Final report

Impact Study of the COVID-19 on the Safety and Security Sector in South Africa

Executive Summary

As noted by the World Bank Global Economic Prospects, over the longer horizon, the deep recessions that have been triggered by the COVID − 19 pandemic are expected to leave lasting scars through reduced investment, an erosion of human capital through lost work and schooling and also fragmentation of global trade and supply linkages. The safety and security sector is one of the major contributors to the GDP of South Africa and the effects of COVID − 19 can be seen to threaten this sector. This study seeks to analyse the impact of COVID − 19 to the safety and security sector. A combination of qualitative and qualitative analysis was conducted in order to achieve this objective. The report comprises of four main parts as well as a chapter on recommendations. The first chapter reports context of the study and provides an orientation on the impact of COVID − 19. The second chapter provides the review of related literature which laid the foundation for the development of the research methodological chapter. Chapter three reported the research method that was adopted in this study. Data was gathered through the use of a questionnaire that was distributed via an online tool called survey monkey. The findings of the study indicate that the safety and security sector in South Africa has not been spared from the effects of Covid − 19. The study recommends high investments in ICT to allow for the utilisation of the fourth industrial revolution technologies.

Acronyms

GDP	Gross Domestic Product
UNICEF	United Nations International Children's Emergency Fund
SASSETA	Safety and Security Sector Education and Training Authority
SETA	Sector Education and Training Authority
NDS	National Development Strategy
SAPS	South African Police Services
POLSEC	Police, Private Security, Legal, Correctional Services and Justice
DIDTETA	Diplomacy, Intelligence, Defense and Trade Education and Training Authority
NSDS	National Skills Development Strategy

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Chapter ONE: The context

1.0 Introduction

The twin health and economic shocks of the Coronavirus disease (COVID-19) pandemic are staggering in their breadth and scale. COVID-19 is an infectious disease caused by a newly discovered coronavirus. Most people who fall sick with COVID-19 experience mild to moderate symptoms and recover without special treatment. Although the disease arrived later and has spread more slowly in many low and middle-income countries, COVID-19 is threatening many lives and long-term livelihoods of millions of people especially the poor, and could push an additional 140 million into extreme poverty in the next few years (Gilligan, 2020). The world is presently struggling to control the COVID-19 which has become a global public health pandemic and is spreading very fast with diverse levels of fatalities in different regions and countries.

Starting in Wuhan, China in late 2019, COVID-19 has become a global epidemic within a very short time. By end of 2020, Europe — especially Italy, Spain, the UK, and France — and the U.S. had been hardest hit in terms of infections and fatalities despite their more sophisticated health service delivery systems (Sekyere et al., 2020). This has raised great concern for the African continent due to the continent's relatively weak health systems compared to Europe and the Global North, and the wide expanse of areas on the continent with no health services or systems in place.

The social and personal implications of the COVID-19 Corona virus have already had a devastating impact on countries, social institutions, communities, businesses and a whole range of social and psychological events and interactions for people. In 2020, the COVID-19 pandemic challenged countries and their various economic activities in various new ways. In March 2020, lockdowns were established in most countries, borders were closed and only staff identified as essential was allowed to travel and work on site, while others worked remotely, when possible (Donald, 2020).

Figure 1.1: The Corona Virus Daily change chart
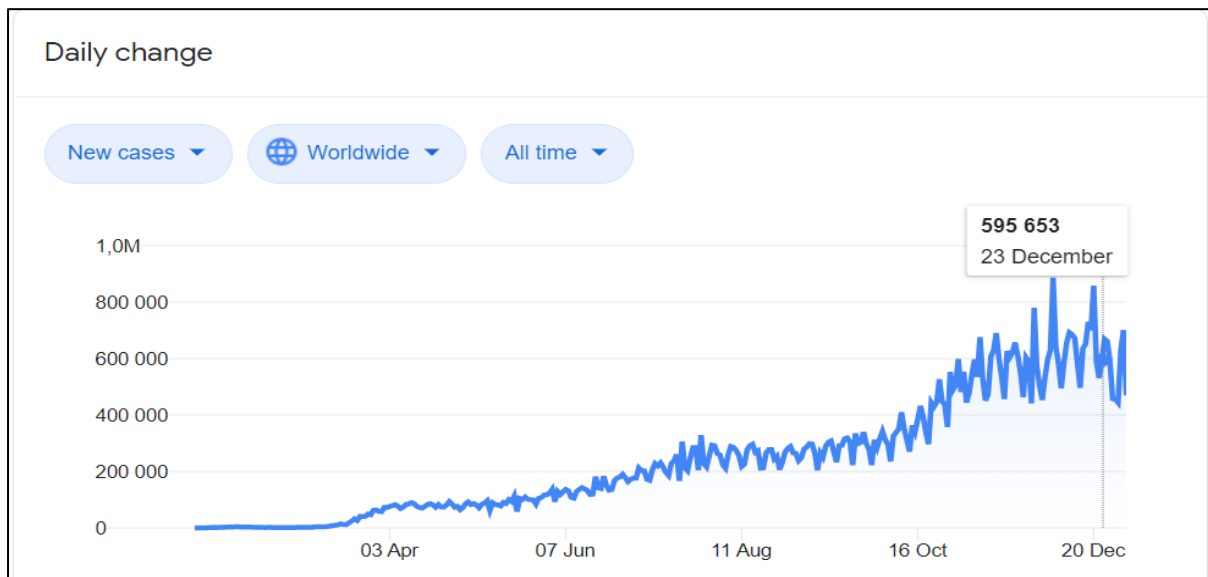
Source: World Health Organization (2020b)

From figure 1.1 each day shows new cases reported since the previous day. The figure indicated the rate at which COVID-19 cases have been increasing across the world hence showing the magnitude of the impact on the economic activities as the year 2020 was progressing.

The 2019 coronavirus epidemic has affected educational institutions globally, leading to the near-total closing of schools, colleges and universities. As of 27 April 2020, nearly 1.725 billion learners are presently affected owing to school closings in response to the epidemic. According to a 2020 monitoring report by UNICEF, one hundred and eighty-six (186) countries engaged on national closures impacting about 98.5 percent of students' population. However, many countries are trying to ropen schools while they try to observe the recommended regulations in order to avoid the spread of the virus (World Health Organization, 2020b).

Figure 1. 2: Impact of Corona Virus on the economy of South Africa

Bad to Worse
South Africa's economy faces a deep contraction due to virus restrictions
■ Median forecast of economists in Bloomberg survey for 2020 GDP
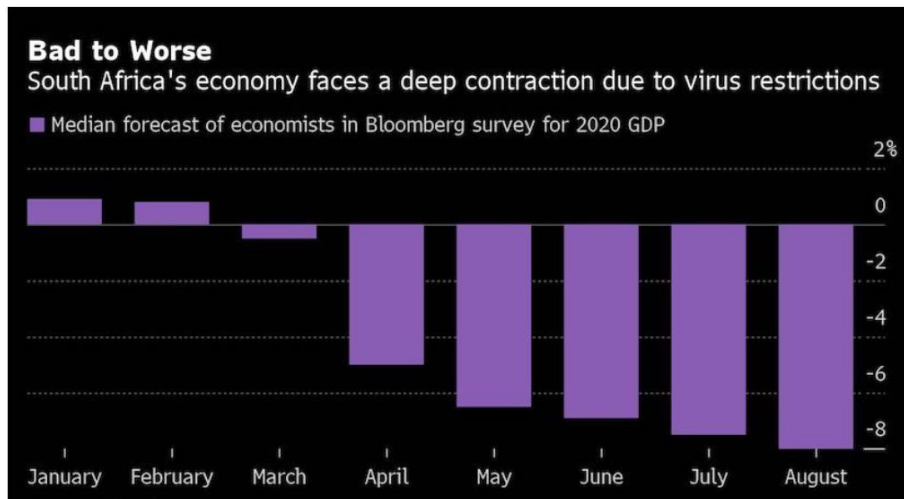
Source: Neves (2020)

The figure 1.2 indicated that the economy of South Africa started contracting heavily in April 2020 succumbing to the COVID-19 effects. The government started a phased re-opening of the economy on May 1 2020 and restrictions were eased further to so-called level 2. However, business closures and job losses due to the lockdown that shuttered much of the economy, as well as blackouts imposed by state-owned utility Eskom Holdings SOC Ltd. from July, threatened output (Neves, 2020).

1.2 Problem Statement

Corona virus has and will reduce the human resources and its development capability in different sectors of the economy including the safety and security sector. Some skills have become less appropriate with corona virus in place and skills needed will be adjusted with the expectation that the pandemics may continue to emerge. On the other hand, the safety and security sector has faced a surge in the crime rate as some people tries to take advantage of the situation and some are trying to combat the poverty which has befallen upon people (LEE Fire and Security, 2020). The threats posed by COVID-19 have also reduced the need for security positions with cancellations of a whole range of industry activities particularly in travel and entertainment, and other events across a whole spectrum of industry and sports activity (Donald, 2020).There is an increased need to engage in a range of techniques in order to control, facilitate and ease the transactions which are used to protect people and infrastructure from COVID-19.

The safety and security industry will suffer the shortage of human resources as its demand is on a rise and since SASSETA is responsible for the facilitation of skills development in the safety and security sector and ensuring that skills needs are identified and addressed through a number of initiatives by the SETA and the sector, the organisation will have to develop an emergency plan to structure how the disaster management will be executed. However for this to be done there is a need to clearly understand the actual impact COVID-19 has on the Safety and Security sector hence an increased ability to develop a clear strategy.

It is in a bid to assist the Safety and Security sector in line with the National Development Strategy (NDS) IIII that SASSETA is undertaking the current study amid the COVID -19 pandemic.

This study seeks to establish the following questions:
- What is the impact of COVID-19 on the safety and security sector?
- What can be done by the safety and security sector in reducing the effects of Corona Virus?K

1.2 The position of the safety and security sector amid the COVID-19
. COVID-19 has changed the the way live and how business operates. Naturally, safety and security have a defensive role. It reflects on individuals in a disrupted world in the sense of COVID-19. There is protection to preserve facilities, land and the well-being and way of life of people as far as possible. People need a sense of security, safety and the sense that they are being looked after, in this threatening world. Safety would continue to comply with these goals in order to reassure citizens and provide them with social care and social control if necessary. This may be to ensure the flow of everyday conditions even under more hazardous situations. Some places have become deserted under isolation, while others need to be controlled and managed more effectively. In others, normality needs to be protected as much as possible. There is a need for safety and security sector to support and influence new norms, acceptable behaviours, well-being, access to resources and facilities, while another side may be protecting people and infrastructure in a situation of changed crime dynamics and a turbulent environment. In the context of COVID-19 various elements of the safety and security sector have been affected as outlined in the sections below.

1.2.1 The crime impact in the context of COVID-19

COVID-19 affects everyone in society, often in a fundamental and devastating way. Decreases in earnings, layoffs, business closures, service and food delivery issues associated with isolation, and potential access to or availability of provisions or materials are becoming widespread internationally although the extent may vary by country. Families where key breadwinners are unable to get an income may increase desperation. Where these conditions exist they are likely to cause increases in the incidences of crime although this may vary according to the severity of the impact and support mechanisms and culture within that society.

Crime dynamics have started showing up in increases to get access to goods through shoplifting, through to petty theft and increases in illegal access to properties for theft purposes. Higher value targets are likely to be affected even more. Where more violent or organised crime already exists, it is likely that these will increase in volume. Given these conditions, security is going to become even more important (Donald, 2020).

Security always has a role and function in supporting society. The environment generated by COVID-19 is threatening, or potentially threatening, a wide number of aspects in our current way of life. Importantly, it is also threatening security practitioners and the systems we use as well (Donald, 2020).

Gender based violence is suspected to have risen during the periods of lockdown in South Africa. South African Police Minister Bheki Cele on 5 April 2020 clarified to the media that the South African Police Service (SAPS) had received 2 320 complaints of gender-based violence during just the first week of the lockdown. This was 37% higher than the weekly average for the 87 290 gender-based violence cases reported during 2019. The national Gender-Based Violence Command Centre said they had tripled the usual number of calls. The Guardian, citing police and activists, reports that there is already evidence from other countries that lockdowns due to the virus have resulted in increased domestic violence (Newman, 2020). However, since the lockdown is unprecedented in South Africa and elsewhere, there is no clear evidence yet for its effect on crime and violence. It could even yield positive developments with regards to overall levels of interpersonal violence.

Events since the lockdown took effect on 26 March confirm that policing the new regulations may be one of the country's major challenges in responding to Covid-19. Police have already used whips, rubber bullets and water cannons against people not following lockdown instructions

(Newman, 2020). There is a risk of further conflicts as communities grow frustrated at the disruption to their lives and their inability to work and feed their families.

1.2.2 The human resource in the context of COVID-19

The ability of the police and an under-resourced military to maintain order and ensure public safety during the lockdown depends on their rapid preparedness for a completely new mission. It also depends on their public credibility because the security forces will be out-numbered by the population. With a population reaching around 60-million, security officials won't cope with widespread disorder or rebellion especially if they lack public support (Merwe, 2020). In recent years public trust in the police has declined as a result of widespread corruption and brutality.

The training institutions have been closed during lockdown and some have not been able to conduct online lectures. Some classes which were supposed to graduate failed to do so in time and this affected the workforce planning in the safety and security sector. Some workers failed to report to work and some were working from home but ultimately the human resources were and are still affected.

SASSETA is responsible for the facilitation of skills development in the safety and security sector and ensuring that skills needs are identified and addressed through a number of initiatives by the SETA and the sector therefore the shortage of human resources is a critical element to be addressed.

1.2.3 Priorities for protection

There are different parties that are going to be object of security. Similarly, to medical staff, security staff interfacing with the general public, particularly those in front-line roles, require adequate protection. The use of goggles and other security devices, including head visors, sends a message that safety professionals take matters seriously. This is also a comfort to those who work with these workers. If safety employees do not have protective gear, they can seriously worry how much the company is concerned about them. Security must go beyond protection gears, transport problems and people's access to treatment if people get ill. For the people being protected, having what looks like a prepared and competent security workforce is an essential element of maintaining confidence. Assisting in generating and maintaining a culture that helps manage the threats presented by COVID-19 can be facilitated

by security. This could include notifying people of behaviours that are likely to lead to contamination by the virus as part of a 'safety culture' emphasis (Newman, 2020).

. As people get more anxious about COVID-19, they can be expected to engage in even more face touching behaviour to their own detriment. You may find that wearing masks and gloves makes touching behaviour more noticeable to the person, and hence more controllable. Given that criminals often engage in substantial facial touching behaviour during an incident, you may find that criminals become a group which is going to be more susceptible to contracting the virus during crime situations (Donald, 2020).

The increased reliance on scarce resources and future competition generate higher potential for conflict among citizens. Also, these possibilities are growing in panic purchasing and monopolizing capital. Social management is significant, even though the rationing of the amount of products that people can take or the time they have access to a resource is an easy thing. This will address a major portion of the litigation mechanism and make for more equal access to capital by enforcing this as quickly as possible.

1.2.4 The security systems and processes for the Safety and Security industry in context of COVID-19

In both the private and public safety and security institutions, there are several changes have brought a new dimension in the safety and security industry. Being at the entry and exit of sites, and involving interaction and exchange with others, security in both physical and equipment form has a high potential for passing on infection. Security needs to do an intensive identification, review, and audit of unsafe practice which can cause cross infection. Biometrics, particularly fingerprint-based access has been seen as the new way of the future. Yet COVID-19 has shifted us back into the past where even simple button pushes to open booms represent a potential way of getting infected. A number of operations have already suspended fingerprint access systems and the traditional badging cards may be brought out of storage to reign again, at least until the rate of infection is minimised.

New and even traditional models for security systems are being shaken to their foundations, and plans B, C, or D should already have been implemented yesterday. Whatever security activity involves extensive contact with materials that are touched frequently by others, become a potential infection threat (Donald, 2020). This includes handing over driver's licences to the security officer at business and residential estates being visited, given that

anybody who has come in before may have been infected and potentially passed that on to the security officer.

So either there needs to be a way of accessing it that does not involve the officer touching the licence, or some kind of disinfectant agent needs to be added to the process. The same goes for breathalysers to gain access to a site or when required for driving purposes, although wiping breathalysers after use is already a more common procedure. Even the clipboards that hold traditional visitor attendance registers still represent a potential threat as does the common use of pens to sign in or out.

1.3 Scope of Work

Researches have already been conducted in how the COVID-19 has impacted the sectors of the economy but little has been done on the safety and security sector and hence this sector focuses on how COVID-19 pandemic has impacted the safety and security sector. The study will focus on Safety and Security sector iusing a sample of 40 organisations   divided into the following strata: Policing, Correctional Service, National Defence, Justice, Legal and Security Companies. It will be possible to collect data from the number of institutions mentioned through the questionnaires and interviews within the given period of study.

1.4 Singnificance of the study

There is a growing body of evidence demonstrating that shortfalls in safety, security and justice contribute to both poverty and underdevelopment (Ismail and Hendrickson, 2009). Conversely, the presence of safety, security and justice can contribute to development outcomes including virtuous cycles of security and development, 'with high levels of security leading to development and development further promoting security' (Stewart, 2004). There is a need to ensure that, safety and security in sound position and well-functioning. It is therefore important to understand the impact COVID-19 has on the safety and security sector for adjustments and future planning to keep the sector intact. The study will assist the future researchers in understanding the impact of pandemics of the safety and security sector and the study will therefore contribute to the existing stock of literature.

The following section is a detailed discussion of current and previous thinking and publications around the COVID-19 and the Safety and Security sector.

CHAPTER TWO: REVIEW OF THE LITERATURE

2.1 Introduction

Covid-19 is a pandemic disease which up to date has no vaccine discovered by scientist that cures it. This pandemic has caused a number of changes in almost every sector of economies in all over the world and at worst; millions of people have succumbed to the disease. Loss of life is the biggest threat that the disease has brought on this earth. Therefore, it means safety and security of the people in the world is at high risk. According to Upoalkpajor (2020) the COVID-19 pandemic has also had a severe impact on higher education as universities closed their premises and countries shut their borders in response to lockdown measures (Schleicher, 2020).

Although higher education institutions were quick to replace face-to-face lectures with online learning, these closures affected learning and examinations as well as the safety and legal status of international students in their host country. Also, along with higher tertiary education institutions like universities, sector education training institutions in many countries have been affected by the pandemic as they closed their premises as well. Unlike universities, some safety and security training institutions are finding it difficult to conduct online training for some of their trainings requires physical attendance. In the face of these difficulties, it raises research interest as to what exactly has this COVID-19 pandemic affected the safety and security sector of the South African government since South Africa ranks top on COVID-19 confirmed cases and deaths in Africa. The safety and security sector is actively involved in the control of the spread of this Virus.

This review seeks to establish the following;
- The impact of COVID-19 on the safety and security sector
- What can be done by the safety and security sector in reducing the effects of Corona Virus?

2.2 Brief background to Safety and Security Sector

2.2.1 The Safety and Security Sector Education and Training Authority (SASSETA)

SASSETA is a SETA[1] that has been set up to facilitate education and training specifically to the wide range of safety and security providers and services in South Africa (Lesia, 2020). These range from the military and police to the diplomatic arena. While it has been in existence in several forms since SETAs were first introduced in 2000 when the new South African SETA landscape makes its appearance in March 2011, there were several changes to the SASSETA. Even though it was formed in July 2005, it has changed yet again and has several new responsibilities. The original SASSETA was established on July 1, 2005 a little more than five years after South Africa's first SETAs were launched. This new SETA amalgamated two of the initial SETAs:

- the Police, Private Security, Legal, Correctional Services and Justice Sector Educational and Training Authority, the POSLEC SETA, and
- The Diplomacy, Intelligence, Defense and Trade Education and Training Authority, the DIDTETA.

Both the POSLEC SETA and DIDTETA had been established on March 20, 2000 in terms of the Skills Development Act that was promulgated by the South African Parliament in 1998. This means that the functions of both these SETAs was broadly to develop and improve the skills of the South African workforce as a whole in ways defined in the new (1998) legislation. SETAs were given basic guidance of how to do this and they were required to work out and implement achievable sector skills plans, promote effective learnerships and provide employers, trainers and workers with the necessary funds in terms of the legislation.

2.2.2 SETA for Safety and Security activities and their commitment since 2005

According to the SASSETA strategic plan 2018/2019 when SASSETA was formed in 2005, its new board defined a strategy for the new organization. This was done at a strategic planning workshop in August 2005 that aimed to create and launch a definitive corporate strategy for the new SASSETA. Since then, SASSETA committed itself to five primary objectives that relate to the South African Government's National Skills Development Strategy (NSDS):

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[1] **Sector Education and Training Authority** (SETA), is a vocational skills training organization in South Africa.

i.   To develop a culture of top quality learning that would last a lifetime for any learner.

ii. To foster skills development in the formal sector of SASSETA for both productivity and the growth of employment potential and possibilities.

iii. To stimulate and support the development of skills in small business in South Africa.

iv. To promote skills development that would make more people employable and enable them to have sustainable livelihoods via a variety of social development initiatives.

v.   To assist new entrants to the industry (or sector) find employment.

2.3 Review of Related Literature

Coronavirus (COVID-19)

Coronavirus disease (COVID-19) is an infectious disease caused by a new coronavirus belonging to the SARS-COV family. Most people infected with COVID-19 will feel mild to moderate respiratory illness and may recover without special treatment. Older people and those with underlying health problems like diabetes, cardiovascular disease, cancer and chronic respiratory illness are more likely to develop grave illness. One of the important ways to contain and slow the spread is to intensify education on the mode of transmission and the signs and symptoms of the disease.

The 2019 coronavirus epidemic has affected educational arrangements globally, leading to the near-total closing of schools, colleges and universities. As of 27 April 2020, nearly 1.725 billion learners are presently affected owing to school closings in response to the epidemic. According to a monitoring report by UNICEF, one hundred and eighty-six (186) countries engaged on national closures impacting about 98.5 per cent of students' population. However, many countries are trying to reopen schools while they try to observe the recommended regulations in order to avoid the spread of the virus.

South Africa is one of the African countries has been leading the statistics of people who were affected by this pandemic disease and even the total number of people who died of the virus. This means that the effects of covid-19 are felt in all sectors of the economy.

More interestingly is the role of SASSETA in the services they offer to security services of South Africa. SASSETA is at the centre of training and educating the security services who are helping the country in reducing the spread of this pandemic virus.

A study by Frenkel et al. (2020) on the impact of the COVID-19 pandemic on European police officers indicated the role of the police, military forces, judiciary, correctional services and many security departments, that they have in helping to reduce the effects of this corona virus. In summary, the study showed that police and defence are assisting in ensuring that people do not unnecessarily move around and that they observe the recommended rules and regulations that includes wearing of face masks in the public. Correctional services have the role to ensure that the spread of corona virus in prisons. All these are affected heavily because the sector training institutions are not in a position to effectively perform their task of ensuring that the security forces are up to the work. This includes professional training on how to effectively perform their tasks in the event of these unexpected disasters.

Police departments play a key role in the maintenance of discipline and legislative homeostasis of the society (Bhasker 2020), thus taking a huge responsibility for the enforcement of lockdown and social measures announced by the government. Traffic police personnel, even though in insufficient number, assume a gigantic and exhausting task as real warriors against COVID-19. They are highly vulnerable to infectious diseases due to their occupational responsibilities, and this causes them psychological concern of being infected.

Policing is one of the most challenging, health-threatening, and psychologically stressful jobs in the world (Stogner et al., 2020). The police department has played a vital and front-line role in the maintenance of societal measures to prevent the spread of COVID-19. The work environment of traffic policemen, consisting of persistent exposures to heat, dust, vehicular exhaust, noise, fumes, etc., plays a vital role in occupational health and safety (Mahajan & Gupta 2013) is conducive to cause health-related issues. Work-related pressures induce stress among traffic policemen (Saha et al. 2018, 2019; Satapathy et al. 2019)

Due to current circumstances, the stress factors seemed to be increased, thus making police to feel a sense of urgency about all tasks they perform, and this gives rise to constant pressure to work continuously with little time to relax (Singh and Kar 2015). However, increase in the duration of duty periods, maintenance of new physical measures as per Government orders – such as prevention of gatherings, control of traffic, helping people in isolation, and strict maintenance of respiratory hygiene during duty – have created different and more work pressures to the security services. These security forces are now always busy which makes them to find no time to go for these professional training and courses offered by SASSETA partners which teach them how to do the task. Such scenario has resulted in most security

forces try control the pandemic in a harsh way where police and security forces are now seen as threats to the society for they are brutally beating up the people. The pandemic has made it difficult for the SASSETA to intervene but this is one of the pressing issues that the Authority has to undertake in order to ensure that their role of offering professional training to the security forces is up to the heels.

According to Biswas (2020), during the month of March 2020, most European countries introduced lockdowns of their populations to reduce the spread of the COVID-19 pandemic. Such measures can have an impact on the extent of crime and, indirectly, on the size of prison populations. The reason is that, according to situational-based criminological theories, crime is the result of the confluence on time and space of an offender and a suitable target in the absence of capable guardians. If people are spending less time in the streets and more time at home and in the cyberspace, then the following predictions can be made: Personals victimizations in the public sphere (such as the ones resulting from fights, robberies and thefts in the streets) should decrease, while those in the private sphere (resulting from domestic violence offences) and on the Internet (cybercrimes) should increase. Domestic burglaries should also decrease because research has shown that burglars prefer empty houses and also because the closing of the borders reduced the mobility of organized gangs specialized in that offence.

Fewer offences mean less suspects arrested by the police and entering in pre-trial detention, and that should entail a decrease of the total prison population. The latter will further decrease if the courts are not imposing prison sentences because the magistrates are confined and, especially, if the country releases inmates to prevent the spread of the COVID-19 in closed settings like prisons, where social distances can seldom be kept, especially when they are overcrowded.

In response to COVID-19, most countries have implemented lockdown with a range of public health and social measures, including movement restrictions, partial or full closure of schools and businesses, quarantine in specific geographic areas, and constrained international travel (WHO, World Health Organization 2020b). These restrictions largely affect lifestyle patterns and social relationships, creating increased anxiety in individuals. The safety and security forces are therefore at the forefront of these distressed people as they are working together with the medical team in combating the spread of the virus. It also has instigated fear of becoming infected with the novel coronavirus to both these safety and security forces since

they are mobile, as it is highly infectious. Recent studies of students and administrative staff during the lockdown period reveal about one-third of those surveyed evidence symptoms of depression and anxiety (Campedelli et al., 2020).

However, a study conducted by (Aebi, 2020) revealed that safety and training institutions are facing many challenges in carrying out their duties due to this pandemic disease. Firstly, the sudden barn of all huge gathering affects the authorities for they can no longer do their training activities to the security services in fear of spreading the virus. The option here is that the authorities invest heavily in Information and Communication Technologies (ICT) development where some of the courses will be offered on internet where participants learn in the comfort of their homes. ICT development would mean restructuring of the existing training process which requires huge capital outlay.

The Disruptive Impact of the COVID-19 on education and training

The COVID-19 pandemic has also had a severe impact on higher education as universities closed their premises and countries shut their borders in response to lockdown measures. Although higher education institutions were quick to replace face-to-face lectures with online learning, these closures affected learning and examinations as well as the safety and legal status of international students in their host country. Perhaps most importantly, the crisis raises questions about the value offered by a university education which includes networking and social opportunities as well as educational content. To remain relevant, universities will need to reinvent their learning environments so that digitalisation expands and complements student-teacher and other relationships.

Reopening schools and universities will bring unquestionable benefits to students and the wider economy. In addition, reopening schools will bring economic benefits to families by enabling some parents to return to work. Those benefits, however, must be carefully weighed against the health risks and the requirement to mitigate the toll of the pandemic. The need for such trade-offs calls for sustained and effective coordination between education and public health authorities at different levels of government, enhanced by local participation and autonomy, tailoring responses to the local context. Several steps can be taken to manage the risks and trade-offs, including physical distancing measures, establishing hygiene protocols, revising personnel and attendance policies, and investing in staff training on appropriate measures to cope with the virus.

However, the challenges do not end with the immediate crisis. Spending on education and training may be compromised in the coming years. As public funds are directed to health and social welfare, long-term public spending on education is at risk despite short-term stimulus packages in some countries. Private funding will also become scarce as the economy weakens and unemployment rises. At tertiary level, the decline in the international student mobility following travel restrictions is already reducing the funds available in countries where foreign students pay higher fees. More widely, the lockdown has exacerbated inequality among workers. While teleworking is often an option for the most qualified, it is seldom possible for those with lower levels of education, many of whom have been on the front lines in the response to the pandemic, providing essential services to society. Throughout this crisis, education systems are increasingly looking towards international policy experiences, data and analyses as they develop their policy responses. The OECD's publication Education at a Glance contributes to these efforts by developing and analysing quantitative, internationally comparable indicators that are particularly relevant to the understanding of the environment in which the sanitary crisis has unfolded. While the indicators in the publication Education at a Glance date from before the crisis, this brochure puts these indicators into the context of the pandemic. It provides insights into its economic consequences for education, but also the dynamics of reconciling public health with maintaining educational provision.

The spread of COVID-19 has sent shockwaves across the globe. The public health crisis, unprecedented in our lifetimes, has caused severe human suffering and loss of life. The exponential rise in infected patients and the dramatic consequences of serious cases of the disease have overwhelmed hospitals and health professionals and put significant strain on the health sector. As governments grappled with the spread of the disease by closing down entire economic sectors and imposing widespread restrictions on mobility, the sanitary crisis evolved into a major economic crisis which is expected to burden societies for years to come. According to the OECD's latest Economic Outlook, even the most optimistic scenarios predict a brutal recession. Even if a second wave of infections is avoided, global economic activity is expected to fall by 6% in 2020, with average unemployment in OECD countries climbing to 9.2%, from 5.4% in 2019. In the event of a second large-scale outbreak triggering a return to lockdown, the situation would be worse (OECD, 2020).

All this has implications for education, which depends on tax money, but which is also the key to tomorrow's tax income. Decisions concerning budget allocations to various sectors

(including education, healthcare, social security and defence) depend on countries' priorities and the prevalence of private provision of these services. Education is an area in which all governments intervene to fund, direct or regulate the provision of services. As there is no guarantee that markets will provide equitable access to educational opportunities, government funding of educational services is needed to ensure that education is not beyond the reach of some members of society.

However, government funding on education often fluctuates in response to external shocks, as governments reprioritise investments. The slowdown of economic growth associated with the spread of the virus may affect the availability of public funding for education in OECD and partner countries, as tax income declines and emergency funds are funneled into supporting increasing healthcare and welfare costs.

Moreover, a study conducted by (Aebi, 2020) revealed that safety and training institutions are facing many challenges in carrying out their duties due to this pandemic disease. Firstly, the sudden barn of all huge gathering affects the authorities for they can no longer do their training activities to the security services in fear of spreading the virus. The option here is that the authorities invest heavily in Information and Communication Technologies (ICT) development where some of the courses will be offered on internet where participants learn in the comfort of their homes. ICT development would mean restructuring of the existing training process which requires huge capital outlay.

The disruptive impact of the COVID-19 on economic activities

After the first infections in China at the end of 2019, the Coronavirus disease (COVID-19) has continued to spread across the world. No continent has been able to escape this virus, which has recorded average mortality of around 2.3% (According to the Chinese Center for Disease Control and Prevention). To date, there have been nearly 1.5 million deaths, with more than 63.6 million people infected and 40.8 million recoveries across 204 countries and territories around the world and 2 international conveyances: the Diamond Princess Cruise ship harboured in Yokohama, Japan, and the Holland America's MS Zaandam cruise ship, worldwide, thus portraying the severity of the virus globally (WHO Situational Report 3 April 2020, 10:00 am GMT).

Declared a pandemic by the World Health Organization (WHO) on 11 March 2020, COVID-19 has become a global emergency, given its impact on the entire world population and the economy. According to scenario simulations of the International Monetary Fund (IMF), global growth could fall by 0.5 for the year 2020. Several other sources are also predicting a fall in global growth due to the direct effects of the COVID-19 outbreak. The global economy may enter a recession at least in the first half of the year 2020, when adding the direct and indirect effects of the crisis (e.g. supply and demand shocks, commodity slump, fall in tourism arrivals, etc.). However, as the pandemic progresses slowly on the African continent, studies by international organizations have less addressed the economic impact on individual African countries. Indeed, Africa is not immunized from COVID-19. As of today, according to Covid19 Surveillance Update: 3 April 2020 9:00 a.m of Africa CDC, the spread of the virus has reached 50 African Union Member States: 7,028 cases, 561 recoveries and 284 deaths; and is showing no signs of slowing down. Africa, because of its openness to international trade and migration, is not immune to the harmful effects of COVID-19, which are of two kinds: *endogenous* and *exogenous*.

The punch in the gut was severe. Perhaps the second quarter of 2020 will become known as the pandemic quarter. South Africa's economy suffered a significant contraction during April, May and June, when the country operated under widespread lockdown restrictions in response to COVID-19. Gross domestic product (GDP) fell by just over 16% between the first and second quarters of 2020, giving an annualised growth rate of -51%.[1] This contraction dwarfs the annualised slowdown of 6,1% recorded in the first quarter of 2009 during the global financial crisis. Historical data from 1960, sourced from the South African Reserve Bank, show that the second quarter of 2020 experienced the biggest fall in GDP since that year, far steeper than the annualised 8,2% decline in the fourth quarter of 1982.

Nearly all industries experienced a massive drop in output in the second quarter of 2020 in SA. Construction was the biggest loser. Already in bad shape before the pandemic, the industry experienced its eighth consecutive quarter of economic decline, slumping further by 76,6% (note that this and following growth rates are all annualised). Manufacturing output shrank by 74,9%. Plagued by work stoppages and lower demand for steel, factories specialising in metals and machinery were severely affected. The ban on alcohol sales had a heavy impact on the food and beverage division of manufacturing. Air travel came to an almost complete halt, contributing to the fall in economic activity in the transport and communication

industry. There was also less activity by rail and road freight operators due to restrictions on the production and movement of various goods.

The retail ban on alcohol sales and closure of tourist accommodation facilities were notable drags on trade activity. Wholesalers and motor vehicle traders also reported significant declines. Finance and personal services, the two industries that have shown a great deal of resilience over the last decade, did not escape the maelstrom. The finance industry, which includes banking, insurance services, real estate and business services, fell by 28,9%. Personal services recorded its first quarter of negative growth since 2009. Businesses, such as gyms and hairdressers, closed their doors and hospitals halted elective operations. The cancelation of sporting and recreation events also dragged the industry lower.

Agriculture was the only industry that seemed relatively unaffected. An increase in maize exports, as well as rising international demand for citrus fruits and pecan nuts, helped the industry expand by 15,1%. Locally, the baking craze that gripped the country during the lockdown increased the demand for home cooking products.

Key highlights

The reviewed literature has pointed out quite a number of challenges that arise in the safety and security sector due to this pandemic which has made it difficult for the authority to perform well as well as the security forces themselves not being able to carry out their tasks effectively. Some of the key high lights include;

- Risk of infection of personnel
- Limited time to train the security forces
- Brutal controlling of the pandemic by security forces due to lack of education

2.3 What SASSETA has to do to cope with this pandemic?

There are some few hints drawn from the literature reviewed which the safety and security authorities can use in being effective as they reduce the effects of COCID-19 not only to the sector, but to the country at large.

- Huge investment in ICT that enables the authority to facilitate the training of security forces online.
- Strict following of the recommended regulations when they conduct training or teaching sessions.

2.4 Conclusion

It has been noted that the pandemic COVID-19 has affected not only the safety and security sector alone, but the country as a whole. The security forces are seen at the forefront of ensuring that the public are adhering to the recommended rules and regulations which includes wearing of face masks in the public and ensuring that people stay in homes.

CHAPTER THREE

METHODOLOGY AND APPROACH

3.1 Introduction

The main aim of the study is to assess the impact brought about by COVID-19 on the Safety and Security sector in South Africa and also to suggest what can be done by the Safety and Security sector to reduce these effects of the pandemic. The previous section reviewed the theoretical and empirical literature related to the impact of COVID-19 on the Safety and Security sector at a global scale. The literature review gave appropriate insights into the methodology to be followed by this study in order to attain good results. In this section, an overview of methodology used in the study is provided. The discussion in the chapter is structured around the research design, population sampling, data collection and data analysis. Research methodology includes the collection, interpretation and communication research findings. Methodology, in the current study, refers to how the research was done and its logical sequence.

3.2 Research Design

Research design refers to the conceptual structure within which research is conducted, which constitutes the blueprint for the collection, measurement and analysis of data (Kothari, 2004). The author further indicates research design is important since it facilitates the smooth flowing of the various research operations making a research to be as efficient as possible yielding maximal information with minimal amount of effort, time and money.

The research design therefore, in this study, comprises an outline of what the researcher will do from hypothesis setting to their operational implications and the final analysis of data collected using the survey questionnaires. It is of paramount importance that the preparation of the research design be done with great care as a single error has ripple effects on the entire project's reliability (Alvi, 2016). A research can either be conducted using a qualitative or quantitative technique. The current study adopted a mixed research approach.

A quantitative research method is defined as numeric data quantification analysis by making use of mathematical methods with emphasis on statistics (Muijis, 2004). On the other hand, a qualitative technique is defined as a technique that is used to determine and understand the reasons, motives and opinions, while also being exploratory in nature (Bryman & Bell, 2014). The mixed method technique has been adopted by the current research to explore the impact of COVID-19 on the Safety and Security sector as well as to determine the way forward to curb the devastating effects of the pandemic. This approach enables pattern

identification in data together with an in-depth understanding of the participants' experiences, which are crucial in drawing conclusions with regards to the research objectives.

32.3 Target Population, Sampling Techniques and Sample Size

Population is defined as the entire mass of observations, which is the mother group from which a sample is to be picked from (Pandey and Pandey, 2015). Target population refers to all the units or observations who meet the particular criterion specified for a research investigation. Greenland (2005) defined target population can be defined as "a totality of concepts which are under discussion and about which information is desired." The target population for this study refers to all people working in the Safety and Security sector in South Africa.

Mohsin (2016) defined a sample as a group of relatively smaller number of people selected from a population for investigation purpose. A sample of 40 of individuals were been chosen to participates in this study which were obtained from 6 sub-groups from the safety and security sector.

There are various sampling techniques in literature. This research will follow a convenience sampling approach which is best suitable and reliable for this study given the prevalence of the COVID – 19 pandemic. The study population in the Safety and Security sector is first divided into the following strata: Policing, Correctional Service, National Defence, Justice, Legal and Security Companies. A sample size of 40 is considered to be good for the study with the composition in Table 3.1 below:

Table 3.1: Sample Size and Strata

Stratum	Sample Size
Policing	11
Correctional Service	9
Justice	5
Judiciary	5
National Defence	5
Security Companies	5
Overall	**40**

3.4 Data Collection and Research Instrument

The study uses the primary data since it is the best and reliable data for this study since the corona virus pandemic is new and not much in terms of research has been done. The research instrument chosen for this study is a survey questionnaire. The questionnaires will be electronically distributed to the respondents vial emails. This method of data collection was chosen because of its inexpensive nature as well as best suitable in this Covid-19 era where social distancing is recommended to avoid minimise the spread of the pandemic.

There are three different sections of the questionnaire that aim to assess the impact of Covid-19 on the Safety and Security sector. The first section of the questionnaire covers the socio-demographic elements of the respondents to provide an understating of their calibre. The second section covers questions on the impact of Covid-19 on the Safety and Security sector. The third section of the questionnaire consists of the suggested solutions to do away with the effect of Covid-19 on the Safety and Security sector. The instrument had a combination of closed and open ended questions to allow for the research participants to explain some of their responses.

3.5 Data Analysis

According to Noble (2013), the process of analysing data is to reconstruct available data in a meaningful, condensed and easily understandable manner, which is clear, rigorous and thorough way, while remaining true to participants' accounts. The study applied Microsoft Excel for analysis of all quantitative primary data collected through the questionnaires. Thematic analysis was used for the open ended questions where main themes were extracted and discussed. These tools are selected due to their user friendliness and ability to present the data results in the format which is easily understandable by majority and lay persons.

3.6 Limitations

The major limitation of this study is the limited time frame. The impact evaluation studies should basically be carried out beginning from the baseline study then after the event has occurred. Since the pandemic came unexpectedly and was not expected to last long, the study was carried out at the midst of the pandemic and at a time when the second wave of the pandemic had started.

3.7 Conclusion

The current chapter covers the methodology that was adopted in this study. It was indicated that this study adopted a mixed method approach as this allowed for the study findings to be grounded in the experiences of the research participants. The sample size and the sampling techniques were also highlighted in this chapter. The next chapter reports the findings from all the respondents who participated in the study.

CHAPTER FOUR: THE FINDINGS

4.1 Introduction

This chapter specifically focuses on the presentation of the research findings in a bid to answer the research questions. The chapter begins with the presentation of the demographic details of the research participants. This is critical as it helps to understand the participants who took part in the research and also to determine the representativeness of the sample to the population.

4.2 Demographic details

In this section, 5 key demographic variables are discussed and these are gender, age, occupation, experience, job level as well as tenure are reported. Figure 4.1 below indicates the distribution of gender on the sample that was considered for this study

Figure 4.1: Gender
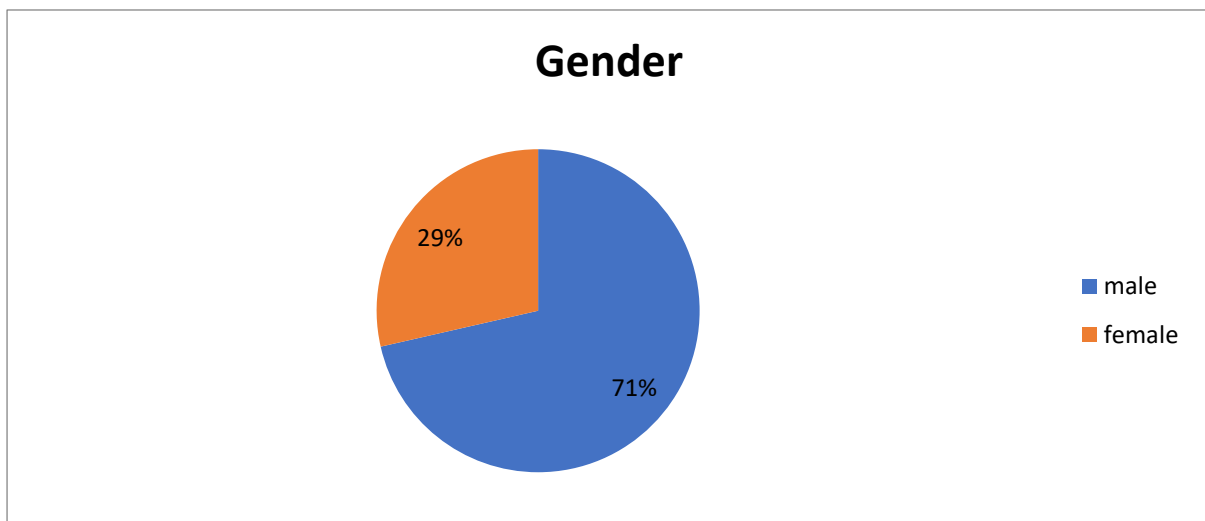
As indicated in Figure 4.1, it evident that the sample was dominated by male respondents as they formed 71% while female respondents only constituted 29% of the sample size.

Figure 4.2: Age range

What is your age range?
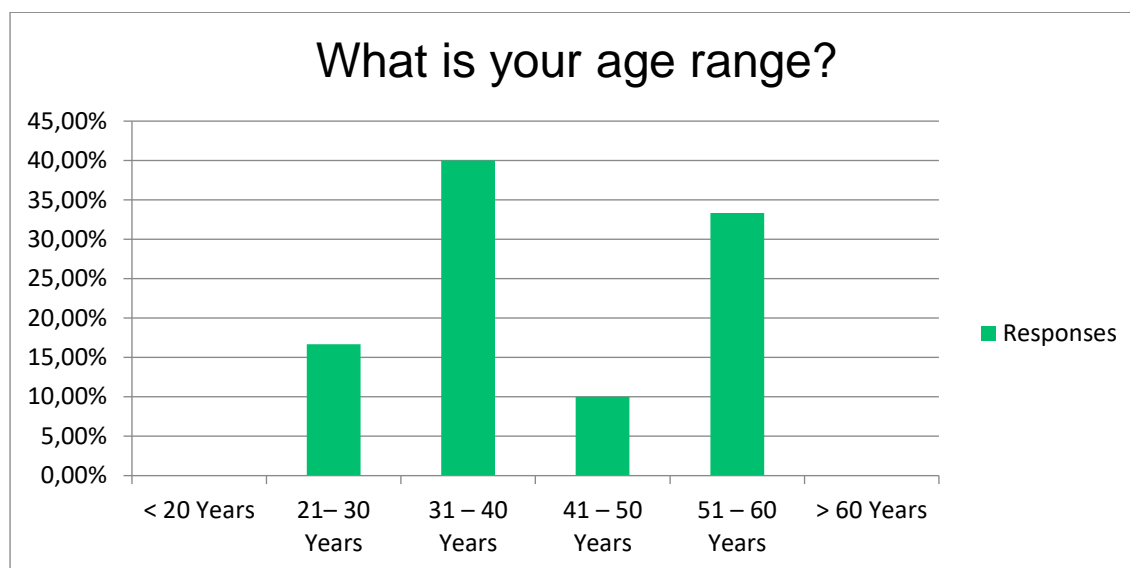
It is also important to have a discussion about the age range of the respondents as it indicates the maturity of the respondents and also determine the ability of the respondents to provide valid opinions about the impact of Covid – 19 on the safety security sector. Based on the findings from the primary study, it is clear from Figure 4.2 that the majority of the respondents were between the age ranges of 31 – 40 years, followed by those between 21-30 years. The smallest groups were those aged between 41 – 50 years and those between 21 – 30 years. No respondents were above 60 years of age. The following figure reports on the respondents' organisation that they are working for.

Figure 4.3: Current organisation

==current== organisation
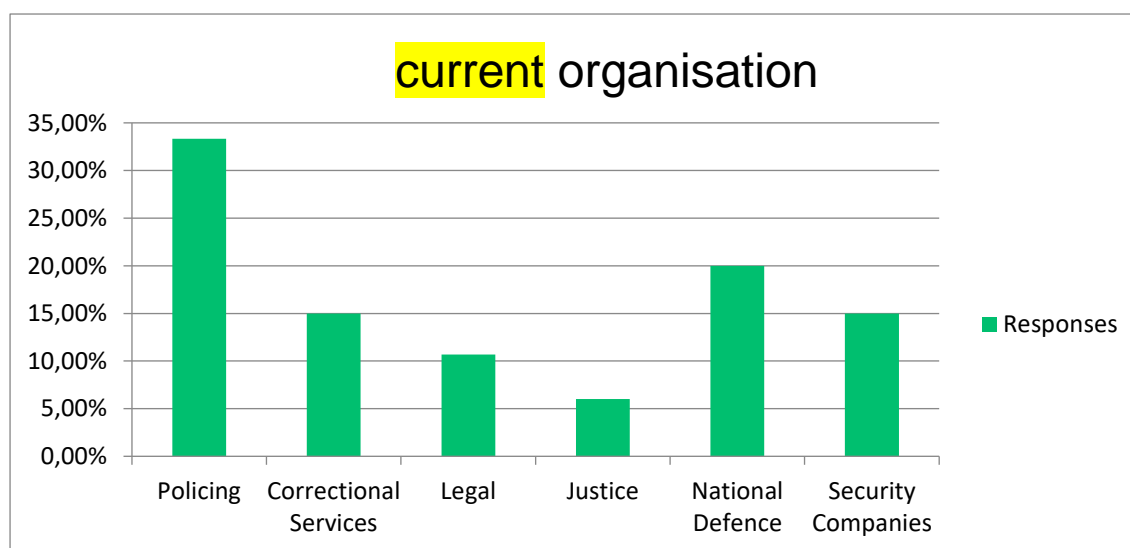
As indicated in Figure 4.3, the sample was made up of 6 subgroups and these were policing, justice, correctional services, legal, national defence as well as secutiry companies. It is evident that the majority of the sample was obtained from the policing sector (33.3%) followed by the national defence (20%). Such a mix of various sub-sectors allow for a diversity of opinions which helps in coming up with solid and practical recommendations on how to mitigate the impact of Covid – 19 on the safety and security sector. Figure 4.4 reports the level of experience that the repondents had at the time of data collection.

Figure 4.4: Experience

Experience is one of the most important demographic variables as it indicates how knowledgeable a respondent is about the operations of a particular organisation. The majority of the respondents had 11 – 15 years of experience which can be considered sufficient for someone to provide a matured response. The findings on the job level are reported in figure 4.5 below.

Figure 4.5: Job level
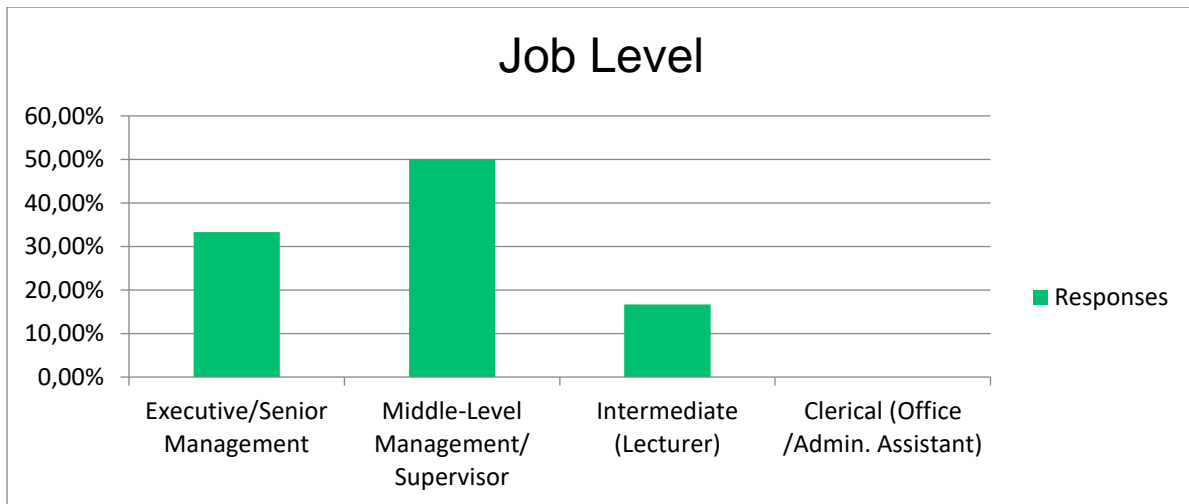
Job Level

Job level was categorised into 4 groups: clerical, intermediate (officer), middle level management/ supervisor and executive/senior management. The majority of the respondents were found to occupy the middle management/ supervisor (50%) and executive/senior management (33%) at their respective work places. The data indicates that the respondents hold influential positions to provide informed opinions about the operations of the organisations. The findings on tenure of the research participants are given in the following figure.

Figure 4.6: Tenure
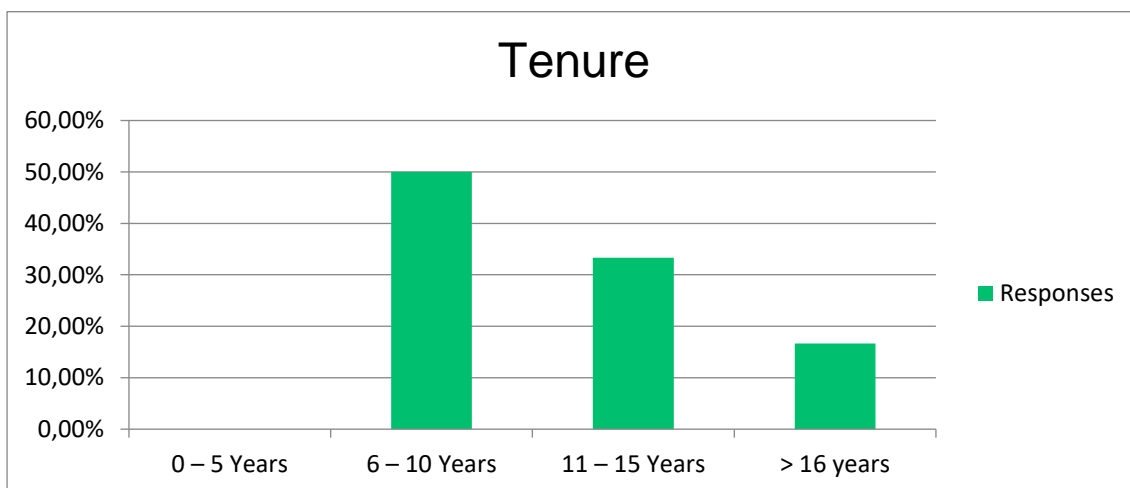
Tenure is defined as the number of years that an employee has spent on a particular job level. Tenure is thus an explanatory variable of experience and the implication of this is that experience is a function of tenure: the higher the tenure the more experienced an individual is. Most of the research participants had tenure between 6 and 10 years (50%). The following section is designed to present the findings on the impact of COVID – 19 on the security sector.

4.3 Impact of COVID-19 on the Safety and security sector

Respondents were asked to report if their respective organisations were impacted by the COVID – 19 pandemic. The responses were categorised into 3: yes, no and not sure. The findings from the survey are reported in the following figure.

Figure 4.7: The Impact of Covid – 19 on the safety and security sector
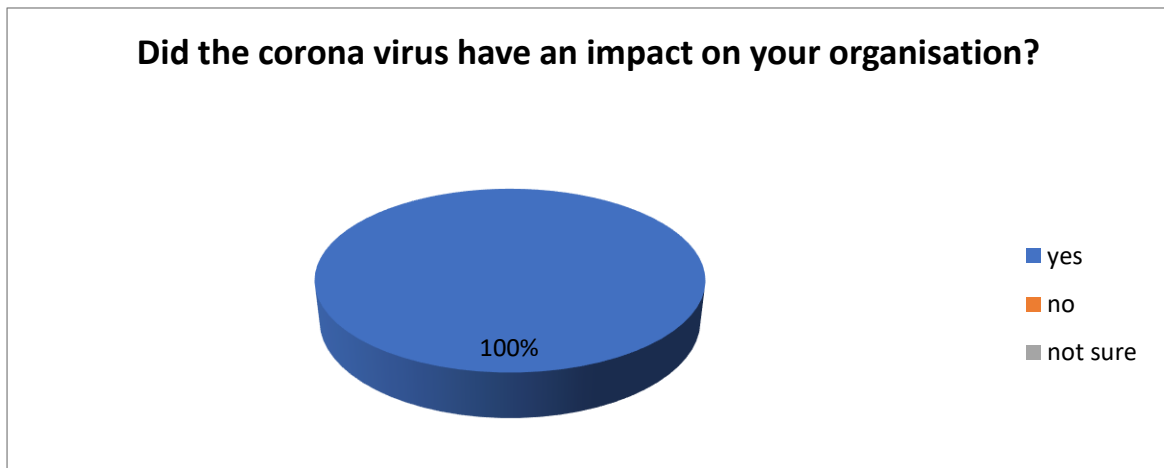
From the findings reported in the figure above, it is evident that 100% of the respondents agreed that the corona virus had an impact on their respective organisations. This is quite in line with the common knowledge that almost all the sectors in the economy. This is in line with the fact that the impacts of Covid 19 have been globally multidimensional (Donald, 2020). Donald (2020) further noted that the social and personal implications of the COVID-19 Corona virus has already had a devastating impact on countries, social institutions, communities, businesses and a whole range of social and psychological events and interactions for people Monetary quantification of the impact of Covid – 19. The safety and security sector was not excused when it comes to the effects of Covid – 19 impacts.

As a follow-up question, respondents were asked how their organisations were impacted by the novel Corona virus. One of the respondents indicated that:

"*Most of our members got infected by Corona virus. The service started to slow down. The reason for this was because members booked off sick due to the virus and after all*

they had to quarantine themselves and this affected us negatively. In some other instances, we did not go on our shifts in different houses and companies that we guarded due to fear. Further to that, other security officers succumbed to Corona and it opened vacancies which were not easy to replace within a month. The other problem is that thugs took advantage of the situation and started to intensify their criminal activities".

From the above response, it becomes clear that the security sector was impacted heavily in the sense that some of the security officers actually succumbed to the novel Corona Virus. The implication of this was that there was a skills gap which impacted on service delivery due to manpower shortage. The replacement of officers within a short period of time is very difficult given that they need to be trained that they can deliver their duties in a more professional manner.

This was also seconded by another respondent who reiterated that:

"We lost institutional memory as we lost knowledgeable senior officers who already added value in the organization. This resulted in unplanned envisaged costs, which need a large budget to enable recruiting more people. There was also fear of unknown that deteriorates service delivery"

It is clear that the pandemic had significant impact on the safety and security sector as initially the pandemic was targeting the senior citizens and those that had underlying health conditions. When this group of officers succumb to the virus, then the security sector would have lost the most experienced workforce. The worse part of it would be on the training of the new recruits which may take some time.

In addition to the above, respondents were also asked if they were able to quantify in monetary terms the impact of Covid – 19 on their respective organisations in the safety and security sector. The results of the study are reported in figure 4.8 below.

Figure 4.8: Quantification of the impact of Covid – 19 in monetary terms

Are you able to quantify in monetary terms the impact of the novel Corona Virus on your organization?

- YES
- NO
- NOT SURE

0%
20%
80%
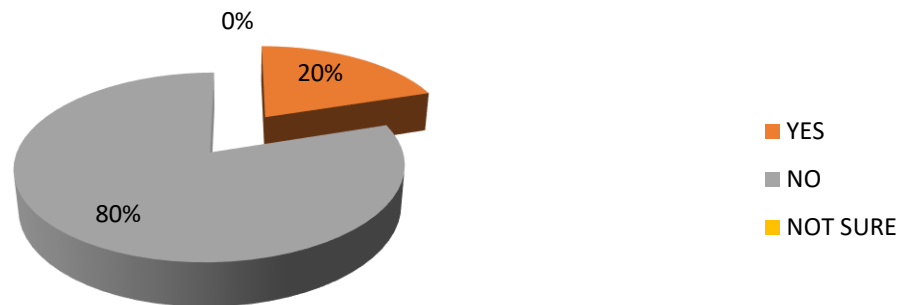
The findings from the primary study indicated that 80% of the respondents were not able to quantify in monetary terms, the impact of Covid – 19 on their organisation. It was only 20% of the research participants who indicated that it was indeed to possibly quantify the Covid 19 impact in monetary terms.

Figure 4.9: Plans to deal with emergences such as Covid – 19

Did your organization have any plans in place to deal with an emergency such as the novel Corona Virus?

- YES
- NO
- NOT SURE

0%
20%
80%
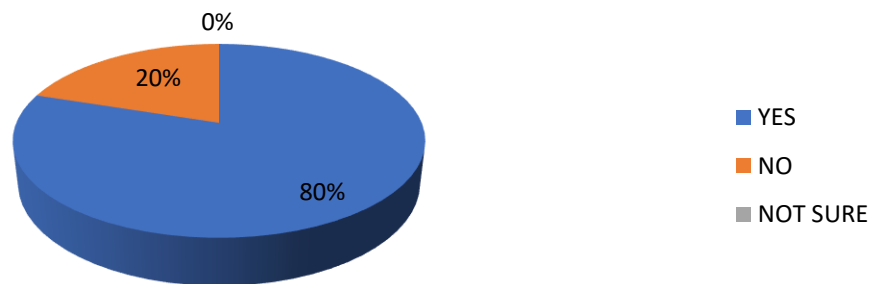
Research participants were also asked if their respective organisations had any plans in place to deal with the emergency such as the novel Corona virus. From figure 4.9, it is apparent that 80% of the respondents highlighted that their organisations had plans in place to deal with emergences such as Covid – 19. After that a follow - up question was also posed in which respondents were asked what plans they had put in place in dealing with Covid – 19.

One of the research participants commented that:

"*Directive was drafted on what to do when one tests positive, and more nurses were hired to the centres to assist with guidance. When one had symptoms, they were placed on quarantine until results were out and if they tested positive all people who were contacted by the person would also be placed under quarantine and advised to get tested*".

These words were also echoed by another responded that highlighted that:

"*As an organization we tried by all means to have a specific room called 'sick bay'. The room is kept for emergency that might arise from Corona. In that room there is always someone who keeps basic first aid kits, and there must be medication such as flu and pain tablets. If the member is not coping with the virus will be taken to other facilities such as clinics or hospitals*".

Another variant to this response was reiterated by one of the respondents:

"*Rotation of members - certain percentage must work whilst others are out. This helped in allowing the offices not to operate at full capacity while at the same time ensuring that people are served diligently.*"

In general, it can be noted that the respondents agreed that their organisations had some plans in place to deal with the pandemic such as Corona virus. The following figure presents the findings on whether the plans were effective or not in dealing with the effects of the pandemic.

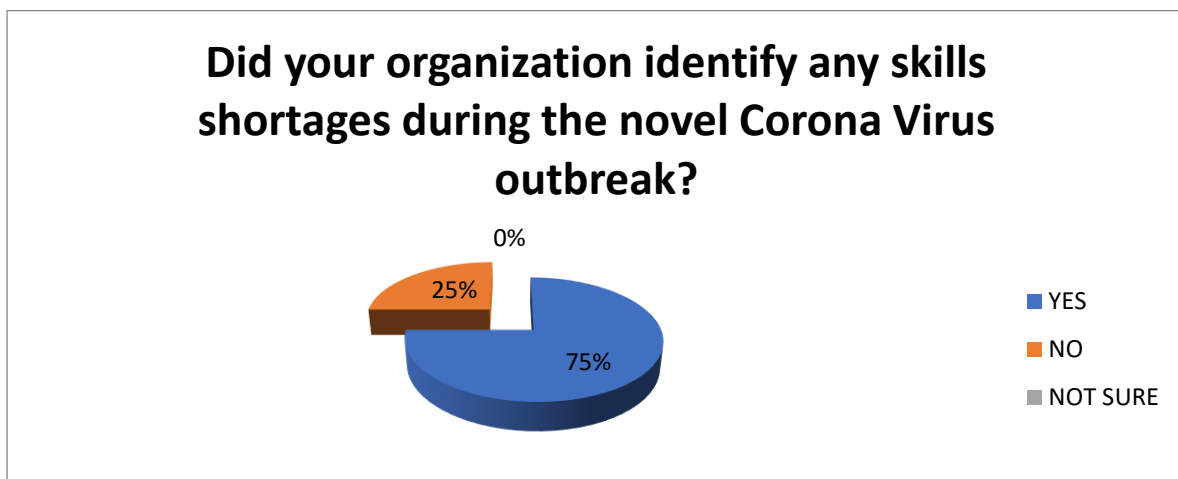**Figure 4.10: the effectiveness of the plans to deal with Covid – 19**
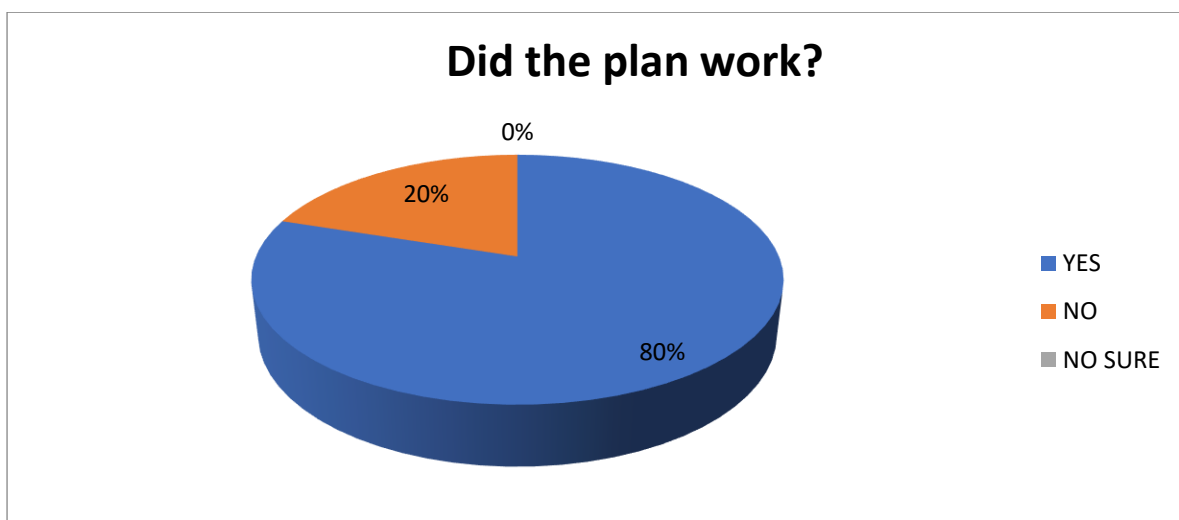
The results indicated that generally the plans to deal with the pandemic worked as health officials were deployed to conduct some testing so that necessary steps can be taken: whether to quarantine or isolate those that tested positive to avoid the mass spreading of the virus. The following section deals with the identification of the skills shortage

4.4 Skills shortage in the security and safety sector

A recent research conducted by SASSETA indicated that the best way to understand the skills shortages in the economy should be understood both from the supply and the demand side. In general, it is important to note that the South African economy is characterised by significant high levels of unemployment (30.8% in the last quarter of 2020). High levels of unemployment in the economy could be explained by the mismatch between the skills that the employees have (supply of labour) and the skills that the employers are looking for (demand for labour). The corona virus also had significant impact on employment in the economy of South Africa. As indicated in a report by FTI Consulting (2020), the total number of people who are employed in South Africa dropped from 16.4 million in first quarter of 2020 to 14.10 million in the second quarter of 2020. This section looks at how the novel corona virus has impacted on skills shortage in the safety and security sector.

Figure 4.11: Skills shortage in the safety and security sector

Did your organization identify any skills shortages during the novel Corona Virus outbreak?

- YES — 75%
- NO — 25%
- NOT SURE — 0%

The findings from the study indicated that 75% of the respondents pointed out that their organisation indeed identified skills gaps especially on the issues of how to deal with the cases of trauma. Further to this, a follow up question was asked as to what are some of the skills shortages in the safety and security sector that emerged as a result of the novel Corona Virus. One participant noted that:

"In my organisation, the people with skills needed are old correctional service officers. These officers are the ones training newly recruited e officers. In this instance, due to corona outbreak they booked sick time and again and no one would be able to train the newly recruited correctional service officers.

The above response points to the idea that mostly the trainers in the correctional service sector are the older officers and when there was the Corona Virus outbreak; most of them took off days leaving a void in the stock of trainers. Another respondent also further added that there was a shortage of knowledgeable medical staff and occupational health and safety staff.

4.5 Skills development initiatives

The study also sought to find out if organisations in the safety and security sector had any skills development initiatives that were planned for the year 2020. The findings are reported in Figure 4.12 below.

Figure 4.12: Skills development initiatives plans for the year 2020
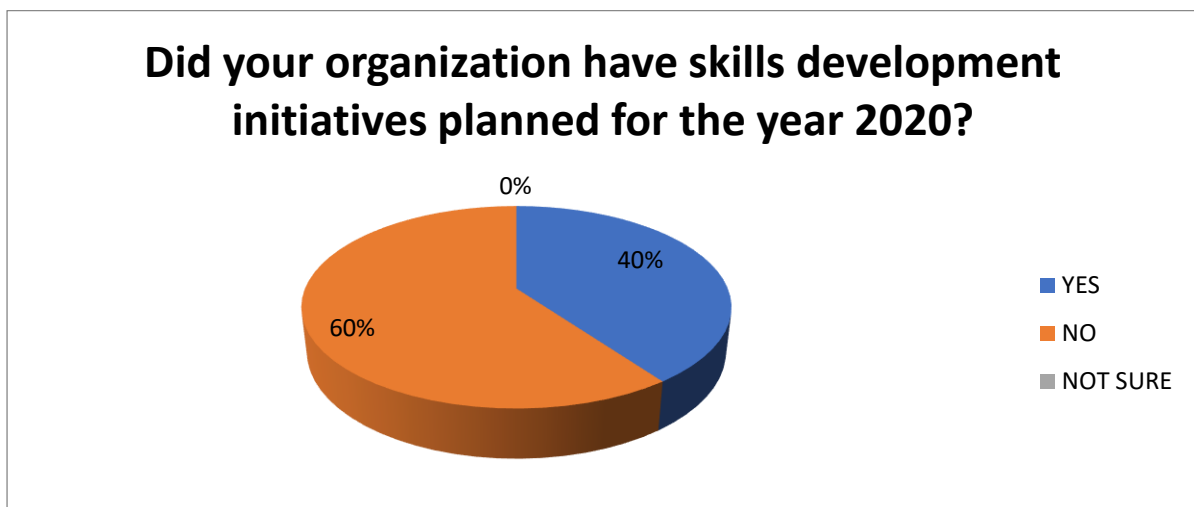
The findings in Figure 4.12 indicate that the majority of the respondents (60%) noted that their organisations did not have any skills development initiatives that were planned for the 2020. The remainder (40%) noted that they had some skills development initiatives within their organisations. For the 40% who highlighted that they had some skills development initiatives, some of the respondents stated some of these initiatives as follows:

- Attending of workshop
- Attending of courses
- Attending of training

- Regular attending of meetings
- Training on method used how to keep records
- Training on method used how to deal with covid-19
- SAMTRAC training
- Security Grades for OHS officers
- Risk assessment for security Managers
- OHS training for all employees

Participants were also further asked if the skills development initiatives that were planned for 2020 affected by the novel corona virus outbreak. The findings are reported in Figure 4.13.

Figure 4.13: Effect of Covid – 19 on skills development initiatives
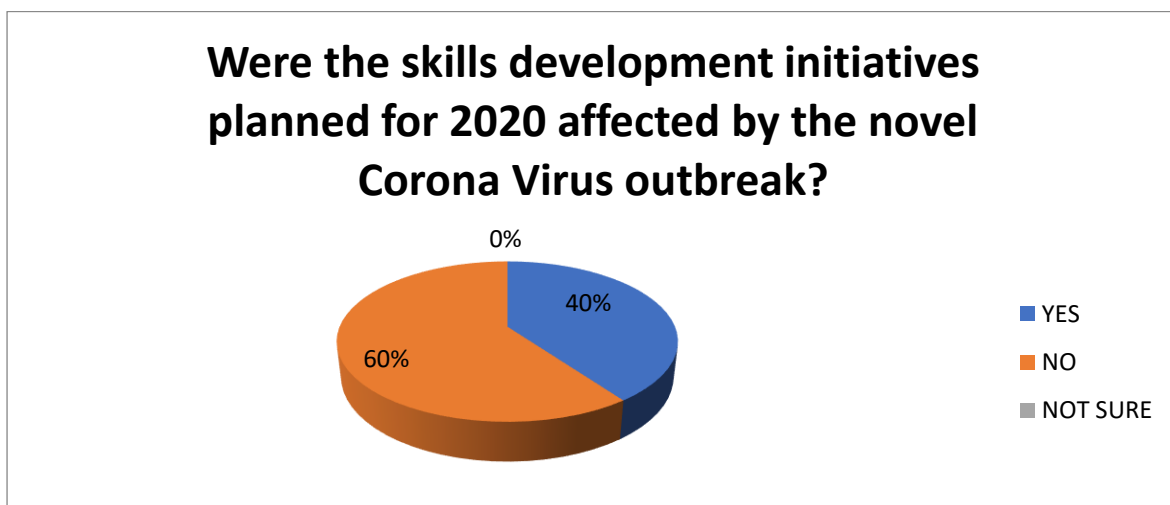
As indicated by Figure 4.13, only 40% of the respondents indicated that Covid – 19 impacted some of their skills development initiatives. This was because:

"*Most training centres were not available and some closed down during lockdown. Security agencies and national defence suspended their academies and in-service training activities*".

It is clear from the above statement that corona virus had a significant impact on the skills development initiatives that were planned for the year 2020. The lockdown restrictions

resulted in various institutions shutting down as a way to comply with the lockdown regulations. The training related impacts of Covid – 19 are reported in figure 4.14 below.

Figure 4.14: Training Related Impacts
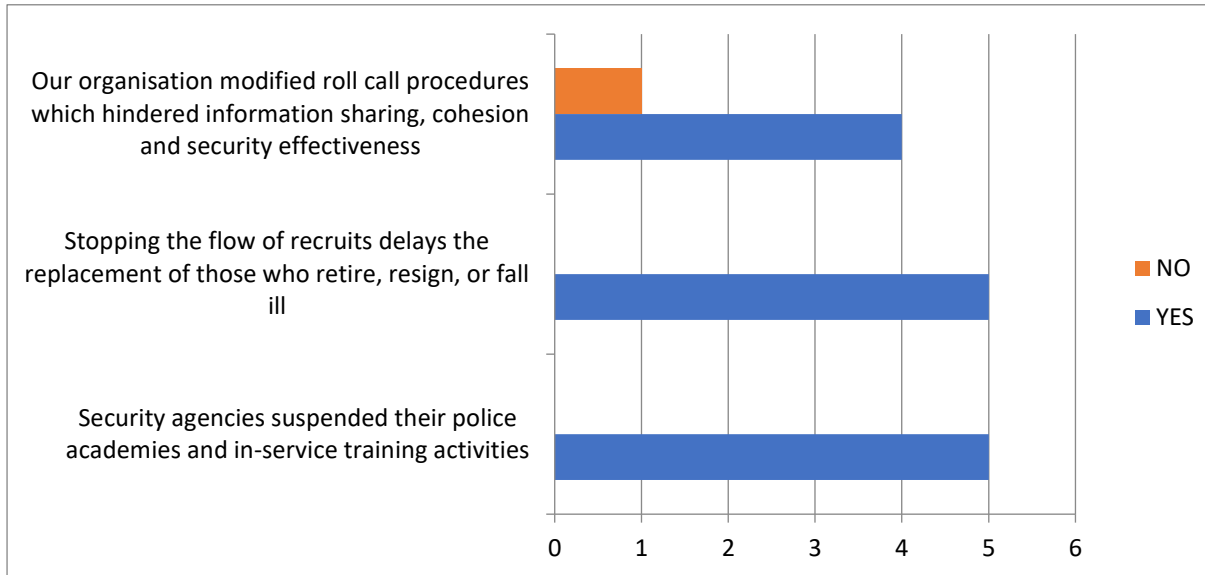
Due to the corona virus, organisations in the safety and security sector modified roll call procedures which hindered information sharing, cohesion and security effectives. Further to that the pandemic also stopped the flow of recruits which delayed the placement of those who retire, resign, get ill or even succumb to the virus. Lastly, the study also indicated that the security agencies suspended their policing academies and in-service training activities. Another important aspect that is worthy reflecting in this study is the staffing impacts of the Covid – 19 and these findings are reported in Figure 1.15.
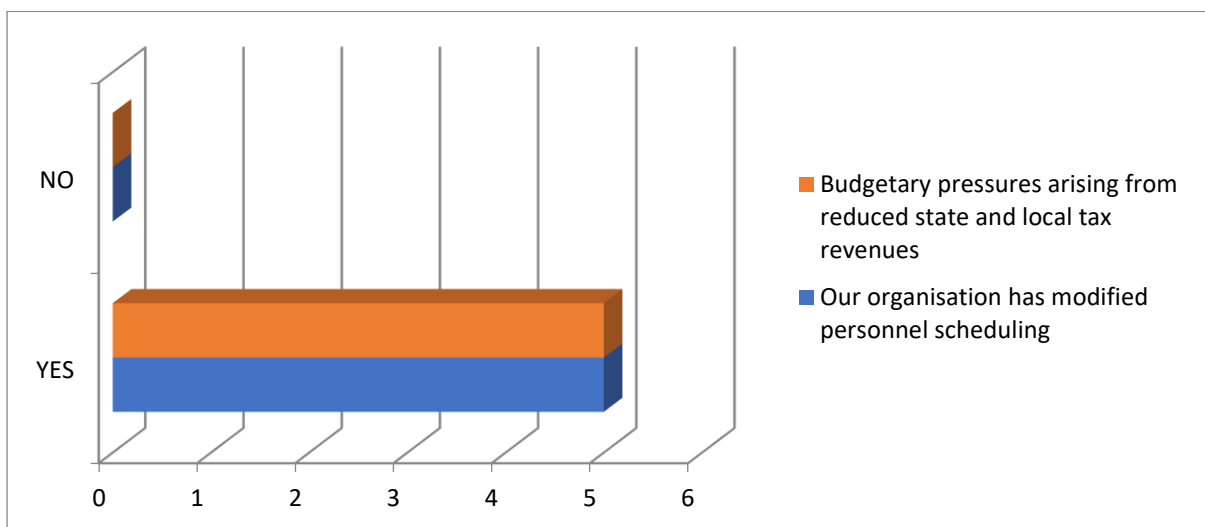
Figure 4.15: Staffing Impacts

Figure 4.15 indicates that the organisations in the safety and security sector witnessed budgetary pressures arising from reduced state and local tax revenues. Further to that all the respondents reiterate that organisations in the safety and security sector modified personnel scheduling. Some of these modifications took the form of rotations on duties and allowing for some of the staff to work from home. However, despite the challenges brought about by the Covid – 19 pandemic, organisations in the safety and security sector also witnessed other opportunities and benefits to their respective organisations. Among the participants one clearly stated that:

"*The pandemic has given the management an opportunity to relook into the operational plans and be in a position to automate some of services*".

From the above statement, it can be noted that the pandemic also brought about some unexpected benefits to the safety and security sector. As indicated in the above quote, the pandemic gave an opportunity for the management to have a relook some of their operational plans and where possible automate some. This allowed for people to work from home where applicable. However, most police officers had to enforce lookdown regulations and thus could not work from home.

4.6 Possible interventions to reduce the Impact of Covid-19

This section is aimed at presenting the possible intervention measures that can be used to reduce the impact of Covid 19. Inferences are thus drawn from the primary study and also from recently published articles. In the following figure, a summary of the strategies that can be utilised in the safety and security sector is reported.

Figure 4. 16: Possible interventions to reduce the Impact of Covid-19
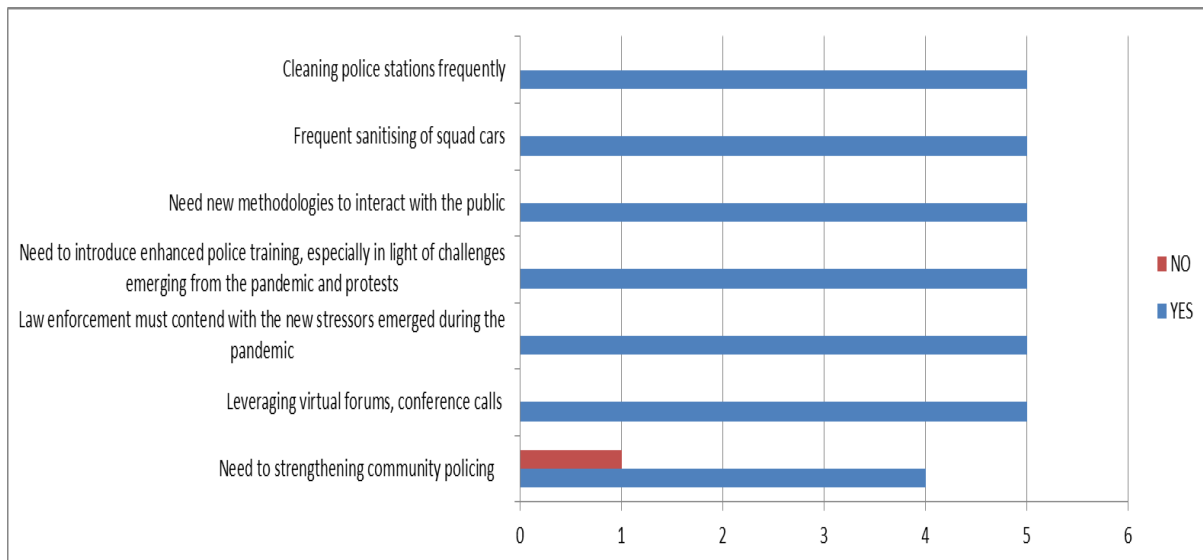
The respondents highlighted that there is need for organisations to conduct regular cleaning and sanitisation of offices and squad cars. Such strategies are generally in line with the provisions of the World Health Organisation which emphasises on the wearing of masks, washing of hands and social distancing. The study also found out that the safety and security sector needs to introduce enhanced policy training particularly given the challenges that are emerging from the pandemic. Earlier on in this study, it was highlighted that the pandemic affected the flow of new recruits in the sector and thus there is need to enhance the new training mechanisms while at the same time taking advantage of the rise in the use of technologies such as the fourth industrial revolution.

Based on the findings reported in figure 4.16, it was found that as for the law enforcement subsector; there is need for the officers to contend with the new stressors that emerged as a result of the Covid – 19 pandemic. In addition, there is need for the safety and security sector to leverage on virtual forums and conference calls when conducting meetings. This would be considered effective in lowering the risks of the further spreading of the Covid – 19 pandemic. The study also notes that there is need for the safety and security sector to strengthen community policing as a strategy to minimise the effects of the virus to the sector.

4.7 Key highlights

The data for this study was made up of a combination of the review of published literature as well as the collection of primary data from the security and safety sector. The main challenge that was faced during the data collection process was the low response rate from the research participants and this acted as a limitation on the study, other more in-depth information could have been extracted had the response rate been a bit higher.

Regardless, the primary findings reported in this section of this study provided insightful information that can be utilised to minimise the effects of Covid – 19 on the safety and security sector. The study noted that all the organisations in the security and safety sector. It was further noted that mostly the trainers in the policing sector are the older officers and when there was the Corona Virus outbreak; most of them took off days leaving a void in the stock of trainers. However, only a minority of the organisations in the safety and security sector had some skills development initiatives that were planned for 2020. The majority of the organisations did not have any kind of initiatives to develop skills.

Various interventions have been proposed in this section as measure that can be implemented in order to mitigate the impacts of Covid – 19 on the safety and security sector. This comes after the realisations that the safety and security sector can be considered to be the most vulnerable sector as it is directly or in directly involves in the enforcement of the law of any given country. There is need for huge investment in ICT that enables the authority to train the security forces online. In addition, there should also be strict following of the recommended regulations when they conduct training or teaching sessions.

CHAPTER FIVE: CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

A combination of the literature reviewed in this study together with the responses from various safety and security sector institutions gave rise to some key conclusions and recommendations. This section is designed to provide conclusions and solid recommendations that can help in the mitigation of the impact of Covid – 19 on the safety and security sector. The following sector reports the conclusions extracted from this study.

5.2 Conclusions

Through the review of literature, it was revealed that COVID-19 affected the risk profile and threatened as countries, societies and individuals at all levels come under pressure and living and business strategies change. Naturally, safety and security have a defensive role. It reflects on individuals in a disrupted world in the sense of COVID-19. Recently it has been noted that COVID-19 is affecting everyone in society, often in a fundamental and devastating way. Decreases in earnings, layoffs, business closures, service and food delivery issues associated with isolation, and potential access to or availability of provisions or materials are becoming widespread internationally although the extent may vary by country. The study revealed that, through the reveal of literature, SAPS received 2320 complaints of gender-based violence during the first week of the lockdown which was about 37% higher than the weekly average of 2019. Events since the lockdown took effect on 26 March confirm that policing the new regulations may be one of the country's major challenges in responding to Covid-19. Police have already used whips, rubber bullets and water cannons against people not following lockdown instructions. There is a risk of further conflicts as communities grow frustrated at the disruption to their lives and their inability to work and feed their families.

Through the literature lens, it was highlighted that pandemic has caused a number of changes in almost every sector of economies in all over the world and at worst; millions of people have succumbed to the disease. The orretional sevices experienced deaths of officers and inmates which gave rise to fear. In addition to that, the Covid – 19 pandemic had a severe impact on the higher education sector as universities and other institutions of higher learning were also forced to shut down operations in a bid to follow lockdown level 5. Directly, this also had a significant impact on SASSETA which is an institution that facilitates the facilitation of skills development and qualifications in the safety and security sector in South Africa. SASSETA is at the centre of training and educating the security services who are helping the country in reducing the spread

of this pandemic virus. It also has the role to offer professional training of the police and military forces so that they perform their tasks in helping to reduce the spread of the virus more effectively.

It was also indicated that private security is one of the most challenging, health-threatening, and psychologically stressful jobs in the world. Due to current circumstances, the stress factors seemed to be increased, thus making the security to feel a sense of urgency about all tasks they perform, and this gives rise to constant pressure to work continuously with little time to relax and think.

The introduction of lockdown has seen to impact on crime rate. This is based on the situational – based criminological theories which asset that crime is the result of the confluence on time and space of an offender and a suitable target in the absence of capable guardians. If people are spending less time in the streets and more time at home and in the cyberspace, then the following predictions can be made: Personals victimizations in the public sphere (such as the ones resulting from fights, robberies and thefts in the streets) should decrease, while those in the private sphere (resulting from domestic violence offences) and on the Internet (cybercrimes) should increase. All this has will increase also the number of people going for trials and also for correctional services.

5.3 Recommendations

5.3 Recommendations

- Huge investments in ICT

  It has been noted in this study that the novel corona Virus has introduced a new normal which involved working from home as well as home schooling. As such there is need for SASSETA to facilitate the massive investment in the ICT which helps it training partners or stakeholders to conduct online training.

- Skills development intervention to bolter crime prevention

  There is a need facilitate skills development in all areas of the safety and security sector in order to bolter crime prevention and combat efforts of the police to reduce crime. The pandemic has indicated some skills that are necessary which include the skills to use technology in policing. Cybercrime has increased which include the electronic funds transfer

fraud, online child abuse and phishing scams therefore if the police are not able to understand these they will be able to investigate and arrest people in such crimes.

- Immediate development of training interventions

It was identified that some of members of the safety and security sector lost their lives during the Covid-19 pandemic and some of them were key security personnel. Also it is not easy to replace some of the security forces due to the nature of the training process and the job itself hence there is a need to start attempting to fill the vacancies now or develop plans to fill them.

- Increasing collaborations with the private sector companies

The pandemic indicated that the security staff can be in short hence there is a need to enhance the partnerships with private sector where they can complement the policing services when a need arises for instance in case of a pandemic. The existing collaborations need to be enhanced and new collaborations needs to be initiated. The relationship can be enhanced to allow the sharing of information and other resources under a disaster management set up system.

- Training and development of the security staff on how to conduct their duties during the pandemic
There is a need to incorporate the pandemics in the security operations. Most of the security forces were caught of-guard by the pandemic. There is a need for training to the existing staff or the coming recruits on how to handle such pandemic since no-one is now sure of what will happen next.

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