Exploring crime prevention in South Africa: *A Case Study of Non-Governmental Organisations (NGOs)*

EXECUTIVE SUMMARY

Violence and crime have generally been on the increase and community safety is deteriorating in South Africa. Creating safe communities and crime prevention is imperative in building safer environments. This research focuses on the role Non-Governmental Organisations play in addressing of crime and the types of intervention they require in assisting the government to combat it.

The research methodology used for the study was a qualitative research design. The qualitative research methods applied semi-structured interviews from eight different non-governmental organizations within the Gauteng province. Participants are selected according to the needs of the study; hence, purposive sampling was utilised. Thematic analysis was applied to analyse collected data through coding and creating themes. Data analysis followed verbatim transcription of interviews.

Findings of this study revealed that NGOs play a crucial role in empowering and reducing criminal activities in various communities by implementing strategies in crime prevention. Moreover, challenges encountered consists of having inadequate resources, lack of funds including lack of staff amongst others. The results indicated the skills need for NGOs comprises of interpersonal skills, social entrepreneurial skills, research skills, self-defensive and Microsoft abilities. Skills intervention programmes are therefore related to the skills they require. Recommendations offered by this study entailed the awareness about the role of NGOs, the importance of community participation, building partnerships as well as skills development training.

TABLE OF CONTENTS

ACRONYMS

NCPS	National Crime Prevention Strategy
NDP	National Development Plan
NGO	Non-Governmental Organisations
SASSETA	Safety and Security Sector Education and Training Authority

CHAPTER 1

INTRODUCTION

1.1 Introduction

Non-governmental organisations (NGOs) are considered to play a vital role in addressing some of the challenges facing poor people, through the provision of education, health, safety and hunger-reduction programmes (Mubecua, 2018). Non-governmental organisations (NGOs) are legally constituted organisations created by private persons or organisations, with no participation or representation of any government; they are self-governing, voluntary organisations concerned with humanitarian issues such as social welfare, relief, sustainable development, advocacy, religion, and education.

NGOs may be regarded as organisations that are supported or financed by the government but not owned by them. NGOs are well known for two primary functions: firstly, NGOs gather resources from different sponsors so that they can provide services to poor people; secondly, NGOs conduct campaigns that influence social change (Mubecua, 2018). A safe and secure country encourages economic growth and transformation by providing an environment conducive to employment creation, improved education and health outcomes, and strengthened social cohesion (National Planning Commision,2012).

1.2 Background

"Crime is a serious problem in South Africa, affecting every citizen's quality of life. Due to crime trends, South Africans feel less safe in their own country, community and homes, making life more uncomfortable for them" (Malatji, Madima and Rakubu, 2023:203). Non-governmental organisations (NGOs) play a pivotal role in the social protection and promotion of well-being of people in communities.

The National Crime Prevention Strategy (NCPS) emphasises partnerships for dealing with crime in South Africa. Active citizen involvement should be meaningful and extend to active participation in crime and violence prevention through participation in needs assessments and safety audits, development of strategies and implementation of plans, and monitoring and evaluation of impact (Civilian Secretariat for Police, 2016).

The South African Police Services (SAPS) crime statistics that in the Third Quarter 2023/2024 reveal that is am increase on crimes in contact 190 973 than compared to the Second Quarter 2023/2024 with 184 020 reported crimes (SAPS,nd). Chapter 12 of the NDP identifies 'Building Safer Communities' as a key objective (National Planning Commision, 2012).

The importance of NGOs working with government because of the strategic development and impact that NGOs have on public activities. The author also highlights the argument that if government is not able to provide all the services, then it should utilize NGOs to perform these functions (Mubecua, 2018). NGOs are established in communities as part of the civil society to facilitate development and respond to the needs of communities.

1.3 Research problem

Crime is a serious problem in South Africa. It affects the quality of life of every South African. Preventing crime has been a priority for Government since 1996 when the National Crime Prevention Strategy (NCPS) was launched (Department of Safety and Security, 2000:3).

1.4 The aim of the study

The aim of the study is to discover the function Non-Governmental Organisations (NGO's) play in addressing crime in South Africa.

1.5 Research objectives

(a) To understand the role that NGO's play in crime prevention in South Africa.
(b) To identify crime prevention strategies implemented by NGOs to combat crime.
(c) To examine the types of assistance NGO's need in support of crime prevention.
(d) To explore the challenges faced by NGOs in preventing crime in South Africa.

1.6 Research questions

 (i). What is the role NGO's play in crime prevention in South Africa?
 (ii). Which crime prevention strategies are implemented by NGOs to combat crime?
(iii). What type of assistance NGO's need in of support crime prevention?
(iv). What are the challenges experienced by NGOs in preventing crime in South Africa?

1.7 Definition of concepts

NGOs

NGOs may be regarded as organisations that are supported or financed by the government but not owned by them (Mubecua,2018). NGOs are: "non-profit groups outside of government, organized by communities or individuals to respond to basic needs that are not being met by either government or the market (Chimangafisi, 2010).

A catalyst is something that brings about change. All NGOs are interested in bringing about change of some kind. It includes innovating new solutions to problems. Such change may be directed towards individuals or groups in local communities, or it may focus on other actors in development such as government, business or donors.

Crime

Legally, crimes usually are defined as acts or omissions forbidden by law that can be punished by imprisonment and/or fine. Murder, robbery, burglary, rape, drunken driving, child neglect, and failure to pay your taxes all are common examples.

Crime prevention

Strategies and measures that seek to reduce the risk of crimes occurring and their potential harmful effects on individuals and societies (Civilian Secretariat for Police, 2016). Crime prevention involves two approaches: firstly, the situational crime prevention approach focuses on criminal events and reducing crime rates by minimising opportunities for offenders; and secondly, the social crime prevention approach focuses on people and their dispositions towards criminal behaviour (Moyo, 2019).

Crime prevention comprises of strategies and measures that seek to reduce the risk of crimes occurring and their potential harmful effects on individuals and society, including fear of crime, by intervening to influence their multiple causes. Crime prevention is defined as "any public or privately based initiative or policy aimed at reducing or eliminating criminal behaviour, violence and fear of crime or violence in the community.

1.8 Chapter outline

The report is ordered as follows: Chapter 1 gives introduction and background of the study. Chapter 2 discusses relevant literature. Chapter 3 present the evaluation approach and methodology adopted. Chapter 4 present and discuss the main findings. Chapter 5 concludes.

2.1 Introduction

This chapter reviews literature on child protection. The chapter begins by defining the concepts of social protection and child protection and examines how social protection and child protection are interlinked. It then examines the current role of NGOs in child protection globally and in South Africa. The chapter also examines the key factors that enhance child protection in communities.

2.2 Legislative framework

South Africans need to use the avenues provided for in the legislation and others to help shape the development process and hold the government to account for the quality of services it delivers.

2.2.1 National Development Plan 2030

According to Morebodi (2015), the purpose of the National Development Plan (NDP) is to eliminate poverty and reduce inequality in South Africa by the year 2030. Chapter 12 of the NDP focuses on building safer communities. Economic growth, employment, improved education and health, including enhanced social cohesion, are directly linked to security and safety, which are directly linked to socioeconomic development and equality (NPC, 2012). "The NDP places significant emphasis on the role of local government in understanding the safety needs of individual communities and integrating safety and security priorities into their development plans" (National Planning Commission, 2012:31).

The NDP identifies the following six key priorities to achieving a crime-free South Africa (Civilian Secretariat for Police, 2016):

- Strengthening the criminal justice system.
- Professionalising the police service.
- Demilitarising the police service.
- Increasing the rehabilitation of prisoners and reducing recidivism.
- Building safety using an integrated approach.
- Increasing community participation in safety.

The NDP sets out recommendations to improve the functioning of the Criminal Justice System, in order to protect disadvantaged communities like women, young people or farmers. (Kruger at el, 2016). It goes further to indicate some societal factors underlying the root causes of crime, for example youth unemployment, poverty, alcohol, and substance abuse (Hlungwani, 2018).

The NDP identifies the most appropriate bodies and institutions for leading these interventions, as well as those that will benefit from them, among government departments, Civil Society and Private Sector. (NPC, 2012). An effective safety strategy will involve analysing all of those factors and defining interventions with the greatest possible return on human resource, technical and funding resources to ensure a high level of security. (NPC, 2012).

2.2.2 The Nonprofit Organisations Act

Non-governmental organisations (NGOs) and community-based organisations (CBOs) are collectively known as non-profit organisations (NPOs). The South African Nonprofit Organisations (NPO) Act (No. 71 of 1997) defines an NPO as, "a trust, company or other association of persons established for a public purpose; and the income and property of which may not be distributable

to its members except as reasonable compensation for services rendered" (McIntyre,2021:14). The Non-Profit Organizations Act (NPO) was established in 1997 and was officially approved in 1998 after negotiations between civil society and government. It aimed to create an enabling environment for NGOs to operate in and it also allowed and still does for accountability and transparency by creating a voluntary registration facility for NPOs (Chimangafisi, 2010).

The Income Tax Act (No. 58 of 1962) stipulates that organisations that are classified as public benefit organisations are exempt from paying income taxes, given that they account for their income and expenditure, and submit annual financial statements with their Income Tax return (Nhaitayi, 2014). Therefore, NPOs can be exempt from paying taxes if they are registered as a public benefit organisation. Under Section 21 of the Companies Act (No. 61 of 1973), NPOs are understood as entities that are established for the benefit of the public good and therefore can be registered as a public benefit organisation (McIntyre, 2021).

Furthermore, the act is also responsible for determining and implementing programs to support NPOs in their efforts to register and maintain the standard of governance within NPOs (Ratlabyana, Mkhonza and Magongo, 2016). For accountability purposes, most major donors require registered organisations to be registered as NPOs and to comply with the financial and operational reporting requirements established by the Directorate (Wager, 2019).

The registered NPOs, NPOs are required to meet the reporting requirements as stipulated in Section 17of the NPO Act (Act No.71 of 1997). However, critics argue that there is a stronger emphasis on financial reporting rather than the actual qualitative work that the NPOs do (Chimangafisi, 2010). This Act sets the legislative framework for good governance of NPOs, with an established Codes of Good Practice for South African NPOs and covers aspects of leadership, management, fundraising and resource mobilisation (Kreusch, 2015).

2.2.3 White Paper on Safety and Security

"The 1998 White Paper on Safety and Security sought to equip law enforcement officials with the tools to increase the effectiveness of social crime prevention activities and to reduce the occurrence of crime (Civilian Secretariat for Police, 2016:36)". The White Paper comprises of three focus areas, namely (Morebodi,2015:102):

- Law enforcement. This focus area is aimed at ensuring effective law enforcement and service-orientated policing by implementing, inter alia, targeted visible policing.
- Crime prevention. This focus area focuses on a pro-active approach by conducting all activities, which reduces or prevents crime. The main focus of this area is to enhance public participation. The citizens and other stakeholders are encouraged to participate in the activities aimed at preventing crime; and
- Institutional reform. The focus area is aimed at establishing public and private partnership to support crime prevention. This is done through community mobilisation.

The government seeks to integrate all stakeholders at all levels so they can collectively fight crime. In fact, the government believes that if efforts and resources of individuals, government and civil society organizations are well co-ordinated would reduce crime rates in the country (Dewi et al, 2019). The implementation of the White Paper on Safety and Security followed the same direction of concentrating its resources on re-engineering the criminal justice system and law enforcement, but the addressing of root causes of crimes was given minimal attention (Mubecua, 2018).

2.2.4 National Crime Prevention Strategy (1996)

The National Crime Prevention Strategy (NCPS) of 1996 provides a framework for crime prevention approaches at a local level of policing (Mabunda, 2014). The NCPS aim to; set national programmes for different Government departments to ensure that quality service is delivered; encourage civil society to exercise maximum participation and sustaining of crime-prevention initiatives; and inspire the creation of a committed and integrated crime-prevention capacity (Salomane, 2010). The NCPS provides an opportunity for SAPS, several government departments, the private sector and Non-Governmental Organisations (NGOs) to work collectively to combat and prevent crime (Hlungwani, 2018).

The NCPS is founded upon four pillars which co-ordination and integration activities relating to crime prevention must take place: (i) criminal justice process; (ii) reduction of crime through environmental design; (iii) public values and education; and (iv) transnational crime (Civilian Secretariat for Police, 2016). This strategy broadly provide that the leading role in crime prevention is meant for local government particularly in its areas of jurisdiction.

In collaboration with local role players, priorities should be clearly specified, in the coordination, promotion and overseeing stakeholder collaboration in crime prevention in their areas (Pheiffer and Rakubu, 2023). However, the NCPS has a challenges in its implementation such as a lack of government funding and an assumption that inter-departmental cooperation would spontaneously arise from the strategy (Manaliyo, 2012).

2.2.5 Integrated Social Crime Prevention Strategy

This Integrated Crime and Violence Prevention Strategy (ICVPS) sets out a comprehensive collaborative framework/mechanism for a whole of government and whole of society approach to crime and violence prevention in the country. The ICVPS rests on six (6) pillars, namely:

(a) An effective Criminal Justice System;
(b) Early intervention;
(c) Victim support;
(d) Effective and integrated service delivery for safety, security and violence;
(e) Safety through environmental design; and
(f) Active public and community participation.

2.3 The nature of NGOs in South Africa

The history of NGOs is important, for it helps us to trace the previous and the changing role of NGOs to its present form. NGOs providing goods, services and needs that are unavailable to certain communities. NGOs may decide to provide these services themselves or can be contracted by government to do so (Chimangafisi,2010).

The NGOs are involved in service delivery activities that are mainly in environmental sustainability, health, education and less documented areas such as housing, legal services, research and conflict resolution (Hlungwani, 2018). NGOs need to engage with communities and understand needs that are being met. NGOs have an important role to play in the development process, governments must not abandon their role but must take ownership and collaborate with NGOs (Kruger at el, 2016).

NPOs play crucial roles in defining which services are to be provided, or they may consult first with beneficiary groups, or provide the services for the funding agencies that define the services (Hlungwani, 2018). These organisations mobilise resources and engage in research to better understand the needs and problems affecting individuals, groups or society as a whole, and then

find innovative ways of responding to these problems, while simultaneously mobilizing public awareness and advocating for change or reform (McIntyre, 2021).

NGOs were now concerned with people-centred development and socioeconomic up-liftment. NGOs also focused on issues such as land reforms, health, education safety and security. NGOs could play an important role in the coproduction of knowledge as this is a critical intervention that would help communities to become more active participants in local government and this will provide a compelling basis for residents to adequately engage with municipalities (Tshiyoyo, 2022). This is a growing problem. South Africa has numerous NPOs that are not sustainable. "This rate of failure increases even more when looking at start-up NPOs that do not have the resources nor capacity to gain the traction that they need to succeed McIntyre, 2021:13)."

2.4 Causes of crime in South Africa

Root causes of crime and other deviant behaviours in South Africa are contentious and have been linked to various factors and these include socio-economic inequality, an ineffective and corrupt criminal justice system, weak informal social controls, and alcohol and drug abuse.

2.4.1 Unemployment

Unemployment is one of the major causes of crime in the society. It is observed that if a person is unemployed. There is a positive relationship between crime and unemployment as people with low socio-economic background are good targets that can be lured into criminality with ease (Jonathan, Olusola, Bernadin and Inoussa, 2021). When people are unemployed and homeless, social unrest may take over and lead to increase in crime.

2.4.2 Socio-economic inequality

There is a corelation between inequality and poverty which results to criminal activities. People living below poverty line may be tempted to indulge in criminal behaviours in other to survive. According to Jonathan *et al* (2021), the more there is an increase of income gap distribution across the society, the more crime rate will increase. Morebodi's (2013) study reveal the income inequality and crime exposing that the rise in income inequality there is a corresponding property crime increase and violent crimes such as homicide and robbery.

2.4.3 Alcohol and drug abuse

Different studies show that alcohol and drugs are among the root causes of crime in South Africa. In 2021, one study disclosed that 40% of crime case victims believed the assailant was under the influence of alcohol or drugs at the time of an assault too place (Malatji, Maduma and Rakubu,2023). They contribute to violent crimes, road fatalities as well as gender-based violence and femicide. Furthermore, Criminals used illicit drugs to overcome boredom, boost their confidence during operations, enhance their sexual performance which occasionally leads to violence and sexual assaults among others (Kruger *et al*, 2016).

2.4.4 Challenge with the Criminal Justice System

The ineffectiveness of the whole criminal justice system can cause of high crime rates in the country. The law enforcement and other departments in the criminal justice system are very weak, slow, and ineffective. Jeffers (2022) mentions that in the absence of legal sections, individuals tend to take law in their own hands and do whatever they want. Some elements in the South African society see this weakness in the criminal justice system as an opportunity to pursue criminal activities because they know the probability of being punished is very low.

In addition, many crime victims withdraw their cases before they go to trial because they have lost faith in the criminal justice system and due to delays in the criminal courts (Jeffers,2022). These allegations indicate that the criminal justice system and its components are ineffective. As deterring crime and deviant behaviours is the purpose of implementing criminal law and the criminal justice system, all components of the criminal justice system including law enforcement must be able to manipulate and influence the behaviour of potential criminals and deviants.

2.5 Crime prevention strategies

This approach focuses on addressing the root causes of criminality, and its impacts may not be realised immediately. Yet, the approach is relatively effective in the long-term in the sense that the approach is implemented in such way that it provides alternative sources of income by tackling social issues that force individuals into criminal activities (Moyo, 2019). Improving infrastructure such as streetlights is essentially important to ensure locations are rendered unsuitable for criminal activities but favourable for legitimate activities. By improving and maintaining the quality of physical environmental conditions, opportunities for criminals are reduced, and access control and surveillance by legitimate users are facilitated (Moyo, 2019).

2.6 Challenges Faced by NPOs

NPOs face several challenges, which include legislation, tax reforms, staffing and volunteering challenges, and technological concerns (Takahashi et al., 2015). Most developing NPOs heavily rely on manual and paper-based processes. In addition, many NPOs use outdated technology and software which needs urgent replacement (Maluleka, 2021).

"Not all people working for NGOs are volunteers and paid staff members typically receive lower pay than in the commercial private sector, they have little organizational and professional skills, and the poor quality of training or lack of importance attached to training NGO workers are on the most concerns of NGOs" (Dewi, Manochin, and Belal, 2021).

2.6.1 Access to Funding

NPOs do not have stable revenues. Their dependence on donors and governments for funding is at the heart of their problems. To access funding from governments, NPOs must meet certain requirements for non-profit status (Maluleka, 2021). While any funding is useful, project-specific funding is usually short-term and does not cover organisation non-programme overheads – and thus, does not contribute to the financial sustainability of the organisation (McIntyre, 2021).

Some funding grants explicitly only cover programmatic costs and not the indirect costs associated with delivering an intervention or program (Tshiyoyo,2022). This often means NGOs are not capacitated to deliver high social impact and this can, in some instances, lead to the mismanagement of organizations. As funding and other organisational support are scarce in South Africa, it is difficult for NPOs to gain the traction they need to survive – particularly as new, start-up organisations (McIntyre, 2021). Due to this context, the NPO will face extreme challenges upon its birth and in its initial start-up phase (McIntyre, 2021).

When talking about funding it is also important to understand the competitive environment that exists domestically within South Africa. The majority of NPOs throughout South Africa are competing against one another when applying for funding from major national and provincial funding bodies (Kreusch, 2015). Potential funders now demand access to the NPOs financial data to justify decision-making and ensure that legitimacy was maintained through rigorous reporting regimes (Maboya, 2017).

"Recent research found that fundraising was reported as the greatest challenge within NPOs. Even more so, the research found that NPOs lacked experience and skills necessary for fundraising (Kreusch, 2015:28)." The reason behind the poor fundraising may be linked to an inadequate knowledge and skill in creating business plans and financial planning strategies that are attractive to funders (Kreusch, 2015). The need for social intervention is high and NPOs struggle to cope with the increasing number of people in need of their services. However, these organisations and the projects they run are severely underfunded by government bodies (Anderson, 2018).

This results in NPOs having to compete for limited resources, with many finding it difficult to access these funds (Anderson, 2018). Lack of adequate resources results in an incapability to survive, and ultimately in NPOs closing down (Parsehyan, 2017). NPOs have to create a balance between ensuring they are providing adequate services while creating a financial 'security blanket'. Government's lack of support for NGOs is further evidenced by the fact that many NGOs do not receive government funding because the lack of transparent or standardised criteria for the financing of social services has led to major discrepancies in the allocation of funds to NGOs (Ratlabyana, Mkhonza and Magongo, 2016).

Good financial practices enhance the effective and efficient use of resources; assist NGOs to be more accountable to donors and other stakeholders; helps organisations to gain donor and beneficiary confidence which helps NGOs prepare themselves for long-term financial sustainability (Wager, 2019).

2.6.2 Human resources

Human resource management (HRM) is a strategic and coherent approach to the management of an organisation's most valued assets – the people working there who individually and collectively contribute to the achievement of its objectives (Wager, 2019). The human resource skills capacity problem within NGOs. pertains specifically to negotiation and fundraising skills. The skills deficit in these areas can be attributed to the legacy of apartheid where, even today, a large portion of the black population continues to face difficulties upgrading various types of skills essential in NGO management (Moreno et al, (2018). This may include staff members, volunteers, donors and board members who have skills, motivation and opportunity to contribute to an organisation vision and mission. When there is lack of access to subsidies it often leads to insufficient number of personnel employed by the Non-Profit organisations as they cannot afford to remunerate highly skilled professionals (Luthuli, 2018).

Staffing is also a common challenge among NPOs (Dewi, Manochin, and Belal, 2021).Rising wages and high administrative costs make it difficult for NPOs to attract employees and volunteers, making it challenging for NPOs to recruit and retain members (Maluleka, 2021). some NPOs succeed in attracting people to work for them, they often find that such people do not always have the best talents in their field. Highly skilled people who could transform organisations come at a high cost (Maluleka, 2021). Budget shortages often result in organizations' difficulties in hiring and retaining highly skilled staff. Further, it means that workers in the immigrant NGO settlement sector are usually not well compensated (Moreno, Shields, and Drolet, 2018.

The lack or shortage of working staff leads to (a) the overstretching of the available staff; (b) jobs being carried out by unqualified people; (c) low quality services and products; and (d) lack of data/information (including financial records and reports) for decision-making (Mangaba, 2017). Board members in some NGOs are often inactive due to their lack of knowledge and the skills required to fulfil their roles and responsibilities (Mangaba, 2017). Inadequacy of staff also leads to inability to respond to needs immediately especially in emergency cases and effective staff development programmes are not easy to implement (Mangaba, 2017).

2.6.3 Lack of accountability

This lack of accountability can result in the occurrence of fraud that the public and donors are not aware of. NPOs have the stigma of mismanagement of funds and fraud, due to a few NPOs in the past not acting with accountability and creating the reputation of NPOs as entities that are vulnerable to abuse by criminals for terrorist financing and money laundering (Anderson, 2018). Furthermore, poor or inconsistent financial reporting undermines donor trust and could influence whether funders wish to donate resources to the organisation (Kreusch, 2015). High levels of NPO transparency and disclosure can increase the confidence and satisfaction of donors, which in turn may produce an in-flow of donations (Tshiyoyo, 2022). This will encourage continued support from existing donors and attract investment from potential donors. Should an NPO not have strategies for transparency and accountability in place, they could be in danger of losing donor trust.

In establishing trust in donor relationships, there is a challenge of accountability. NPO accountability is indicated by transparency and the timely submission of annual reports (Othman and Ali, 2014). It is important to note that the demand for transparency requires local authorities to account for the running of programs and delivery of basic services to their communities (Tshiyoyo, 2022). This will not happen in a vacuum. Municipal officials should therefore partner with communities through NGOs and community-based organizations (CBOs) in order to positively affect the lives of citizens (Tshiyoyo, 2022). NPOs need governance structures to ensure that they are still in line with serving people's needs, and that they do so in a manner that is effective and efficient (Nhaitayi, 2014).

According to Wager (2019), budgeting, accounting, financial reporting and management control are considered most essential tools for responsible governance, accountability, planning and management in non-profit organisations. "To maintain transparency, NPOs ought to implement a set of internal controls. Internal controls are a way in which NPOs are able to ensure efficiency, reliability and compliance with laws and regulations, through policies and procedures (Othman and Ali, 2014:18)."

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

This chapter describes the research methodology and design used in the study. It describes the area of study, sampling method and data collection. It discusses the research methods that are used and gives the reasons for choosing those methods as well as the possible limitations of the research methods and finally the ethical considerations of the study.

3.2 Research design

The study was qualitative in nature. The qualitative approach allowed the researcher to conduct an in-depth study with the NGOs representatives with regards to crime prevention strategies in various communities. Qualitative research methods enabled the researcher to solicit information on the contribution of NGOs. Qualitative research is mainly focused on the description of the site and the sample. In this instance, questions regarding where, how and to whom a particular phenomenon prevails, may be asked (Salomane, 2010).

3.3 Sampling method

Sampling refers to process of selecting the sample or unit of analysis such as people, objects or organisations from a population in order to obtain information on the phenomenon being investigated by the researcher in a way that represents the population of interest (Ngcobo, 2014). The study used purposive or judgemental sampling method to select eight NGOs. Purposive sampling is a method based on the judgement of a researcher regarding the characteristics of a representative sample, having a sample chosen by researcher (Siziba, 2014).

The sample group is selected because they have a relevant knowledge and experience that can contribute effectively to the study. Purposive sampling allows the researcher to identify research participants who are informative on the topic being investigated to participate in the study. Considering the nature of the study that was to be undertaken, this type of sampling was the most relevant in this study to achieve the research objectives.

3.4 Data collection

3.4.1 Data collection approach

Data forms an important part of any research because it does not only give a description of what data could be collected and how it should be collected. Data was collected through face-to-face interviews with participants. "Interviewing, is a method of collecting data, allows the researcher to explain his or her questions if the respondent is not clear on what is being asked. It allows the researcher to probe more deeply following the answer of a respondent" (Hendrickse, 2008:142).

The advantages of using face to face interviews are that the researcher was in control of the interview process, was able to ask the main questions first, and to probe and pose follow-up questions to get in-depth information from respondents (Siziba, 2014). Semi-structured interviews will assist the researcher to get a detailed picture of participants' understanding and perceptions about the role of NGOs in in addressing and combating crime. Furthermore, be able to investigate the challenges and interventions they need.

3.4.2 Data collection instruments

A semi-structured interview schedule was used to collect data. Data were collected using semi-structured interview schedules. A structured interview makes the researcher ask relevant questions that are in line with the study's aim, objectives, and research questions (Mubecua, 2018). The semi-structured interview schedule was constructed keeping the objectives in mind. One interview schedule was used for all twelve participants in the study and the researcher asked questions according to the flow of the interview. The guideline provided flexibility and allowed the researcher to probe deeper when needed. "Open-ended questions left the participants completely free to express their answers as they wished, that is, as detailed and complex, as long or as short as they felt appropriate (pg 35)."

3.5 Data analysis

Thematic analysis was employed by gathering and explaining the content of text. Alhojailan (2012) explain that the researcher can detect and identify factors mentioned by participants, as a result, themes can form from coding and categorise data according to themes of a different perspective from participants. The content includes meanings, thoughts, words, themes and messages that can be communicated. Data analysis is therefore a way of choosing, classifying, viewing, and discarding information.

In this research, the mass of collected data was analysed and interpreted with the purpose of bringing order and structure to the information (Salomane, 2010). The researcher transcribed individuals' interviews into word-for-word transcripts which were printed out to allow him to read them and easily understand and identify impressive points in the texts. The researcher reviewed the research questions which were to be answered in the data analysis. The researcher identified categories and themes and labelled them. And patterns and connections within and between categories were identified because such connections were important to understand and explain effects, and the relationship within and between themes.

3.6 Ethical consideration

In conducting the study, the researcher took some ethical considerations into account. These include informed consent, confidentiality, respect, and voluntary participation. The ethical issues are the concerns and conflicts that arise over the proper way to conduct to research.

i. *Informed consent*

This is a fundamental part in research that involves human participants. The researcher had to make sure that the participants were not deceived /coerced to take part in the research process. A consent form was readily available for respondents to sign before the whole process began if they agreed to participate in the study.

ii. *Confidentiality*

The researcher informed the participants that the research was done for study purposes and that anonymity and confidentiality would be always maintained. A participant information that explained the aspect of confidentiality was given to each participant to read and further explained by researcher to participants before they signed the consent form for the interview.

iii. *Voluntary participation*

Participation was voluntary. The researcher explained what the study was all about). This was done through the participants' information sheet which explained aspects of the study to participants and asked for their voluntary agreement to participate before the study began.

3.7 Summary

This chapter discussed the qualitative research design, the purposive non-probability sampling, and the way in which the research method unfolded regarding how data was collected, recorded, and analysed. Chapter 4 will examine the findings of the research study, highlighting the core themes that were uncovered.

4.1 Introduction

This chapter presents' primary findings collected from carious NGOs. The qualitative modes of data collection (Key Informant Interviews) were used to obtain the stakeholders' attitudes, experiences, views, and opinions on the effectiveness of NGOs in crime combating.

4.2 Presentation of the findings and discussion

4.2.1 The roles various organisation plays in crime prevention.

NGOs play similar to different roles when it comes to creating safe communities. This study discovered the several roles each of these organisations functioned and impacted their communities. Participants expressed the roles in their organisations as follows:

"We conduct early intervention programmes and crime prevention since the organisation since has worked with prisons. Our early intervention is when before someone is incarcerated or commit minor crimes".

"We have looked into drug use and youth crime by conducting activities which include sport and life-skills training, capacity building of parents, educators and criminal justice officials, entrepreneurial support and peer educators training and family support services".

"The mandate of our organisation is to prevent crime. So, what we do is receive clients from the court, we do assessments then we place offenders in different programmes like adult life-skills, anger management and parenting skills or offender reintegration. That is what we do as an organisation. Briefly, I can say we a basket where we have non-custodian sentencing, diversion, and offender reintegration".

"Our organisation he capacity of governments, civil society, and citizens to advance gender justice and women's rights, prevent gender-based violence and reduce the spread of HIV".

4.3 Crime prevention strategies implemented by NGOs

The following study discovered that CBOs vary from each other by the programmes they implemented in their community even though most of them were similar. The purpose of exploring different programmes they implement will also play a role in identifying the types of intervention they might require.

4.3.1 Diversion, Non-custodian and Offender reintegration

"Diversion – we assess and place people in courses like anger management. We have adult diversion, youth diversion, road-offences panel programmes, positive parenting and programme for an intimate partner. Non-custodian sentence- these are offenders who are already being sentenced but they also come to us to attend the same programmes depending on the offence that was committed. It different because we are also part of the sentencing of the person, we do pre-trial reports which helps magistrate with the sentencing an individual. Offender reintegration- we do pre-release programmes in prison and assist them when they come out of prison. Like we link them with resources and help them to go back to their families to address the issue they have when they come out of prison"

4.3.2 Safety ambassador programme

"We have another standalone programme that we usually get an external funder for. Which is the safety ambassador programme? We focus on school children where we train their peers to be ambassadors within the school. These people will somehow have a positive influence on their peers to abide by the school code of conduct. Our last funder was Nedbank so it's a one-year programme".

4.3.3 Parent programmes

"We have parenting programmes for parents with children who conflict with the law. A criminal case gets open against you if you harm your children as a parent. We try to teach parents in these programmes that there are different types of discipline mechanisms. There are things like time out where you tell them to go sleep or take away something that they love like their cell phones for a week. It's them realising and bearing the consequences for bad behaviour".

4.3.4 Awareness campaigns

Awareness campaign consists of reaching out to the public addressing various matters. This study found that some NGOs have different campaigns in their communities. One participant mentioned how they focus on drug awareness: "*We just focus on drugs and HIV/AIDS that's it. We have restorative justice and reintegration programmes and drug awareness. While we were working with those in prison, we train people to be peer indicators inside prison than when they come out*".

4.3.5 Defensive driving

One participant stated they implement defence driving in their organisation. *"We also teach people about defensive driving. When you are on the road, you drive for her and her. It is not only you on the road, so I need to make sure that everything is right in my lane. You might be fine and another person who might come for you. So defensive driving is being aware when you are on the road".*

4.4 The types of assistance NGO's need in support of crime prevention

4.4.1 Interpersonal skills

Interpersonal skills are also referred to as soft skills. These skills consist of one's ability to listen, communicate effectively, handle conflict, take responsibility, show respect, build trust, work well with others, manage time effectively, work under pressure and demonstrate good manners. Soft skills are needed for everyday life in every place as much as they are needed in the workplace.

One participant mentioned the need for interpersonal skills:

"Interpersonal skills are important. You cannot have a hot head in patrol or someone in authority, you must deal with a lot of people and complaints, so it's important to know how to work with people. At times when we get new patrollers in, we pair them up with experienced patrollers. So, give them on-site training so those skills we give by training them on-site".

Employers nowadays place high importance on interpersonal and intrapersonal skills and give rather less weight to technical skills.

4.4.2 Social entrepreneurial skills

Some NGOs need social entrepreneurial skills in their organisation to be effective. The participant said:

> "*The skills we need social entrepreneurial skills and interpersonal skills for community development purposes. These are the most important skills that are needed. So, we usually raise funds and with those funds and then we fix the school. These skills are needed for community development and uplifting other people which is related to the role of our organisation*".

4.4.3 Research skills

"People need training even with the programmes that we are doing. We cannot be implementing programmes initiated in 2007. We also need to be trained on how to research ourselves. All social workers are given topics to do research on and come back to teach others. NICRO does provide certain training and we also depend on supervision".

4.4.4 Basic self-defence

A concern was raised by one of the participants that social workers being at risk of getting raped, therefore there is a need for self-defence lessons. She expressed:

> *"I always thought we are in a crime prevention organisation, so I've always thought that self-defence is needed. It's something you think won't happen but in the years that I have practised within the correctional services, social workers have been raped. Therefore, basic self-defence classes are very important so people will be able to defend themselves if anything may happen to them".*

Self-defence has been defined as using verbal, mental and physical to keep oneself safe from physical and emotional harm initiated by an aggressor. According to the participants response, self-defence training is required for their colleagues to be able to protect themselves if they encounter any threat.

4.4.5 Microsoft skills

This study also discovered that Microsoft Office skills are an essential for their organisations. She stated that:

> *"Excel training is needed. We have qualified social workers but in skills like your Microsoft word etc, writing and saving documents, copying and pasting, it becomes a challenge".*

Acquiring knowledge and expertise in Microsoft Office would allow an individual to become professional and improve their work efficiency while contributing more to their organization.

4.2.6 Skill development intervention needed by NGO

One of the participants provided a list of skills training intervention they need as an organisation. She mentioned the following skills:

- Writing skills
- Counselling skills
- First aid

She also uttered: *"We do need report writing, counselling skills, first aid training, all social workers need first aid training. We focus on HIV/AIDS and crime, so we need training in counselling skills".* She further mentioned that report writing would assistance them in drafting reports from clients

and organisational purposes. Counselling skills and first aid training will come into use when addressing people enrolled in their programmes and working with Correctional services.
On the contrary, the participant from CPF highlighted the following:

> *"As I've said, I work with SAPS. From management and all the way down to constable, they all must take instructions from me. Anything else like training people for skills is all in-house".*

His response conveyed that their staff were trained in-house hence, they need assistance in equipment then skills development training. He expressed:

> *"If SASSETA can help us by donating equipment like radios that sort of thing. I have been asking all over the place especially the Department of Community Safety for our radio systems. Each of my sectors has a radio system but they cannot communicate with each other, so it's a challenge on its own".*

4.2.6.1 Skills development programmes for clients

Another participant suggested that they would appreciate receiving assistance from SASSETA by helping their clients acquire certain skills after completing their programmes. One participant mentioned:

> *"We have a group for petty crimes, they end up in our organisation and attend our anger management programme…. I think maybe after people have completed these programmes (anger management and adult life skills), SASSETA can assist us by developing certain skills for our clients. For example, programme like teaching people how to use computers or other skills like sewing etc. to extend these programmes being crime prevention and skills development training programmes."*

4.5 The challenges experienced by NGOs

4.5.1 Lack of resources

A lack of resources can hinder crime prevention initiatives. Communities are often not equipped with the relevant expertise or resources to tackle crime-related problems in their communities. Most NGOs need resources such as infrastructure, finances and staff to be more efficient. Participants mentioned the following resources they need:

> *"The main challenge is the lack of resources and we do not have enough social workers. The community does not understand our mandate as an organisation. Hence, there is a lot of non-compliance from our clients. But the top two challenges are the lack of resources and lack of staff. we have very old cars sometimes you cannot even go outside the organisation due to both cars are being fixed. Our computers are also very old".*

> *"The challenges we counter is that since we no longer work with prisons, we are getting those people who need skills or personal development workshop in prison, and you will find out that we do not have resources to work in prisons. So also find out that sometimes demarcations, let's say there are certain things I want to do in another location like Soweto, but I can't do them because we are not servicing Soweto".*

4.5.2 Lack of funds

Funding is another challenge that affects NGOs. Since NGOs are non-profit organisations, they rely on and search for assistance and funding from external stakeholders for the growth and

functioning of their organisation. This study identified a challenge of not having enough stationery and finances to employ more staff in the organisation.

Two participants expressed:

"You find that they cannot work with some of this new technology. Even with funds, we do not have enough funds. Sometimes we run out of paper and stationery so that is our biggest problem. if you employ someone, you also have to have money to pay for their salaries. We only get funding from the Department of Social Development and NICRO does have sponsors, but money is used on other things".

"It is resources and funding for us to expand our programmes. For example, our adult life programme is not funded. The department funds diversion like children who are risk and who are on conflict. So funding is always a challenge when it comes to NGOs. Space when it comes to renting premises, funding does contribute. You sometimes cannot choose what you want to have because it might cost more".

Most NGOs are dependent on external donors thus, they need funding in meeting the operational needs of the organizations to keep it functioning. Funding for NGOs can also improve the quality of interventions and programmes.

4.5.3 Lack of staff

The need for finances and funding can affect an organisation by being understaffed. Findings of studying revealed that there is workload, but they do not have enough employees and employing more people increases the costs of salaries. One participant indicated:

"*Men power is also another challenge. Our caseload has tripled in the past two years, and we still have the same staff capacity. We also need more staff. So, more staff means more space, this affects everything. When you need more staff, you need more money to pay them".*

Lack of staff can hinder the productivity of NGOs and their effectiveness in community safety.

4.5.4 lack of Awareness

One participant raised a concern that the community is not aware of some of their programmes operate particularly when an offender does not complete their sentencing in prison. This revealed that people still need to be educated how sometimes sentencing works and how to deal ex-offenders when they are reintegrated into the community. She commented:

"The community is not aware of this sentencing thing. The government can sentence someone for 30 years, but people do not stay 30 years in prison, there are parole and corrections and all these things. So, the community is not aware of that. If the community sees you outside after 7 years, they think that the justice system is not to be trusted".

4.6 Suggestions to improve the effectiveness of NGOs

4.6.1 Transparency

The following study found that transparency is necessary for NGOs to be more effective and efficient within the organisation. One participant stated:

"The operation of the organisation needs to be more transparent amongst staff members. There needs to be communication and understanding what is happening in the field. For instance, someone is sitting here in the office managing some projects, I am going to a location, I will have to leave early because I do not know what I will come across on my way there. But you will find that someone in the organisation is not aware of what's happening".

Transparency builds a culture of trust, which leads to better colleague relationships and stronger employee-employer relationships. Moreover, transparency allows teams in organisations to feel comfortable with providing and accepting important feedback about problems they encounter.

4.6.2 Commitment

In the context of this study, commitment means being dedicated to a cause, and a willingness to get involved at a task. The director of one NGO emphasized that the success of strategies and goals of the organisation depend on commitment of their members since some positions are voluntary. He stated:

> *"People just have to be dedicated that's all. Remember this is a voluntary position. None of my patrollers were nominated. It's our own time, own vehicle, own petrol so everything comes from us. One of main requirement is that people have to dedicated."*

Work commitment has proven to highly relate to organizational performance hence, it is important for NGO members including those who voluntary to be committed to their work as it has an influence on the outcomes of their operations.

4.6.3 Salary increase for staff members

The capacity of having enough staff can be influenced by enough finances to pay their employers. A participant suggested getting more funds will improve the function of their organisation and achieving their mandate:

> *"They should employ more social workers and get paid in a way that has dignity because the salaries for social workers in NGOs is a disgrace so that is why they cannot retain social workers. they need to employ more social workers and younger social workers. They must all come on board so that when others go to prison and others can go teach the community about accepting those who coming from prison, for reintegration."*

Some NGOs lack staff members and in order to employ more people, they need to have funds to pay their employees. The need for financial assistance also hinders the productivity of their organisations.

4.3 Conclusion

In this chapter, themes identified during the interviews with participants who are involved in NGOs were discussed. It included the different roles NGOs play in different society in combating and addressing the level of crimes, the challenges they encounter such as lack of resources, funds, and staff members. Furthermore, their skills need, and skills development intervention programmes NGOs require. The next chapter will cover recommendations and conclusion of this study.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents a summary of the study and the conclusions drawn from the data relating to the role NGOs play in crime prevention in South Africa. These recommendations focus on aspects deduced from the empirical study.

5.2 Conclusions pertaining to the fulfilment of the aim and objectives of the study:

- *To explore the role that NGO's play in crime prevention in South Africa*

The researcher found that each organisation interview had different roles that they played in society. Some had programmes which offered life-skills training, capacity building for parents, including entrepreneurial support. Others were initiatives that assisted offenders in programmes such as adult life-skills, anger management and parenting skills or offender reintegration.

- *To identify crime prevention strategies implemented by NGOs to combat crime.*

Findings of the study revealed that NGOs had various strategies to address crime in different communities. For instance, strategies applied in rural and township differs from urban communities. Diversion, non-custodian, and offender reintegration. Safety ambassador programmes, parenting programmes and awareness campaigns.

- *To examine the types of assistance NGO's need in support of crime prevention.*

There are certain skills set that leaders of NGOs need to fulfil their mandate. The researcher uncovered that their staff members need training inventions for the following skills: interpersonal skills, social entrepreneurial skills, research skills, communication skills, basic self-defence skills and Microsoft skills.

- *To explore the challenges faced by NGOs in preventing crime in South Africa.*

This study discovered that NGOs experienced challenges that hinder the operations of their organisations. These challenges consist of lack of financial resources, lack of infrastructure including shortage of staff members.

5.3 Recommendations

5.3.1 Partnerships

Partnerships between organisations and communities creates an opportunity to address concerns in respect to the policing in their area, as well as to put forward crime prevention and enhance existing strategies. Partnerships are required to bring together the variety of knowledge, skills and resources necessary for effective and successful crime prevention interventions.

Partnerships can also help NGOs and other stakeholders to plan services. NGOs need to be in partnership with other community initiatives that are in place to promote the welfare of the community. This is because NGOs will find it difficult to fully achieve their objective without support from other government departments, local leadership other NGOs including the support from the community.

5.3.2 Skills development training

NGOs within the safety and security usually engage in crime prevention strategies, promote of safety in communities and provide victim support services. The researcher found that there was a lack of knowledge and understanding of inefficient training. It is recommended that required training should be provided. This includes digital skills, Microsoft, self-defence training and report writing amongst others as discovered in this study. SASSETA can play a role in fostering skills development for the effectiveness and productivity of NGOs.

5.3.3 Community participation

Community participation empowers the community and helps them to feel that they can have a positive effect and influence on what happens within their community. Community safety programs are people-centred approaches to security that include strengthening local communities' capacity to respond to armed violence and crime. This can also help organisations to have insight into specific issues identified by community members within these structures.

5.4 Conclusion

This chapter discussed recommendations based on the study findings derived from with semi-structured interviews regarding the topic of the study. This study revealed that NGOs had challenges with resources, funding, staff capacity and lack of infrastructure. It further stated that soft skills, research skills, Microsoft office, and self-defence amongst other. Participants from pointed out that they need skills intervention for first aid training, report writing and counselling skills for their social workers.

REFERENCES

Civilian Secretariat for Police (2016) White Paper on Safety and Security. Available at: https://www.saferspaces.org.za/uploads/files/2016-WPSS.pdf [Date accessed: 13 September 2023]

Chimangafisi, L., 2010. *'Post-1994 challenges facing South African NGOs: a case study of six Western Cape Non-Governmental Organizations that have a development focus'* (Master's thesis, University of Cape Town).

Dewi, M.K., Manochin, M. and Belal, A., 2021. Towards a conceptual framework of beneficiary accountability by NGOs: An Indonesian case study. *Critical Perspectives on Accounting*, *80*, p.102130.

Jeffers, J.L., 2022. Justice is not blind: Disproportionate incarceration rate of people of color. In *Race and Social Policy* (pp. 113-121). Routledge.

Hendrickse, R.F., 2008. *Governance and financial sustainability of NGO's in South Africa* (Doctoral dissertation, University of the Western Cape).
Kreusch, A., 2015. *Financial Wellbeing of Non-Profit Organisations in the Western Cape* (Master's thesis, University of Cape Town).

Luthuli, B.S.M., 2018. *Funding from the Gauteng department of social development: The experiences of project managers at non-profit organisations (NPOs) in Soweto* (Doctoral dissertation, University of the Witwatersrand, Faculty of Humanities).

Maboya, M., 2017. *Exploring the funding challenges and financial sustainability trends of selected non-profit organisations in South Africa* (Doctoral dissertation, University of Pretoria).
Malatji, M.M., Madima, K. and Rakubu, K.A., 2023. The effectiveness of community policing forum in crime prevention. *International Journal of Research in Business and Social Science (2147-4478)*, *12*(6), pp.202-211.

Mangaba, C.S., 2017. *The role of governance in the sustainability of non-profit organisations and companies in South Africa* (Doctoral dissertation, Stellenbosch: Stellenbosch University).

McIntyre, C., 2021. *Challenges Faced by Start-up Non-Profit Organisations in South Africa* (Master's thesis, Faculty of Humanities). Available at: https://open.uct.ac.za/server/api/core/bitstreams/367dc862-7fa2-48ab-8576-530e239f1e67/content

Moreno, K.A.V., Shields, J. and Drolet, J., 2018. Settling immigrants in neoliberal times: NGOs and immigrant well-being in comparative context. *Alternate Routes: A Journal of Critical Social Research*, *29*.

Morebodi, T.J., 2015. *A public participation strategy for Community Policing Forums: the case of Tlokwe Local Municipality* (Doctoral dissertation).

Moyo, S., 2019. Evaluating the use of CCTV Surveillance Systems for Crime Control and Prevention: Selected Case Studies from Johannesburg and Tshwane, Gauteng, South Africa. *University of South Africa*.

Mubecua, M.A., 2018. *The role of Non-Governmental Organisations toward addressing poverty in the Nkomazi Local Municipality in Mpumalanga* (Doctoral dissertation, University of Zululand).
National Planning Commission, 2012. National Development Plan 2030: Our future – make it work. Pretoria: NPC

Ngcobo, D.S., 2014. *The role of community-based organisations in promoting the welfare of communities: a case study of Jozini Municipality* (Doctoral dissertation).

Nhaitayi, R.M., 2014. *Exploring staff perceptions of why selected development NPOs are able to deliver effective services* (Master's thesis, University of Cape Town).

Othman, R. and Ali, N., 2014. NPO, internal controls, and supervision mechanisms in a developing country. *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*, *25*, pp.201-224.

Pheiffer, D.C. and Rakubu, K.A., 2023. Municipal Role in Crime Prevention: South African Milestones, Reflections and Challenges. *International Journal of Social Science Research and Review*, *6*(3), pp.535-555.

Ratlabyana, L., Mkhonza, L. and Magongo, B., 2016. South African government funding to non-profit organisations: What is the investment value. *Johannebsurg: National Development Agency*.

Salomane, K.E., 2010. *Role of Community Policing Forums (CPFs) in effective crime prevention in the Merafong Local Municipality Area: A critical analysis* (Doctoral dissertation, North-West University).

Siziba, S., 2014. *The role of non-governmental organisations as change agents: The case of NGOs providing child protection services in Ehlanzeni district, Mpumalanga* (Doctoral dissertation, University of the Witwatersrand, Faculty of Humanities, School of Social Sciences). SAPS, n.d. Third Quarter Crime Statistics 2023/2024. Available at: https://www.saps.gov.za/services/downloads/2023-2024_-_3nd_Quarter_WEB.pdf

Tshiyoyo, M., 2022. The Changing Roles of Non-Governmental Organizations in Development in South Africa: Challenges and Opportunities. *Global Perspectives on Non-Governmental Organizations*. Available at: https://www.intechopen.com/chapters/84348 [Access date: 20 October 2023].

Wagner, A., 2019. The impact of an organisational capacity assessment on non-profit organisations in South Africa. Available at: https://core.ac.uk/download/pdf/363890249.pdf