3.10.3 Transferability** looks at how the researcher demonstrates that the research findings are applicable in other contexts (Golafshani, 2003). I provided detailed description of the background or context in which data was collected (Bless et al, 2013). Furthermore, I ensured the transferability of data by providing thick description of the findings. I also ensured the transferability of data by outlining that the research was conducted in Mamelodi. Mamelodi is a township in Pretoria, and it is divided into sections East and West and this study involved

participants working at both Mamelodi East and West police stations as well as FCS unit situated in Mamelodi.

**3.10.4 Confirmability** can be defined as the in-depth methodological description that allows integrity of research results to be examined (Shenton, 2004). I provided in-depth description of methodology used to allow the findings of the research to be analysed (Shenton, 2004). I also used triangulation of data in this case. I also documented the procedures followed when conducting the study.

### 3.11 Ethical considerations

Ethical considerations are ethics that the researcher takes into account when conducting a research study. Prior to commencing the study, I applied for ethical clearance from the Human Research Ethics Committee (Non-medical) and received the ethics clearance. The certificate was issued by signed by Professor J. Watermeyer and the certificate number is: H22/04/03. I took the following ethical considerations into account.

**3.11.1 Confidentiality** refers to the act of keeping participants' information private and not disclosing it to anyone without their consent (Vanclay et al, 2013). I told the participants that all the information shared will be kept confidential between the researcher and the research supervisor. Participants were also told that the data will be stored in password-protected computer for six years and I stored the data gathered in password-protected computer.

**3.11.2 Do no harm** is a way in which participants are not exposed to any risks when participating in the study (Vanclay et al, 2013). The research study did not harm participants in any way and the participants did not see a need to be referred to counselling. However, the participants were told that should there be a need for counselling, they will be referred to the social worker, Kedigetse Hlalethoa.

**3.11.3 Informed consent** refers to a case whereby participants are informed about what is required of them when participating in the study and what the study entails (Mack et al, 2005). The participants were requested to sign the consent forms and the researcher explained to the participants what the study entails. Some participants felt uncomfortable in signing the consent forms and I explained to them that I will not use their signatures anywhere except for the consent form that shows that indeed they agreed to participate in the study. After, some signed, and some provided their initials instead of signatures.

**3.11.4 Voluntary participation** is when the participants volunteer to participate in the study (Marshall et al, 2006). The study was voluntary, I did not force anyone to participate in the study and participants may withdraw at any time without penalty.

**3.11.5 Anonymity** is when the participants are unknown (Polonski, 2004). In the case of this study, the participants were known to me as face-to-face individual interviews were conducted. In this study therefore, the anonymity of the person was not guaranteed during data gathering. However, anonymity of data was guaranteed. I did not reveal the names of the participants when writing the research report. The participants have been assigned a pseudonym. That is to make sure that the participants' information was not revealed to other people except for those who were involved in the study such as the supervisor and the researcher.

### 3.12 Limitations and delimitations of the study

Limitations are defined as potential weaknesses of the study and delimitations refer to characteristics that define boundaries for the study and limit the scope (Simon, 2011). The limitation of the study was that some police officers did not want to be recorded. The researcher explained to the participants that their recordings will be kept confidential. Moreover, some police officers refused to participate in the study, and it was also difficult to schedule face to face interviews as they were always busy. Additionally, it was also challenging to find social workers. The researcher overcame this by asking permission from the NGO that placed social workers in the police stations.

Limitations in terms of the methodology employed in the study, I was not able to ask about the actual number on statistics of sexual violence given the nature of the research approach used. Additionally, the study only comprised of a sample size of twenty-five participants, five police officers stationed at CSC and ten social workers working at Mamelodi east and west police as well as ten police officers working at Mamelodi FCS unit. The study was only limited to participants who are fluent in Sepedi, Setswana and English.

### 3.13 Conclusion

This chapter has managed to discuss the methodology that was employed in the study. the following areas were discussed in this chapter; research methods, research approach, research design, population, sample and sampling procedures, research instrument, method of data collection and method of data analysis. Additionally, this chapter highlighted the research question, research aim and secondary objectives. This chapter also provided discussion of trustworthiness of the study, ethical considerations and limitations and delimitations of the study.

# CHAPTER FOUR

# PRESENTATION AND DISCUSSION OF THE FINDINGS

## 4.1 Introduction

This research explored the perceptions and experiences of police officers and social workers within SAPS when assisting women who survived sexual violence in Mamelodi, Pretoria. This research focused on three groups of participants namely: five police officers working at the client service centre for both Mamelodi east and west police stations, ten social workers stationed at the mentioned police stations and 10 police officers working at the FCS unit. This chapter will discuss the results of the study. The results will be presented in themes and subthemes that emerged as tabled in the tables that follow later in the chapter.

First, the chapter will outline the demographic characteristics of the study participants. Secondly, themes and subthemes that emerged from the study will be presented in this chapter. The study will present and discuss the results that emerged from the study.

In the section that follows four tables are presented. Table 4.1 shows the demographic information **of police officers working at the FCS unit.** All of them are working at the FCS unit in Mamelodi. It was both males and females. The table shows their work experience, age, highest level of education, occupation and pseudonym. The table 4.2 shows profiles **of social workers working at Mamelodi East and West police stations**. It was both males and females and the table displayed their pseudonym, age, gender, the highest level of education, occupation, and years of work experience. Table 4.3 shows profile **of police officers working at CSC Mamelodi East and West police stations**. The table presents the participants pseudonym, ages, gender, years of work experience, highest level of education and their current occupations. The last table, 4.4 present the themes and subthemes emanating from the study.

**Table 4.1 profile of police officers working at FCS**

| Pseudonym | Age | Gender | Highest level of education | Occupation | Years of work experience |
|---|---|---|---|---|---|
| 1. Beans | 36 years | Male | Diploma in policing | Detective | 15 years |
| 2. Carrot | 29 years | Female | Diploma in human resource | Constable | 3 years |
| 3. Onion | 59 years | Male | Diploma in policing | Warrant officer | 36 years |
| 4. Orange | 40 years | Female | Diploma in tourism | Investigating officer | 17 years |
| 5. Pear | 43 years | Female | Diploma in policing | Investigating officer | 16 years |
| 6. Banana | 39 years | Female | Diploma in policing | Sergeant | 11 years |
| 7. Peach | 53 years | Male | Diploma in policing | Warrant officer | 13 years |
| 8. Candy | 59 years | Male | Diploma in policing | Investigator | 34 years |
| 9. Bean | 57 years | Male | Diploma in policing | Group commander | 34 years |
| 10. Apple | 57 years | Male | Diploma in policing | Commander | 35 years |

**Table 4.2 Profile of social workers working at Mamelodi police stations**

| Pseudonym | Age | Gender | Highest level of education | Occupation | Years of work experience |
|---|---|---|---|---|---|
| 1. Tomato | 39 years | Female | Master's in forensic social work | Forensic social worker | 5 years |
| 2. Cabbage | 26 years | Female | Bachelor of social work | Social worker | 3 years |
| 3. Spinach | 25 years | Female | Bachelor of Social worker | Social worker | 3 years |
| 4. Pepper | 51 years | Female | Bachelor of social work | Social worker | 3 years |
| 5. Granadilla | 48 years | Female | Bachelor of social work | Social worker | 3 years |
| 6. Potato | 27 years | Female | Bachelor of social work | Social worker | 3 years |
| 7. Pumpkin | 32 years | Female | Bachelor of social work | Social worker | 4 years |
| 8. Mushroom | 32 years | Male | Bachelor of social work | Social worker | 6 years |
| 9. Broccoli | 27 years | Male | Bachelor of social work | Social worker | 6 years |
| 10. Beetroot | 30 years | Female | Bachelor of social work | Social worker | 3 years |

**Table 4.3 Profile of police officers working at CSC**

| Pseudonym | Age | Gender | Highest level of education | Occupation | Years of work experience |
|---|---|---|---|---|---|
| 1. Pink | 33 years | Male | National diploma in policing | Constable | 5 years |
| 2. Purple | 33 years | Female | Btech in logistics | Constable | 3 years |
| 3. Indigo | 46 years | Female | BA in administration | Social crime prevention officer | 18 years |
| 4. Violet | 35 years | Male | Degree in public management | Police officer | 8 years |
| 5. Grey | 26 years | Male | National diploma in policing | Police officer | 4 years |

**Table 4.4 Themes and sub-themes emerged from the study**

| Themes | Sub-themes |
|---|---|
| Their views of sexual violence | • Non-consensual sexual intercourse<br>• Sexual harassment |
| Roles played by police officers and social workers when assisting women who survived sexual violence | • Opening of reported cases of sexual violence<br>• Referring women who survived sexual violence to different role players within SAPS<br>• Investigation of sexual violence cases<br>• Trauma counselling |
| Factors that encourage women who survived sexual violence to seek help | • Media<br>• Awareness campaigns |
| Strategies adopted by SAPS to address cases of sexual violence | • Strategies unknown to other police officers<br>• Victim empowerment rooms |
| Experiences in servicing women who survived sexual violence | • Experiences with trauma<br>• Investigating False cases<br>• Unreasonable workload |
| Challenges encountered while providing services to women who survived sexual violence | • Lack of resources<br>• Withdrawal of reported sexual violence cases<br>• Lack of support |
| Training received to provide services to women who survived sexual violence | • Sexual offences training<br>• Trauma counselling training |

## FINDINGS

### 4.2 Their views of sexual violence

Findings from the study showed that sexual violence is viewed in different ways or forms. This theme will provide views of participants on sexual violence and how they understand its definition. Two subthemes were revealed from the main theme and those are: **non-consensual sexual intercourse and sexual harassment**. These subthemes are based on the participants' expressions and understanding of sexual violence, and they will be discussed below.

#### 4.2.1 Non-consensual sexual intercourse

In the context of this study, non-consensual sexual intercourse refers to having sexual intercourse with another person without their consent (Jejeebhoy et al, 2005). Findings from the study showed that participants viewed sexual violence as non-consensual sexual intercourse. Additionally, participants' views of non-consensual sexual intercourse appear to have been informed by the World Health organisation's definition of sexual violence as it states that sexual violence can be defined as any coerced sexual act or attempt sexual act directed at someone regardless of their relationship and without their consent (Mohammed et al, 2014). Participants also reported that non-consensual sexual intercourse can be done by anyone either a man to a woman or a woman to a man.

*"I think it is something that breaks any person regardless of gender, it is something that has to do with consent, if a person does anything to you, like have sexual intercourse without your consent" (Beans, 36 years old male, detective).*

Beans investigates cases of sexual violence; therefore, it was quite interesting that he stated that non-consensual sexual intercourse can be perpetrated by both genders, either a woman or a man. This shows that his view was influenced by his experience in handling sexual violence cases. On the other hand, some participants demonstrated that in most cases perpetrators use force when such incidents happen. Carrot stated that:

*"…when a male person forces himself, maybe taking advantage of a female person, maybe to do sexual intercourse with a female without her consent" (Carrot, 29 years old female, constable).*

*"According to my understanding sexual violence is when you forcefully have sexual intercourse with someone" (Onion, 59 years old male, warrant officer).*

The above finding shows that force is applied since it is a non-consensual sexual intercourse. Carrot shared that her view was informed by the kind of cases she deals with. She stated that most

of the time because such incidents are experienced by women force is used. Additionally, her understanding of non-consensual sexual intercourse can also be attributed to the fact that most people who feel confident in opening or reporting such cases are females and also due to the fact that statistics show that women are the ones who experience such incidents (Walfield, 2021). Furthermore, Orange also indicated that from her work experience she had learnt that non-consensual sexual intercourse is perpetuated by men. This shows that her work experience plays a crucial role in shaping her understanding of non-consensual sexual intercourse as she alluded that majority of her cases, women are the ones experiencing such incidents.

In support of the above findings, literature shows that in the United States, it was found that both males and females experience sexual violence (Walfield, 2021). This shows that it is not only women who experience sexual violence. Turchik et al (2012) also found that males have survived sexual violence at college in the United States. Additionally, Ajayi et al (2021) report that although, sexual violence can be experienced by both males and females, in South Africa sexual violence affects large number of women.

On the contrary, Peach stated that she learnt of non-consensual sexual intercourse from the courses that are provided by South African Police Services to assist survivors of sexual violence. This means that the course came in handy for him. He responded by saying:

*"Obviously, we attended courses that informs us on how to handle these cases and that has taught me all the definitions related to sexual violence. The constitution also came in handy as it outlined all that a person needs to know of sexual violence" (Peach, 53 years old male, warrant officer).*

This shows that the courses that police officers attend provide them with knowledge on what non-consensual sexual intercourse is. Additionally, it is clear that the knowledge they learn from those courses shape their understanding.

### 4.2.2 Sexual harassment

Sexual harassment was identified as one of participants' views of sexual violence. Some participants understood sexual harassment as being touched inappropriately or in a way that the makes another person feel uncomfortable.

*"Sexual violation does not include being raped only as long as a person touches you inappropriately especially private parts" (Pear, 43 years old female, investigating officer).*

Banana responded the same way and she said:

*"According to my understanding, the sexual offence is a crime that can happen to anyone not only to a woman. Maybe being touched inappropriately be it a male or female and a child. A person may touch your private parts" (Banana, 39 years old female, sergeant).*

Participants' views of sexual violence appeared to have been shaped by the definition of the World Health Organisation. As it states that although sexual harassment is not considered a form of sexual violence, there are debates around seeing it as a form of sexual violence as the definition of sexual violence includes features of sexual harassment such as unwanted sexual comments and being touched inappropriately (World Health Organisation, 2009). Research also shows that sexual harassment can come in a form of questioning someone about their sex life and starring at their body (Peacock, 2013).

### 4.3 Roles played by police officers and social workers when assisting women who survived sexual violence

This theme will discuss the roles played by police officers working at CSC, FCS unit and social workers working at Mamelodi police stations when assisting women who survived sexual violence. Three sub-themes derived from this theme of which be discussed below. Those sub-themes are: **opening of reported sexual violence cases, referring women who survived to different role players within SAPS, investigation of sexual violence cases and trauma counselling.**

#### 4.3.1 Opening of reported sexual violence cases

Data gathered from the study revealed that police officers working at CSC unit, as part of their job description they open reported cases of sexual violence. As indicated below, police officers working at CSC unit stated that when women who survived sexual violence come to the station, they take their statements and open cases on their behalf.

*"I take the statement, open a case on behalf of the client and inform the person to apply for protection in the meantime" (Grey, 26 years old male, police officer).*

Police officers working at CSC unit mentioned although they open reported cases of sexual violence on behalf of women, in most cases such are opened by female police officers. They indicated that it becomes difficult as a male officer to assist a woman who survived sexual violence as she was violated by a male. One of the participants stated that:

*"When it is a female person, it becomes difficult for me to open a case for them as the perpetrator is a male. So, I refer the case to my commander, and he is the one delegating the case to a female officer so, she can open the case for the client" (Pink, 33 years old male, constable).*

This shows that male police officers do not feel comfortable in opening cases of women who survived sexual violence. As stated by both male and female police officers, this can be attributed by the fact that those women have been violated by males and therefore, they would not feel comfortable in sharing what happened to them to a male police officer. Participants also mentioned that another reason is that there are some things that women cannot disclose to male officers as there are sensitive. One of the participants said:

*"Because it is very sensitive there are things that a woman will not say in front of a male police officer. But if it is woman to woman then it becomes easier, and the victim opens up" (Indigo, 46 years old female, social crime prevention officer).*

It is evident from the above findings that women who survived sexual violence get to be assisted by female police officers given the nature of their situation. Research support the above findings by showing that women who survived sexual violence feel comfortable in being assisted by female officers (Retief et al, 2015).

### 4.3.2 Referring women who survived sexual violence to different role players within SAPS

Police officers working at CSC unit mentioned that their role after opening cases on behalf of the clients is to refer them to different role players within SAPS for further assistance. Responses from the police officers working at CSC unit have shown that they only open cases for the clients then liaise with different role players within SAPS. One of the participants said:

*"After the victim has opened a case, we call FCS unit to come and take the victim to the hospital to get evidence and from there that is when FCS officials will start with the investigations" (Purple, 33 years old female, constable).*

Another participant stated that:

*"I will immediately, refer her to different role players that we are working with. And the first person to approach it is a social worker as we are always working with them in the police station while waiting for FCS officials to come and take the client" (Violet, 35 years old male, police officer).*

The above findings reveal that police officers work hand in hand with social workers at the police stations. They stated that they refer women who survived sexual violence to the social workers because sexual violence is sensitive and could be traumatic and affect psychological well-being of the client. Existing research support this finding as it states that sexual violence incidents have negative consequences on the psychological well-being of the victims (World Health Organisation, 2009).

### 4.3.3 Investigation of sexual violence cases

From the data gathered in the study, investigation of sexual violence cases was identified as the role played by police officers working at the FCS unit. This is because all the participants stated that their main role as police officers working at the FCS unit is to investigate cases of sexual violence. Police officers working at FCS unit alluded that those investigations include gathering evidence from the crime scene or from the witnesses and taking victims to the hospital to get medical attention as well as arresting perpetrators. As indicated below:

*"My role here or any other investigating officer is when we receive a case from the police station, we then do investigation including going to the crime scene. We take the victim to the crisis centre for medical examination, and we collect evidence from there then we take it to the forensic lab, and they analyse it, we obtain all statements of everyone who was a witness including the first person the victim told maybe, for example, the neighbour" (Peach, 53 years old male, warrant officer).*

*"I investigate sexual violence cases, arrest the perpetrator so the victim can get justice" (Pear, 43 years old, investigating officer).*

It is evident from the above discussion that investigating cases of sexual violence involves working with different role players. In collaborating with different role players, the police officers indicated that community members also come into the picture as they might have witnessed the incident. Previous studies support working with community members as it assists in reducing high crime rates in the society (Bazana et al, 2013). Additionally, they have mentioned that since FCS is a specialised unit, they work hand in hand with forensic social workers in gathering evidence from the survivors of sexual violence.

### 4.3.4 Trauma counselling

In this study, trauma counselling refers to assisting people in dealing with the emotional distress that has been caused by traumatic events. Findings from the study showed that social workers

working at Mamelodi police stations provide trauma counselling to women who survived sexual violence. Social workers working at Mamelodi police stations stated that most of the survivors of sexual violence come in a terrified state and traumatised from the incidents that happened to them. Therefore, trauma counselling is provided to assist the clients to heal from the traumatic experience they have encountered. Additionally, social workers working at Mamelodi police stations mentioned that trauma counselling sessions depends on the needs of the client. This illustrates that the sessions might last from one or more depending on the situation of client. Participants mentioned that:

*"We provide them with trauma counselling and go through steps of trauma counselling and there is no time frame in providing the counselling, it depends with the needs of the clients. Which means the number of sessions when providing trauma counselling to the clients vary" (Spinach, 25 years old female, social worker).*

*"I provide them with psychosocial services including trauma counselling and the number of sessions vary" (Pepper, 51 years old female, social worker).*

It is evident from the above findings that there is indeed no time frame when providing trauma counselling to the women who survived sexual violence. This could be because the client has been exposed to traumatic experience and therefore, healing or recovery process might take time and it will depend on whether the client feels emotionally independent or not.

Data gathered from the study showed that due to the traumatic experience that clients have experienced and thus results in breaking down emotionally, social workers provide containment before they can commence with provision of trauma counselling. Social workers working at Mamelodi police stations stated that containment include calming the client down and making sure that the client feel comfortable so they can be able to open up or express their feelings. As illustrated below, social workers working at Mamelodi police stations have demonstrated that it is important to provide containment before proceeding with trauma counselling:

*"Containment is important before you can provide trauma counselling to the client. This is because I need to calm them down before I can offer trauma counselling, so I give them sugar and water as apparently it calms down the nerves and I give them a tissue and try to comfort especially if it is a female as I might be restricted if it's a male". (potato, 27 years old female, social worker).*

The above discussion shows that social workers establish a conducive environment for their clients before they provide counselling to them. Research suggest that it is important for professionals to

manage or contain the emotions that are projected to them by their clients, so that the provision of their services become effective (Hughes et al, 1997; Ruch, 2007; Ferguson, 2009). This shows that there is link between containment and providing trauma counselling to the clients.

### 4.4 Factors that encourage women who survived sexual violence to seek social work services.

Findings showed that there are factors that encourage women who survived sexual violence to seek social work services. Two sub-themes that derived from this theme will be discussed below and those sub-themes are: **Media and awareness campaigns.**

#### 4.4.1 Media

In the context of this study, media refers to any form of communication to the audience or public (African Economic Research Consortium, 2010). Data gathered from the study revealed that media plays a huge role in influencing women who survived sexual violence to seek social work services. According to the social workers who work at Mamelodi police stations, media entails television, newspaper and radio. Social workers stated that the above-mentioned medias has improved the lives of people to an extent whereby they have access to information that assist them in seeking help when they encounter challenges. Additionally, social workers indicated that women who survived sexual violence have seen people on TV seeking counselling due to trauma that was caused by being violated sexually. One of the participants mentioned that:

*"I think what encourages them to seek counselling is media as it informs them of the importance of counselling and what it entails and being able to identify their issues" (Pumpkin, 32 years old female, social worker).*

*"I think media plays a role in encouraging them to seek social work services for example, the things they share on social media may also give them courage to come to us and seek counselling" (Mushroom, 32 years old male, social worker).*

This finding shows that the type of content that women get exposed to play a role in influencing their decision in seeking social work services. Literature also reveals that media play a vital role in shaping people's understanding of the things happening in the world (Partner for Prevention, 2013). African Economic Research Consortium (2010) supports Partner for Prevention by saying that media plays a role in promoting social change and shaping people's attitudes. This illustrates that media shape attitudes of women who survived sexual violence on seeking social work services.

### 4.4.2 Awareness campaigns

In this study, awareness campaigns refer to a form of informing or making the public aware of something (Partner for Prevention, 2013). According to the social workers that participated in the study awareness campaigns encourages women who survived sexual violence to seek social work services. Social workers indicated that SAPS also conduct awareness campaigns in the communities against Gender-based violence and they also inform community members of the services they render and different role players they work with. In addition, they stated that through awareness campaigns women who survived sexual violence no longer suffer in silence. This shows that awareness campaigns encourage them to speak out. Social workers have mentioned that:

*"We do campaigns where we sell our services. So, if ever people come across this kind of situation, they can always seek social workers' assistance" (Beetroot, 30 years old female, social worker).*

*"I think awareness campaigns encourages them to seek social work services" (Spinach, 25 years old female, social worker).*

From the above findings, it is evident that community members are aware of the services that social workers provide in police stations and get encouraged in seeking social work services. Studies have shown that awareness campaigns encourage women to come forward and report cases of sexual violence as well as seeking professional help (Ahmad et al, 2009). This then illustrates that through awareness campaigns mental health of women who survived sexual violence get to be improved as it influences them to seek social work services which include counselling or trauma counselling.

## 4.5 Strategies adopted by SAPS to address cases of sexual violence

This theme seeks to present the strategies adopted by SAPS to address cases of sexual violence. Findings from the study revealed that **strategies that SAPS adopted to address sexual violence cases were unknown to other police officers** and some participants knew of **victim empowerment rooms**.

### 4.5.1 Strategies unknown to other police officers

Findings from the study showed that some participants were not aware or did not know about the strategies that SAPS implemented to address cases of sexual violence. This could be because some police officers are not up to date with the policies or strategies that SAPS implements. As

illustrated below, some participants were only aware of the courses that SAPS arrange for their police officers especially the ones handling sexual violence cases to attend.

*"I have never seen any policy is just that they train us on how to handle sexual violence cases as I said I cannot handle such cases where there is a lot of people" (Purple, 33 years old female, constable).*

This shows that participants did not even know if there is any policy that guides their work especially when it comes to addressing sexual violence cases. Additionally, the above discussion shows that even though perhaps those strategies exist, they are not visible enough for everyone in the police station to see them; and that police officers get information on how to handle sexual violence cases from the courses they attend. This could also mean that maybe some police officers are reluctant to read those strategies that were implemented by SAPS.

### 4.5.2 Victim empowerment rooms

Victim empowerment rooms were identified as a strategy that SAPS has implemented to address cases of sexual violence. Data gathered from the research study shows that some participants knew of victim empowerment rooms. Participants mentioned that they take statements and open cases of sexual violence in victim empowerment rooms.

*"The procedure starts at CSC and the victim get police officers and once she says she has been raped. She will be taken to victim empowerment room and now they call victim friendly room. In there we assess the current situation of the client, take statements and open cases on behalf of the victim" (Indigo, 46 years old female, social crime prevention officer).*

The above findings shows that victim empowerment rooms are used as private rooms to gather all the relevant information when the client reports Gender-based violence case related cases. Participants also stated that SAPS has established this strategy as a way of providing the victims of sexual violence or Gender-based violence with privacy, so they can feel comfortable in talking to the police officers.

In support of the above finding of having victim empowerment rooms, Violet stated that:

*"SAPS has made issues related to sexual violence a priority. We also have victim empowerment rooms in various police station, and we have desk people there who assist in opening cases, and we have social workers that deal and handle such matters and to ensure that they are provided with a good service and privacy" (Violet, 35 years old male, police officer).*

Literature also supports this finding as it was found that SAPS has established victim empowerment rooms or victim friendly rooms in some of its police stations to render services while observing the victim's right to confidentiality and to provide comfort (Commission of Gender Equality, 2016).

### 4.6 Experiences in servicing women who survived sexual violence

This theme will provide discussions on the experiences of participants when servicing women who survived sexual violence. Findings showed that participants had different experiences in handling cases of sexual violence and their experiences involved the following: **unreasonable workload, experiences with trauma and investigating false cases.**

#### 4.6.1 Unreasonable workload

Participants revealed that too many cases of sexual violence are reported during festive seasons and weekends and that results in police officers having to deal with too much workload. Some of the participants reported that working with sexual offences cases is overwhelming as there are too many cases getting reported. For instance, they said that an official may have 30 dockets on their desk that he is currently working on and while they are at it, they might get more cases on top of those ones. As indicated by one of the participants:

*"I once had nine dockets on a Monday when I was on standby, and I had to hand over the car and a cell phone to someone else. So, I locked my office and cried. On the other hand, the mother of the victims and social workers call you non-stop checking how far you are with the case, not that I blame them. So, to me, it's too much and on top of that I get other cases that needs my attention" (Banana, 39 years old female, sergeant).*One of the participants stated:

*"Maximum I get 30 to 35 cases which I must deal with. When you are on standby let's say on weekend then you can come with 5 to 8 cases which is a lot. So, but on one hand, you may find that people have 29 to 35 cases" (Bean, 57 years old male, group commander).*

The above responses, shows that handling cases of sexual violence can be demanding and can make one reach burnout. Additionally, it is clear that sexual violence is prevalent in Mamelodi and cases get reported at the police stations. Previous studies also show that due to the high rate of sexual offences cases in South Africa, most police officers tend to have a lot to deal with because of that (Perez et al, 2010). For instance, in South Africa, it is reported that every four minutes a woman is being raped (Cronje et al, 2020). This also shows that police officers have a lot to deal with even though not all rape cases are reported. Research also shows that police officers

working in Family Violence, Child Protection and Sexual Violence Unit complain of too much workload (Bishopp et al, 2019).

### 4.6.2 Experiences with trauma

The results from the study showed that high workload lead to emotional breakdown and handling of sexual violence cases can also lead to trauma. Participants mentioned that handling cases of sexual violence is traumatic. They shared that it is not a nice experience to see other women going through such emotional distress. This can be attributed to the fact that they imagine themselves involved in the situations that the survivors find themselves in.

*"This is because I spend eight hours here at work and fewer hours at home, so I end up being attached to my victims. Like when you are a woman and watching other woman going through that, you think of your child to a point where when a child does not get home in time you panic" (Banana, 39 years old female, sergeant).*

The same experience was shared by the participants as per the quote that follows:

*"To be honest, it is not easy for me personally because I am a mother as well. So, as I said regardless of whether it is a boy or a girl, it is traumatic. Even though, I have 11 years of work experience I still struggle to manage my emotions" (Orange, 40 years old female, investigating officer).*

The study that was conducted in Swedish support the above findings that police officers reported that it becomes difficult for them to balance between caring for the survivors and handling the cases (Rudolfsson, 2021). In other words, they found it difficult to balance their emotions as well as to act professionally. Literature shows those police officers who handle cases of sexual violence are likely to develop Post Traumatic Stress Disorder (Menard et al, 2016). This demonstrates that handling cases of sexual violence may cause a personal psychological trauma hence, majority if not all the participants mentioned that they experience trauma because of the work or cases that they deal with. Studies shows that police officers especially the ones working at FCS unit may be confronted with psychological distress given the fact that they work long hours and social ills such as rape cases or sexual violence cases rates are high (MacEachern et al, 2011).

### 4.6.4 Investigating false cases

The study revealed that some people report false cases and thus results into investigation of false cases. The majority of the participants indicated that some of the cases that they get to deal with

are at times false cases. They have alluded that some women open cases of sexual violence because they were not given money as promised by their partners. As reported by one of the participants:

*"The other problem is that people go to taverns and have sex with a person with the hope of being given money and when the person does not have that money. The lady goes to the police station and says she was raped. And you find out that they both agreed to have sex but because the guy does not have money to give it to her then she changes the story" (Apple, 57 years old male, commander).*

A 59-year-old Onion on the other hand reported that:

*"……. the lady went to the police station crying, claiming that she was raped, and I then took her to the doctor for a medical examination so on our way there the lady tells me that she does not want them to arrest the old man and she wants him to go to the old man to scare him so that he can give her money. That is when she explains everything……" (Onion, 59 years old male, warrant officer).*

It is evident from the above findings that there are times when women open false cases to avenge their partners as they do not deliver as per their agreement. Additionally, it is also clear that not every rape case is true. Research also shows that in Canada police officers had suspicions on the statements that were provided by the victims of sexual violence as their statements were not connecting (White et al, 2021).

### 4.7 Challenges encountered while providing services to women who survived sexual violence

Data gathered from the study showed that participants encounter challenges when rendering services to women who survived sexual violence. The challenges that they encounter are classified as sub-themes: **lack of resources, withdrawal of cases and lack of support.**

#### 4.7.1 Lack of resources

Lack of resources was identified as one of the challenges that participants encounter when providing services to women who survived sexual violence. All the participants reported that lack of resources is a major challenge in the unit. They said that it becomes difficult for them to perform certain tasks because of having limited resources. For instance, Participants stated that:

*"There are cases that you find and sometimes you do not have resources that you need to take care of the victim like the social workers usually they have comfort perks, so us we do not have especially when we are dealing with kids, we need that. If I can put it in a nutshell, resources are*

*really a problem, because sometimes you want to arrest the suspect and sometimes is not even easy as some are unknown, and you do not have a vehicle to go and arrest the perpetrator or to follow up on a case" (Orange, 40 years old female, investigating officer).*

*"Sometimes solving a case takes long because of lack of resources and it is so frustrating and makes me feel like I am just enough at working with these even though you have passion and love for the job. Sometimes you may find that you do not even have vehicle as only people who are on standby get access to the cars and after you must hand over the car to the next person who is on standby. But you ask yourself what happens to the cases that you already had as you do not have transport and you need the cars to get to the victims and witnesses" (Orange, 40 years old female, investigating officer).*

*"Another challenge is that I do not have a work cell phone, when I am off standby, I give it to someone else" (Banana, 39 years old female, sergeant).*

Gender Commission for Gender Equality (2016) reported similar findings that police in Rustenburg had limited resources to handle cases of sexual violence. Surprisingly, police officers in Sweden are reported to not have enough resources to handle cases of sexual violence (Rudolfsson, 2021). Similarly, the study that was conducted in Western Cape, found that having limited or not enough resources such as vehicles made it difficult for police officers to assist survivors of domestic violence (Green, 2013). This shows that lack of resources affects service delivery in the stations.

### 4.7.2 Withdrawal of reported sexual violence cases

Withdrawal of cases was also identified as a challenge when rendering services who survived sexual violence. This is because some participants expressed that the survivors of sexual violence have a tendency of withdrawing the cases. This could be because perpetrators or families of the perpetrators have given them money to withdraw the cases. Participants stated that another reason could be that there are instances where cases get withdrawn because the perpetrator threatened the survivors. They also indicated that other could be because there was no case from the beginning the survivor just wanted to distort money from the accused. This shows that there are so many things that can prevent the survivors from proceeding with the investigations. Participants indicated that:

*"Other cases are those ones that occur at the taverns, so you find that most of them they withdraw the cases and when you check their reasons then you find that money is involved. Some gets paid*

*to withdraw cases and you find that you as a police officer you have been working tirelessly but then the case gets withdrawn" (Bean, 57 years, group commander).*

*"Another one is that a person may open a case today and when time goes by, she withdraws with her reasons. Reasons could be maybe family gave her money so that she can withdraw the case, or the person had a motive in the beginning of whereby she thinks that if she opens a case against that individual then he will give her money and after that maybe she withdraws" (Apple, 57 years old male, commander).*

Hansen et al (2020) also reported that there are factors that influence the survivors of sexual violence to withdraw cases. Some of those factors they have mentioned is the psychological distress that comes with the investigation and being given money by either the perpetrator or families of the perpetrator (Hansen, 2020). On the contrary, it is reported that survivors of sexual disengage from court proceedings due to lack of support from the law system itself and from the society (Ministry of Justice et al, 2021).

### 4.7.3 Lack of support

Lack of support was identified as part of the challenges that participants encounter when providing services. All the participants reported that they lack support from South African Police Services in the sense that they do not have counsellors that specifically assist with the issues they encounter at the unit. This illustrates South African Police Services overlook psychological needs of the police officers and yet still expect them to perform their duties effectively. One of the participants said that:

*"……they should provide us with counselling. So that it becomes easier when you get another case. For example, let's say I get this case and I find out that they killed a child and I get another one of which is not based on a true story, you see I will be traumatised the time, I get to that one. So, if we can get counselling, I think we will be okay" (Pear, 43 years old female, investigating officer).*

Orange on the other hand stated that the government should take them seriously and prioritize them, she said that:

*"Personally, I think the government need to listen for in as much as GBV is a problem in our country and in other countries. Even when you got to court, GBV we always secure sentences and in parliament they say they are doing well but they are not taking care of us who are working and our victims. I hope that they listen and prioritise us then it will be much better..... ……Like*

*the social workers, we call them ESW, and they deal with debriefing, but I think it is not that effective because every time you have to go, run around people as we have different stations. But it will help if they come for example maybe every week even if it is not every day and do debriefing like I said it is working for me if I share with my colleagues. But sometimes you feel that you need more support because sometimes you feel like you are depressed and tired and feeling like no one is listening to you. Social workers are there but they are not reaching out to us or even to come to us often and tell us what they can offer to us" (Orange, 40 years old female, investigating officer).*

Literature also shows that police officers complained of not getting support from their institution (Rudolfsson, 2021). Participants also expressed that things will be better if the social workers were based in their unit, so it becomes easier for them to consult or seek social work services. Some participants indicated that handling sexual violence is emotionally draining and that there are even instances whereby others resigned because they felt like they do not get the support that they anticipated from the South African Police Services.

Social workers who participated in the study stated they lack support as they do not have counsellors that provides them with debriefing as handling cases of sexual violence is traumatic. They indicated that they attend debriefing sessions once in a year and only one social worker gets to attend that training. This displays that the support they get is not enough as sexual violence cases get reported every day and thus result in more clients seeking social work services. Social workers stated that they do debriefing with their colleagues due to lack of support they get from their organisation.

### 4.8 Training received to assist women who survived sexual violence

Participants of this research study have mentioned that they have attended sexual offences course or trainings in equipping them with knowledge on how to handle or address cases of sexual violence. Two sub-themes derived from this study of which are **sexual offences training and trauma counselling training.** The mentioned sub-themes will be discussed below.

#### 4.8.1 Sexual offences training

Sexual offences training was mentioned as the training that was attended by almost every police officer or social workers who handles cases of sexual violence. Participants mentioned that this kind of training is organised by SAPS, and it assists them as it informed them of the procedures that have to be followed when assisting a woman or any person who has survived sexual violence. Participants said that:

*"We have sexual offences course, and we have first responder to sexual offences. They arrange for us, and it is one of the internal courses that are paid by SAPS. Sexual offences course empowers us" (Indigo,46 years, social crime prevention officer).*

Other participants also stated that:

*"Firstly, I would say a master's in forensic is an advantage for me and also, we have in service trainings, they call them sexual offences training and we also go for basic training in the police. So, there are different trainings that we get within SAPS besides our qualifications. They equip us to handle the cases well" (Tomato, 39 years old female, forensic social worker).*

The above findings reveal that that it is important to attend such trainings to keep up with the new information that might be implemented to address cases of sexual violence. This shows that it is perceived as compulsory to attend such trainings especially to the ones that handles cases of sexual violence.

### 4.8.2 Trauma counselling training

Data gathered from the study showed that social workers who participated in the study attend trauma counselling training. Participants stated that trauma counselling training equip them with knowledge on how to provide such counselling to the clients. One of the participants stated that:

*"I attended trauma counselling-which assist on how to deal with trauma, and it also included the work that is done by doctors on what they do" (Potato, 27 years old female, social worker).*

The above discussion shows that participants are being prioritised when it comes to organising trainings for them. This is because they have also indicated that handling cases of sexual violence needs one to sensitive and with more knowledge on how to assist a person who has survived sexual violence. This then proves that it is important for the participants to attend such trainings.

## 4.9 Conclusion

This chapter presented and discussed the findings of the study. Profile of participants was outlined in tables and themes and sub-themes that emerged from the study were also presented in a table. Main findings, conclusion and recommendations will be provided in the chapter that follows.

# CHAPTER FIVE

# MAIN FINDINGS, CONCLUSION AND RECOMMENDATIONS

## 5.1 Introduction

This study explored the perceptions and experiences of police officers and social workers within SAPS when assisting women who survived sexual violence. The study comprised of three groups: five police officers working at CSC in Mamelodi east and west police stations, ten police officers working at FCS unit in Mamelodi and ten social workers working at Mamelodi east and west police stations. The study hoped to contribute to the existing literature regarding the perceptions and experiences of police officers and social workers within the SAPS when assisting women who survived sexual violence. This chapter will present the main findings of the study. Furthermore, the main findings will be presented based on the themes that emerged from the study. Conclusion and recommendations will be provided in this chapter.

## 5.2 Main findings

The main findings will be presented according to the themes that emerged from the study.

### 5.2.1 Their views of sexual violence

Participants had different views of sexual violence. Some participants viewed sexual violence as non-consensual sexual intercourse. Similarly, the study that was conducted in Malaysia, found that people view or understood sexual violence as having sexual intercourse without another person's consent (Jayapalan, 2018). Additionally, this view concurs with National Sexual Violence Research Centre's definition of sexual violence as it defines it as forcing some into having an unwanted sexual activity without their consent (National Sexual Violence Research Centre, 2010). Other participants on the other hand viewed sexual violence as being sexually harassed of which involves being touched inappropriately, unwanted sexual comments as well as starring at someone's body. Peacock (2013) reported similar findings, that some people viewed sexual violence as being sexually harassed as it includes things like questioning someone about their sex life and starring at their body.

Participants articulated that women are the ones who experience sexual violence in most cases. They stated that this is due to the fact that most reported cases of sexual violence were opened or reported by women. This finding corresponds with that of Jones et al, 2010; Parusa et al, 2014 and Steel et al, 2005, as it was reported that women are mostly likely to be victims of sexual violence

as compared to me. This shows that gender play a role in determining who is more likely to experience sexual violence as compared to another. This is because studies display that males are perceived to be culturally superior to females and women as subordinates (Bower, 2014).

### 5.2.2 Roles played by police officers and social workers when assisting women who survived sexual violence

Findings from the study revealed that police officers and social workers working at SAPS play different roles when assisting women who survived sexual violence. It was reported that police officers working at CSC open reported cases of sexual violence. Baskin et al (2012) reported similar findings that police officers open cases and conduct ongoing investigations. In opening reported cases of sexual violence, police officers stated that women who survived sexual violence get to be assisted by female police officers in most cases. This is because they have mentioned that most of the time those women are violated by males and therefore, that makes women feel uncomfortable in disclosing some things to male police officers. This finding corresponds with that of Lonsway et al (2020) as she reported that survivors of sexual violence are more open in disclosing what happened to female police officers as compared to male police officers.

Furthermore, it was reported that police officers working at CSC unit also refer women who survived sexual violence to different role players they work with, and those role players include police officers working at FCS and social workers working at Mamelodi police stations. This shows the importance of teamwork or interdisciplinary approach as it makes service delivery more effective. The study that was conducted in Zimbabwe reported similar findings that it is importance to liaise with different role players as it strengthens the working relationship and it makes the work to be effective (Chiguvi et al, 2019).

Additionally, findings from the study revealed that one of the role players they refer their cases or women who survived sexual violence to is police officers working at FCS unit in Mamelodi. It was reported that police officers working at FCS unit then conduct further investigations and take the survivors to the hospital for medical examination. Baskin et al (2012) also support this finding by saying that one of the roles of police officers is conducting ongoing investigations of cases of sexual violence. Similarly, it was reported that the role of police officers working at FCS unit is to investigate FCS related crime which includes cases of sexual violence. Police officers working at FCS unit reported that in conducting investigations, they work hand in hand with forensic social workers and community members to gather more evidence. Previous studies reports similar findings that in South Africa police officers also work with community members to combat sexual violence related crimes and this assist in making the investigations easier (Bazana et al, 2013).

Lastly, findings from the study showed that due to trauma that women who survived sexual violence present with, other role players that they refer them to are social workers at Mamelodi police stations. It was reported that social workers that work at Mamelodi police stations then provide trauma counselling to the women who survived sexual violence. Literature supports this finding by stating that social workers provide counselling to assist women who survived sexual violence in dealing with trauma that has been caused by being sexual violated (Dhavaleshwar, 2016). Similarly, it was found that trauma counselling or counselling in general to women who survived sexual violence not only helps them heal but also restores hope to them (Hay et al, 2019). This shows that trauma counselling assist women who survived sexual violence in different ways. Furthermore, social workers that participated in the study stated that as part of providing trauma counselling to women who survived sexual violence, it is important to go through containment process first as clients' emotions at the time are all over the time. Therefore, it was reported as mandatory to calm the clients and make them feel comfortable so they will be able to open up.

### 5.2.3 Factors that encourage women who survived sexual violence to seek social work services

Participants reported that there are factors that influence women who survived sexual violence to seek social work services. Media was identified as one of the factors that play a role in encouraging women who survived sexual violence to seek social work services. Participants stated that media shapes people's thoughts. Literature also reveals that media play a vital role in shaping people's understanding of the things happening in the world (Partner for Prevention, 2013). Similarly, Fairbairn et al (2013) found that media has an impact on influencing decision-making of a person. In relation to the study, it shows that media portrays content that may encourage women who survived sexual violence to seek counselling or help. Additionally, this finding corresponds with that of Ahmad et al (2009) as it was found that due to seeing others on media providing positive feedback on seeing a professional encourages women to talk about the violence that is happening in their relationships.

Lastly on the factors encouraging women who survived sexual violence to seek social work services, awareness campaigns also play a huge role in encouraging women who survived sexual violence to seek social work services. This is because often times, awareness campaigns are about alerting communities to know of the service that is being provided by social workers and other professionals at their respective institutions (Ahmad et al, 2009). Similar finding was reported that due to awareness campaigns most women come forward and report cases of sexual violence as

well as to seek professional help (Ahmad et al, 2009). Additionally, it was found that movements such as #MenAreTrash also play a role in making people aware of the importance of speaking up and seeking assistance (Ndlovu, 2017).

These findings show that women who survived sexual violence have knowledge in seeking social work services. Moreover, the findings illustrate that women who survived sexual violence are equipped in terms of knowing the importance of crying out for help and the importance of dealing with their psychological well-beings. Furthermore, it can be argued that women who survived sexual violence now because of media and awareness campaigns know understand that they are never alone and that there are people who can assist them in restoring their self-confidence.

### 5.2.4 Strategies adopted by SAPS to address cases of sexual violence

It was found that strategies that are adopted by SAPS to address cases of sexual violence are unknown to other police officers who participated in the study. Findings revealed that participants were not even aware of the policies that were implemented to reduce the lack of insensitivity when handling cases of sexual violence. According to the study that was conducted at the Rustenburg police station that area appeared to have no approach to combat the issue of sexual violence (Gender Commission for Gender Equality, 2016). This could mean that police officers in Rustenburg police station did not know how to tackle the issue of sexual violence because they had no strategy in place and did not know one.

Some police officers knew of victim empowerment rooms as a strategy that was adopted by SAPS to address cases of sexual violence. Participants reported that victim empowerment rooms are used as private rooms to interview or get relevant information from the clients when reporting Gender based violence related cases. It was also reported that victim empowerment rooms were also established to provide clients with privacy and to make clients feel comfortable when opening up about what happened to them. Similarly, research shows that SAPS has established victim empowerment rooms or victim friendly rooms in some of its police stations to render services while observing the victim's right to confidentiality and to provide comfort (Commission of Gender Equality, 2016). The findings also correlate with what is stipulated on the national instruction 3/2008-Sexual offences as it outlines that the survivors of sexual violence should be provided with a professional service when they report a case of sexual violence (Commission for Gender Equality, 2016).

### 5.2.5 Experiences in servicing women who survived sexual violence

The findings of the study showed that participants experienced unreasonable workload, trauma and investigating false cases of rape. Participants mentioned that handling cases of sexual violence is overwhelming as too many cases are reported. This could be due to the fact that South Africa has been labelled rape capital of the world and therefore, as a result so many cases are reported (World Health Organisation, 2009). Additionally, previous studies also show similarity as it was found that in South Africa every four minute a woman is being raped (Cronje et al, 2020). Furthermore, literature also shows an estimated 68, 5 % prevalence of sexual violence in South Africa (Maluleke, 2018). The unreasonable workload that participants reported could also be attributed by the fact that Mamelodi has been located within the top ten regions in Gauteng where the incidence of cases of sexual violence is high (Mazibuko, 2016).

Data gathered from the study showed that due to unreasonable workload participants experience trauma, burnout and emotional breakdown. Participants shared that handling cases of sexual violence is traumatic. Rudolfsson (2021) reported similar findings that police officers in Sweden felt overwhelmed and were unable to cope after handling sexual violence cases. This illustrates that these police officers were traumatised by the cases. Female police officers reported that it is not nice experience witnessing other women going through such traumatic experience. This is because it was found that most of the people who are violated sexually are women (Jewkes et al as cited by Boonzaier, 2006). This then, shows that gender also play a role in perpetuating sexual violence. Research suggests that women of child-bearing age are more likely or more vulnerable to become victims of gender-based violence (Amoakohene, 2004; Fleury-Steiner et al, 2006; Jewkes, et al, 2002).

Participants reported that some of the cases that they handle are not a true reflection of what transpired. This illustrates that they report false rape cases at the police stations and thus result into police officers investigating false rape cases. Participants mentioned that one of the reasons for reporting false rape is they are not given money as promised by their partners. Findings also shows their statements do not connect and some clients confess that they open cases because they want to money. White et al (2021) reported similar findings that in Canada police officers had suspicions on the statements that were provided by the victims of sexual violence as their statements were not connecting.

### 5.2.6 Challenges encountered while providing services to women who survived sexual violence

It was reported that participants encounter challenges when providing services to women who survived sexual violence. Lack of resources was identified as a major challenge when rendering services to women who survived sexual violence. Rudolfsson (2021) reports a similar finding that some police officers in Sweden lacked resources when dealing with the cases. Participants reported that not having enough resources makes it difficult for them to carry out their tasks. Similarly, the study that was conducted in Western Cape, found that having limited or not enough resources such as vehicles made it difficult for police officers to assist survivors of domestic violence (Green, 2013). Additionally, it was found out that having inadequate resources affect staff involved in servicing survivors of sexual violence to render their professional service (Malesa et al, 2020). In addition to the findings SADC (2018) found that having inadequate resources delay the process of addressing cases of sexual violence.

Findings from the study showed that some women who survived sexual violence withdraw reported cases of sexual violence. Participants stated that withdrawal of cases could be led by perpetrators threatening the clients or that perpetrators have given the clients money. This is because it was found that there are various factors that influence women who survived sexual violence to withdraw cases as stipulated by Hansen et al (2020). These findings are consistent with that of Roberts et al (2008) as they found that women who have been threated or given money by the perpetrators were more likely to withdraw the case or to stop with court proceedings.

Lastly on the challenges encountered when providing services to women who survived sexual violence, it was reported that participants lack support. All the participants revealed that SAPS overlook their psychological needs as they do not have counsellors that specifically assist with the issues they encounter in their workplace. Similarly, it was found that police officers complained of not getting sufficient support from their institution (Rudolfsson, 2021). It was also found that lack of support affects productivity to carry out tasks on a daily basis (Rudolfsson, 2021).

### 5.2.7 Training received to assist women who survived sexual violence

Data gathered from the study revealed that participants attended sexual offences and trauma counselling trainings. Participants reported that almost everyone who handles cases of sexual violence attend sexual offences training. On the other hand, social workers also alluded that they attend trauma counselling training. Trauma counselling trained was emphasised at it was reported that SGBV trainings provide staff who are involved in assisting survivors of SGBV with

information about different types of SGBV and psychosocial support guidance (International Federation of Red Cross and Red Crescent Societies (2002). This shows that trainings are necessary as they assist a person on how to respond to sexual related matters. Some participants reported that the trainings assist them as they get more information on the procedures they need to follow when handling a case of sexual violence or when they provide services to women who survived sexual violence. Similarly, UNICEF (2003) highlights that it is important to attend Gender based violence related trainings as it provides skills and knowledge on how to handle cases of sexual violence. Additionally, International Federation of Red Cross and Red Crescent Societies (2002) support the above findings that it is important for staff members assisting survivors of sexual violence to attend Sexual Gender based violence (SGBV) trainings as they provide guidance and skills on how to handle disclosure of SGBV.

**Concluding comment**

In concluding the main findings of the study, it can be argued that social workers and police officers working at Mamelodi police stations as well as police officials working at Mamelodi FCS unit need psychological support. This is because all the participants stressed the importance of being provided with it as handling cases of sexual violence is traumatic and overwhelming. It was evident that indeed there is a need for psychological support for them as it was reported that some have resigned due to the amount of emotional distress that comes with handling cases of sexual violence. Additionally, the results from the study displayed the role of interdisciplinary approach in assisting women who survived sexual violence. The results showed that interdisciplinary collaboration is important in a sense that it promoted awareness and understanding of the needs of women who survived sexual violence. This is because the social workers deal with the emotional and psychological part of the survivors and police officers assist in fighting the injustice that has been done to the survivors of sexual violence. Additionally, interdisciplinary collaboration from these findings promoted a good working relationship amongst different role players when assisting women who survived sexual violence. Furthermore, from the findings of the study it can be argued that ongoing training for the staff should be provided. This is because participants showed that trainings are important as they assist them in knowing how to handle cases of sexual violence. Moreover, because information changes every time therefore, a need for ongoing training should be considered. Lastly, drawing from the main findings of the study, one can argue that people understand sexual violence differently depending on the environment they get exposed to or discourses surrounding them.

## 5.3 Conclusion

The research question, aim and objectives were met. This study was aimed at exploring the perceptions and experiences of police officers and social workers within SAPS when assisting women who survived sexual violence. The study comprised of 10 police officers working at FCS in Mamelodi, five police officers working at CSC in both Mamelodi East and West police stations and 10 social workers working at both Mamelodi East and West police stations. The objectives of the study were: to understand the perceptions of client service centre police officers about assisting survivors of sexual violence; to explore the experiences of police officers working in the Family Violence and Child Protection Unit in assisting survivors of sexual violence; to explore the experiences of social workers associated with the South African Police Service in assisting survivors of sexual violence and to establish what strategies are adopted by the South African Police Service to address sexual violence cases. Findings from the study showed different views and understanding of sexual violence. This study revealed different roles of the social workers and police officers in South African Police Service. In the study, it was found that media and awareness campaigns play a huge role in encouraging women to seek social work services. Strategies that were adopted by SAPS to address sexual violence were unknown to some of the police officers and of which raised a concern as to whether they are ignorant or they indeed have no knowledge with regards to them. Additionally, the study displayed that having inadequate resources affects the productivity or effectiveness in the workplace. Furthermore, this study also showed that police officers and social workers lack support and that as a result demoralises or demotivate them as it was indicated that handling sexual violence cases can be overwhelming and traumatising. Therefore, a need for debriefing or counselling was emphasised. The study revealed that there are women who report false cases of sexual violence in the name of distorting money from their partners. Additionally, the withdrawal of cases was also an alarming issue as it then shows that the country is nowhere near combating sexual violence gender-based violence. Furthermore, gender also played a role in this study as it was revealed that female officers are the ones that assist women who survived sexual violence. This study also showed the importance of police officers and social workers attending training as they equipped them with knowledge on how to handle cases of sexual violence.

## 5.4 Recommendations

Based on the findings of the study, it is recommended that South African Police Service take into consideration psychological needs of its members as it was stipulated that they do get necessary or sufficient support. The study highlighted that lack of resources is a challenge and therefore,

enough resources should be provided so, the officials provide a good service to their clients. Drawing from the findings of the study, it is recommended that SAPS make their strategies visible to anyone handling cases of sexual violence. Awareness campaigns should be conducted to inform the community of the consequences that come with opening false sexual violence cases. Additionally, it is recommended that SAPS hire more social workers that will assist external ones to provide support to the survivors of sexual violence. It is also recommended that SAPS employ additional police officers as the participants complained of too much workload.

### 5.4.1 Recommendations for future research

In terms of future research, the following should be considered:

- Explore the perceptions of women on reporting false rape cases
- Explore the role of counselling in relation to employees providing effective services
- Explore how gender influences or defines the roles of police officers when assisting women who survived sexual violence.

## 5.5 Conclusion

This chapter discussed the main findings of the study and compared them with other studies conducted. Key findings from the main findings were also identified as a concluding comment in this chapter. Conclusion and recommendations were also presented in this chapter.

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**Appendix A**

Participant information sheet for social workers

**Title of the study: Perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria.**

Good day,

My name is Ikageng Bahula and I am a postgraduate student registered for Master of Arts in Social Work by Research at the University of the Witwatersrand, Johannesburg. As part of the requirements for the degree, I am conducting a study on the perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence. However, for the purpose of this participant information sheet I will be interviewing social workers working at the SAPS. The outcome of the study could contribute to the existing literature regarding the perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence.

I would therefore like to invite you to participate in my study which will last for approximately 60 minutes. If you accept my invitation, your participation would be entirely voluntary and you are free to withdraw at any time without penalty. There are no consequences or personal benefits of participating in this study. If you agree to take part, I will arrange to interview you at a time and place that is suitable for you. If you choose to participate, you may withdraw from the study at any time and you may also refuse to answer any questions that you feel uncomfortable with answering without any penalty. If you decide to participate, I will ask your permission to taperecord the interview. No one other than the researcher and the supervisor will have access to the tapes. The tapes will be kept in a locked cabinet for two years following any publications or for six years if no publications emanate from the study. A copy of your interview transcript without any identifying information will be stored permanently in a locked cupboard and may be used for future research.

Please be assured that your name and personal details will be kept confidential and no identifying information will be included in the final research report. The results of the research may also be used for academic purposes (including books, journals and conference proceedings) and a summary of findings will be made to available to study participants on request.

Please contact me on (079 914 5933) or (1055198@students.wits.ac.za), or my supervisor, (Dr. Busisiwe.Nkala-Dlamini) on (011 717 4483) or (Busisiwe.Nkala-Dlamini@wits.ac.za) if you have any questions regarding my study. We shall answer them to the best of our ability. If you have any concerns and complaints about the study, please contact Human Research Ethics Committee (Non-Medical) telephone 011 717 1408, email hrecnon-medical@wits.ac.za

Thank you for taking the time to consider participating in the study.

Yours Sincerely,

Ikageng Bahula

## Appendix B

Consent form for participation in the study (for social workers working at SAPS)

Name of the researcher: Ikageng Bahula

Student number: 1055198

**Title of the study: Perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria.**

I …….. hereby consent to participate in the research study. The purpose and procedures of the study have been explained to me. I agree to the following:

Please circle the relevant options below

• I agree that my participation will remain anonymous Yes/No

• I agree that the researcher may use anonymous quotes in her research report Yes/No

• I agree that the interview may be audio recorded Yes/No

• I agree that the information I provide may be used anonymously after this project has ended, for academic purposes by other researchers, subject to their own ethics clearance being obtained Yes/No

Name of Participant: _____

Date: _____

**Signature: _____**

## Appendix C

Interview guide for social workers working at SAPS

Age:

Highest level of education:

Occupation:

Years of experience:

1. What have you found challenging when assisting a woman who survived sexual violence?

2. What kind of support do you need in order to overcome the challenges you encounter?

3. Which services do you provide to a woman who survived sexual violence?

4. What is your experience so far in assisting woman who survived sexual violence?

5. What do you think encourages a woman who survived sexual violence to seek social work services?

6. Do you think women who survived sexual violence are provided with sufficient support by the South African Police Service? Please elaborate on your answer.

7. What training did you receive to assist women who survived sexual violence?

**Appendix D**

Participant information sheet for police officers working in FCS unit

**Title of the study: Perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria.**

Good day,

My name is Ikageng Bahula and I am a postgraduate student registered for Master of Arts in Social Work by Research at the University of the Witwatersrand, Johannesburg. As part of the requirements for the degree, I am conducting a study on the perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence. However, for the purpose of this participant information sheet I will be interviewing police officers working at the FCS unit. The outcome of the study could contribute to the existing literature regarding the perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence. I would therefore like to invite you to participate in my study which will last for approximately 60 minutes. If you accept my invitation, your participation would be entirely voluntary, and you are free to withdraw at any time without penalty. There are no consequences or personal benefits of participating in this study. If you agree to take part, I will arrange to interview you at a time and place that is suitable for you. If you choose to participate, you may withdraw from the study at any time and you may also refuse to answer any questions that you feel uncomfortable with answering without any penalty. If you decide to participate, I will ask your permission to tape record the interview. No one other than the researcher and the supervisor will have access to the tapes. The tapes will be kept in a locked cabinet for two years following any publications or for six years if no publications emanate from the study. A copy of your interview transcript without any identifying information will be stored permanently in a locked cupboard and may be used for future research.

Please be assured that your name and personal details will be kept confidential and no identifying information will be included in the final research report. The results of the research may also be used for academic purposes (including books, journals and conference proceedings) and a summary of findings will be made to available to study participants on request.

Please contact me on (079 914 5933) or (1055198@students.wits.ac.za), or my supervisor, (Dr. Busisiwe Nkala-Dlamini) on (011 717 4483) or (Busisiwe.Nkala-Dlamini@wits.ac.za) if you have any questions regarding my study. We shall answer them to the best of our ability. If you have any concerns and complaints about the study, please contact Human Research Ethics Committee (Non-Medical) telephone 011 717 1408, email hrecnon-medical@wits.ac.za

Thank you for taking the time to consider participating in the study.

Yours Sincerely,

Ikageng Bahula

## Appendix E

Consent form for participation in the study (for police officers working in FCS unit)

Name of the researcher: Ikageng Bahula

Student number: 1055198

**Title of the study: Perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria.**

I …….. hereby consent to participate in the research study. The purpose and procedures of the study have been explained to me. I agree to the following:

Please circle the relevant options below

• I agree that my participation will remain anonymous Yes/No

• I agree that the researcher may use anonymous quotes in her research report Yes/No

• I agree that the interview may be audio recorded Yes/No

• I agree that the information I provide may be used anonymously after this project has ended, for academic purposes by other researchers, subject to their own ethics clearance being obtained. Yes/No

Name of Participant: _____

Date: _____

Signature: _____

## Appendix F

Interview guide for police officers working in Family Violence, Child Protection and Sexual Offence Unit as well as the Victim Empowerment Unit.

Age:

Highest level of education:

Occupation:

Years of experience:

1. In your understanding, what is sexual violence?

2. Which services do you provide to a woman who survived sexual violence?

3. What is your experience so far in handling such cases?

4. How many cases do you deal with every day?

5. What are the challenges that you encounter in working in this unit when trying to assist a survivor of sexual violence?

6. What kind of training did you receive to assist women who survived sexual violence?

7. What kind of support do you need to overcome the challenges that you encounter?

8. Tell me about your experience in assisting women who survived sexual violence

**Appendix G**

Participant information sheet for client service centre police officers

**Title of the study: Perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria.**

Good day,

My name is Ikageng Bahula and I am a postgraduate student registered for Master of Arts in Social Work by Research at the University of the Witwatersrand, Johannesburg. As part of the requirements for the degree, I am conducting a study on the perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence. However, for the purpose of this participant information sheet I will be interviewing client service centre police officers. The outcome of the study could contribute to the existing literature regarding the perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence. I would therefore like to invite you to participate in my study which will last for approximately 60 minutes. If you accept my invitation, your participation would be entirely voluntary, and you are free to withdraw at any time without penalty. There are no consequences or personal benefits of participating in this study. If you agree to take part, I will arrange to interview you at a time and place that is suitable for you. If you choose to participate, you may withdraw from the study at any time and you may also refuse to answer any questions that you feel uncomfortable with answering without any penalty. If you decide to participate, I will ask your permission to tape record the interview. No one other than the researcher and the supervisor will have access to the tapes. The tapes will be kept in a locked cabinet for two years following any publications or for six years if no publications emanate from the study. A copy of your interview transcript without any identifying information will be stored permanently in a locked cupboard and may be used for future research. Please be assured that your name and personal details will be kept confidential and no identifying information will be included in the final research report. The results of the

research may also be used for academic purposes (including books, journals and conference proceedings) and a summary of findings will be made to available to study participants on request.

Please contact me on (079 914 5933) or (1055198@students.wits.ac.za), or my supervisor, (Dr. Busisiwe Nkala-Dlamini) on (011 717 4483) or (Busisiwe.Nkala-Dlamini@wits.ac.za) if you have any questions regarding my study. We shall answer them to the best of our ability. If you have any concerns and complaints about the study, please contact Human Research Ethics Committee (Non-Medical) telephone 011 717 1408, email hrecnon-medical@wits.ac.za

Thank you for taking the time to consider participating in the study.

Yours Sincerely,

Ikageng Bahula

## Appendix H

Consent form for participation in the study (for client service centre police officers)

Name of the researcher: Ikageng Bahula

Student number: 1055198

Title of the study: Perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria.

I …….. hereby consent to participate in the research study. The purpose and procedures of the study have been explained to me. I agree to the following:

Please circle the relevant options below

• I agree that my participation will remain anonymous Yes/No

• I agree that the researcher may use anonymous quotes in her research report Yes/No

• I agree that the interview may be audio recorded Yes/No

• I agree that the information I provide may be used anonymously after this project has ended, for academic purposes by other researchers, subject to their own ethics clearance being obtained. Yes/No

Name of Participant: _____

Date: _____

Signature: _____

## Appendix I

Interview guide for client service centre police officers

**Title of the study: perceptions and experiences of police officers and social workers within South African Police Service when assisting survivors of sexual violence in Mamelodi, Pretoria**.

Age:

Highest level of education:

Occupation:

Years of experience:

1. In your view, what is sexual violence?

2. What comes into your mind when a person reports a case of sexual violence?

3. What are the strategies (policies, referrals and support) that SAPS adopted to address sexual violence cases?

4. What do you do when a person comes in the station to report a case of sexual violence?

5. What is your experience in assisting with women who survived sexual violence?

6. Do you think most women have courage to report a case of sexual violence? Please elaborate on your answer.

7. What training did you receive to assist women who survived sexual violence?

# Appendix J: ethics clearance

UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

Research Office

**HUMAN RESEARCH ETHICS COMMITTEE (NON-MEDICAL)**
R14/49 Bahula

| | |
|---|---|
| **CLEARANCE CERTIFICATE** | **PROTOCOL NUMBER: H22/04/03** |
| **PROJECT TITLE** | Perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence in Mamelodi, Pretoria |
| **INVESTIGATOR(S)** | Ms I Bahula |
| **SCHOOL/DEPARTMENT** | Human and Community Development/ |
| **DATE CONSIDERED** | 22 April 2022 |
| **DECISION OF THE COMMITTEE** | Approved<br>Risk Level: Low |
| **EXPIRY DATE** | 22 June 2025 |

**DATE** 23 June 2022 **CHAIRPERSON** (Professor J Watermeyer)

cc: Supervisor : Dr B Nkala-Dlamini

**DECLARATION OF INVESTIGATOR(S)**

To be completed in duplicate and **ONE COPY** returned to the Secretary at Room 10004, 10th Floor, Senate House, University. Unreported changes to the application may invalidate the clearance given by the HREC (Non-Medical)

I/We fully understand the conditions under which I am/we are authorized to carry out the abovementioned research and I/we guarantee to ensure compliance with these conditions. Should any departure to be contemplated from the research procedure as approved I/we undertake to submit an amendment of the protocol to the Committee. **I agree to completion of a regular progress report. For Minimal and Low studies, this is due annually on 31 December. For Medium and High Risk studies, this is due twice annually on 30 June and 31 December.**

**Signature** 05,07,2022 **Date**

**PLEASE QUOTE THE PROTOCOL NUMBER ON ALL ENQUIRIES**

## Appendix K: certificate of competence for ethics training



CERTIFICATE OF COMPETENCE IN RESEARCH ETHICS

Name: Bahula Ikageng

Student/Staff No: 1055198

**Date of Certification: 02 June 2021 - 01 June 2024** (This certificate is valid for a period of three years)

TRAINED BY:

PROFESSOR JASPER KNIGHT
(RESEARCH ETHICS)

SIGNATURE

UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

ISSUED BY:

DR ROBIN DRENNAN
(DIRECTOR: RESEARCH OFFICE)

SIGNATURE

This certificate is confirmation of successful completion of a training course in Research Ethics for Non-Medical human research, based upon achieving a minimum level of competence in different assessment tasks.

## Appendix L: permission letter to conduct research

South African Police Service — Suid-Afrikaanse Polisiediens

| | | | |
|---|---|---|---|
| Privaatsak<br>Private Bag X94 | Pretoria<br>0001 | Faks No.<br>Fax No. | (012) 393 2128 |

Your reference/U verwysing:

My reference/My verwysing: 3/34/2

THE HEAD: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

Enquiries/Navrae: Lt Col (Dr) Smit
AC Thenga
Tel: (012) 393 3444
Email: LindieSmit@saps.gov.za

APPROVED

I Bahula
**UNIVERSITY OF WITWATERSRAND**

**RE: PERMISSION TO CONDUCT RESEARCH IN THE SOUTH AFRICAN POLICE SERVICE: UNIVERSITY OF WITWATERSRAND: MASTERS DEGREE: PERCEPTIONS AND EXPERIENCES OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE PRETORIA: MAMELODI: RESEARCHER: I BAHULA**

1. The above subject matter refers.

2. You are hereby granted approval for your research study on the above-mentioned topic in terms of National Instruction 1 of 2006.

3. Further arrangements regarding the research study may be made with the following office:

4. The Provincial Commissioner: Gauteng:

- **Contact Person:** Col Peters
- **Contact Details:** (011) 547 9129
- **Email Address:** PetersNS@saps.gov.za

- **Contact Person:** Capt Nevumbani
- **Contact Details:** (011) 547 9129
- **Email Address:** Nevumbanivi@saps.gov.za

5. Kindly adhere to paragraph six (6) of our attached letter signed on **2021-11-30** with the above reference number.

**MAJOR GENERAL**
**THE HEAD: RESEARCH**
**DR PR VUMA**

**DATE:** 2022-02-03

1

SAPS 21

SUID-AFRIKAANSE POLISIEDIENS

SOUTH AFRICAN POLICE SERVICE

Private Bag / Privaatsak X 57, BRAAMFONTEIN, 2017

| | |
|---|---|
| Reference<br>Verwysing | 3/34/2(2022200007) |
| Enquiries<br>Navrae | Col Peters<br>Capt Nevumbani |
| Telephone<br>Telefoon | (011) 547-9129 |
| Fax number<br>Faksnommer | (011) 547- 9189 |

THE PROVINCIAL COMMISSIONER

**GAUTENG**

A. The Provincial Head
S A Police Service
Legal and Policy Services
**GAUTENG**

B. The Deputy Provincial Commissioner
S A Police Service
Policing
**GAUTENG**

C. The Provincial Commissioner
S A Police Service
**GAUTENG**

**RESEARCH: PERMISSION TO CONDUCT RESEARCH IN SAPS: PERCEPTIONS AND EXPERIENCE OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE (SAPS) WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: I BAHULA**

A-B: For your recommendation
C : For approval

1. Attached herewith is an application of I Bahula to conduct research on the above mentioned topic, within the South African Police Service.
2. The application has been evaluated by Provincial Strategic Management (Research) as per attached Annexure and found to be in compliance with National Instruction 1 of 2006: Research.
3. In the opinion of Strategic Management (Research), the research study will be beneficial to the Service as it aims to explore perceptions and experience of police officers and social workers within the South African Police Service when assisting women who survived sexual violence.
4. The researcher will conduct the study without disrupting the duties of members of the Service. Prior arrangements will be made with the commander of the applicable business unit.

2

**RESEARCH: PERMISSION TO CONDUCT RESEARCH IN SAPS: PERCEPTIONS AND EXPERIENCE OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE (SAPS) WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: I BAHULA**

5. The research study will be conducted at the researcher's exclusive cost.

6. In line with National Instruction 1 of 2006, you are afforded the opportunity to comment on the relevance and feasibility of the proposed research within your area of responsibility. Any objections against the research will be noted and you will be requested to clarify and motivate those with the Provincial Head: Organisational Development & Strategic Management.

7. In order to ensure the effective and efficient finalisation of this application you are requested to submit your comments to the Strategic Management office within the allocated time frame.

8. Your cooperation and assistance is appreciated.

Regards

**COLONEL**
**Actg PROVINCIAL HEAD: ORGANISATIONAL DEVELOPMENT & STRATEGIC MANAGEMENT: GAUTENG**
**SC BASSON**

Date: 2022-01-19

**ANNEXURE A**

**RESEARCH: PERMISSION TO CONDUCT RESEARCH IN SAPS: PERCEPTIONS AND EXPERIENCE OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE (SAPS) WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: I BAHULA**

**COMMENTS & RECOMMENDATION: PROVINCIAL STRATEGIC MANAGEMENT: RESEARCH**

| | | | | | |
|---|---|---|---|---|---|
| i | OFFICIAL FILE NO: | 3/34/2(202200007) | | | |
| | FILE COMPUTER REFERENCE NO: | 8303451 | | | |
| ii | MOTIVATION FOR RESEARCH: | The study will assist SAPS to explore perceptions and experiences of police officers and social workers within South African Police Service when assisting women who survived sexual violence. | | | |
| | APPLICATION FOUND TO BE COMPLETE: | YES | | NO | |
| | INDEMNITY / UNDERTAKING SIGNED | YES | | NO | |
| iii | APPLICATION PERUSED BY: | Captain Nevumbani | | | |
| | CONTACT NO: | 011 547 9129 | | | |
| | SIGNATURE: | CAPTAIN NEVUMBANI | | | |
| | DATE: | 2022/01/18 | | | |
| iv | APPLICATION VERIFIED BY: | Lt Col Ruthnam | | | |
| | APPLICATION RECOMMENDED: | YES X | | NO | |
| | CONTACT NO: | 011 547 9129 | | | |
| | SIGNATURE: | RUTHNAM LT COL | | | |
| | DATE: | 2022 - 01 - 18 | | | |

**RESEARCH: PERMISSION TO CONDUCT RESEARCH IN SAPS: PERCEPTIONS AND EXPERIENCE OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE (SAPS) WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: I BAHULA**

**A. RECOMMENDATION BY PROVINCIAL HEAD: LEGAL AND POLICY SERVICES**

*TIME ALLOCATED: 3 days*

| *COMMENTS WITH REGARDS TO ANY LEGAL OBJECTIONS AGAINST THE RESEARCH WITH ANY ADDITIONAL LIMITATIONS TO RESEARCHER:* | | | | |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| APPLICATION RECOMMENDED: | YES | X | NO | |
| SIGNATURE: | DATE: 2022-01-21 | | | |

**B. RECOMMENDATION BY THE DEPUTY PROVINCIAL COMMISSIONER: POLICING**

*TIME ALLOCATED: 3 days*

| *COMMENTS WITH REGARDS TO THE RELEVANCE AND FEASIBILITY OF THE RESEARCH WITHIN YOUR ENVIRONMENT* | | | | |
|---|---|---|---|---|
| Recommended research topic "Perceptions and | | | | |
| experience of police officers and social | | | | |
| workers working SAPS when assisting women who | | | | |
| survived sexual violence in Mamelodi" | | | | |
| | | | | |
| | | | | |
| APPLICATION RECOMMENDED: | YES | X | NO | |
| SIGNATURE: MAJ GEN DT MTHOMBENI | DATE: 2022-01-26 | | | |

Major General
D.T. Mthombeni

**PERMISSION TO CONDUCT RESEARCH IN THE SAPS**

**RESEARCH: PERMISSION TO CONDUCT RESEARCH IN SAPS: PERCEPTIONS AND EXPERIENCE OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE (SAPS) WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: I BAHULA**

**RESEARCHER: I BAHULA**

Permission is hereby granted to the researcher above to conduct research in the SAPS based on the conditions of National Instruction 1 of 2006 (as handed to the researcher) and within the limitations as set out below and in the approved research proposal.

This permission must be accompanied with the signed Indemnity, Undertaking & Declaration and presented to the commander present when the researcher is conducting research.

This permission is valid for a period of Thirty Six (36) months after signing.

Any enquiries with regard to this permission must be directed to Col. Peters or Captain VJ Nevumbani at PetersNS@saps.gov.za/nevumbanivj@saps.gov za

**RESEARCH LIMITATIONS / BOUNDARIES:**

**Research Instruments:** Interview

**Target audience/subjects:** 30 members in SAPS

**Geographical target:**

| ***Provincial Component*** | ***District : TSHWANE*** |
|---|---|
| None | Mamelodi SAPS<br>Mamelodi East SAPS<br>Family Violence, Child Protection and Sexual Offence (FCS) Unit |

Access to official document: No

**LIEUTENANT GENERAL**
**PROVINCIAL COMMISSIONER: GAUTENG**
**E MAWELA (SOEG)**

DATE: 2022/01/31

SUID-AFRIKAANSE POLISIEDIENS SOUTH AFRICAN POLICE SERVICE

**Privaatsak/Private Bag X 94**

| | |
|---|---|
| Verwysing/Reference: | 3/34/2 |
| Navrae/Enquiries: | Lt Col Joubert<br>AC Thenga |
| Telefoon/Telephone: | (012) 393 3118 |
| Email Address: | JoubertG@saps.gov.za |

**THE HEAD: RESEARCH**
**SOUTH AFRICAN POLICE SERVICE**
**PRETORIA**
**0001**

The Provincial Commissioner
**GAUTENG**

**PERMISSION TO CONDUCT RESEARCH IN SAPS: PERCEPTIONS AND EXPERIENCES OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE (SAPS) WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA: UNIVERSITY OF THE WITWATERSRAND: MASTERS DEGREE: RESEARCHER: I BAHULA**

1. The above subject matter refers.

2. The researcher, I Bahula, is conducting a study titled: Perceptions and experiences of police officers and social workers within the South African Police Service (SAPS) when Assisting women who survived sexual violence in Mamelodi, Pretoria, with the aim ***to explore perceptions and experiences of police officers and social workers within the South African Police Service when assisting women who survived sexual violence.***

3. The researcher is requesting permission to interview thirty (30) police participants at the Mamelodi East and Mamelodi West police stations. The participants will consist of ten (10) Client Service Centre members, ten (10) Family Violence, Child Protection and Sexual Offence (FCS) unit members and ten (10) Social Workers.

4. The proposal was perused according to National Instruction 1 of 2006. This office recommends that permission be granted for the research study, subject to the final approval and further arrangements by the office of the Provincial Commissioner: Gauteng.

5. We hereby request the final approval by your office if you concur with our recommendation. Your office is also at liberty to set terms and conditions to the researcher to ensure that compliance standards are adhered to during the research process and that research has impact to the organisation.

**PERMISSION TO CONDUCT RESEARCH IN SAPS: PERCEPTIONS AND EXPERIENCES OF POLICE OFFICERS AND SOCIAL WORKERS WITHIN THE SOUTH AFRICAN POLICE SERVICE (SAPS) WHEN ASSISTING WOMEN WHO SURVIVED SEXUAL VIOLENCE IN MAMELODI, PRETORIA: UNIVERSITY OF THE WITWATERSRAND: MASTERS DEGREE: RESEARCHER: I BAHULA**

6. If approval is granted by your office, this office will obtain a signed undertaking from researcher prior to the commencement of the research which will include your terms and conditions if there are any and the following:

6.1. The research will be conducted at his/her exclusive cost.

6.2 The researcher will conduct the research without the disruption of the duties of members of the Service and where it is necessary for the research goals, research procedures or research instruments to disrupt the duties of a member, prior arrangements must be made with the commander of such member.

6.3 The researcher should bear in mind that participation in the interviews must be on a voluntary basis.

6.4 The information will at all times be treated as strictly confidential.

6.5 The researcher will provide an annotated copy of the research work to the Service.

6.6 The researcher will ensure that research report / publication complies with all conditions for the approval of research.

7. If approval is granted by your office, for smooth coordination of research process between your office and the researcher, the following information is kindly requested to be forwarded to our office:

- **Contact person**: Rank, Initials and Surname.
- **Contact details**: Office telephone number and email address.

8. A copy of the approval (if granted) and signed undertaking as per paragraph 6 supra to be provided to this office within 21 days after receipt of this letter.

9. Your cooperation will be highly appreciated.

**MAJOR GENERAL**
**THE HEAD: RESEARCH**
**DR PR VUMA**

**DATE:** 2021-11-30

## Appendix K: permission letter from an NGO

REG No: 2007/000781/08
(Association Incorporated Under Section 21)
PO Box 445 • Pretoria • 0160
19028 Ledwaba Street
S&S, Mamelodi East, 0002
Gauteng South Africa
Tel : +27 79 939 6514
Email:rjune@webmail.co.za
URL: www.mail@mosesmabhidafoundation.co.za

MOSES MABHIDA FOUNDATION

OFFICE OF THE CHIEF EXECUTIVE OFFICER

**TERM CONTRACT OF CONDUCTING A RESEARCH**

**Entered into between:**

**MOSES MABHIDA FOUNDATION(MMF)**

**("NPO NO. 104-527")**

**And**

**IKAGENG MAPHALE BAHULE**

**WITS UNIVERTSITY STUDENT**

**("STUDENT NO. 1055198")**

Moses Mabhida Foundation
NPO - 104 - 527
19028 Ledwaba Street
Ubuntu Complex Snr
Mamelodi East 0122

1. The Moses Mabhida Foundation allows the above Student of WITS UNIVERSITY to use our Offices and our Stations to conducts her study on **The perception and experience of police officers and social workers within South African Police Services when assisting women who survive sexual violence. The actual study or actual participants will be to interview social workers working at the SAPS.** Social workers will be asked a permission to tape-record the interviews. The Moses Mabhida Foundation accepts the request for permission to interview our employees **(Social Workers/Social Aixiliary Workes working at TCC and Mamelodi Police Stations).**

1.2 Notwithstanding the date on which the study is signed, the contract of the study shall be commencing on **25 August 2022 to 30 September 2022.**

**INITIALS:...**

"In most difficult moments always radiate calmness, breath hope and certainty of victory"

**CONFLICT OF INTEREST**

2. The student is required to ensure at all that she does not put herself in a situation where her own personal interests' conflict or may potentially conflict with interest of the Organisation.

Signed by the Centre manager at ..... On this 23 day of August 2022 . For or and on behalf of:

.....

The MMF duly authorised

**As Witnesses:**

1. .....
2. .....

Signed by Student at Mamelodi On this 23 day of August 2022.

1055198

Signature of Student & Student No.

Moses Mabhida Foundation
NPO - 104 - 527
19028 Ledwaba Street
Ubuntu Complex Sne
Mamelodi East 0122

**INITIAL(S) .....**

REG No: 2007/000781/08
(Association Incorporated Under Section 21)
PO Box 445 • Pretoria • 0160
19028 Ledwaba Street
S&S, Mamelodi East, 0002
Gauteng South Africa
Tel : +27 79 939 6514
Email: :rjune@webmail.co.za
URL: www.mail@mosesmabhidafoundation.co.za

MOSES MABHIDA FOUNDATION

**OFFICE OF THE CHIEF EXECUTIVE OFFICER**

"In most difficult moments always radiate calmness, breath hope and certainty of victory"

## Appendix K: Turnitin report

Ikageng Bahula MA Research-3.docx

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