The Impact of Crime

on Effective

Service Delivery

Community Safety Monitor No. 2

A Note from the Department

Department of Community Safety

The Department of Community Safety is, amongst other functions tasked to collect, capture and analyse information regarding community safety issues for presentation to relevant decisions-makers and other role players. The Sub directorate, Safety Planning within the Directorate of Policy Advice is responsible for the compilation of the research done for the Community Safety Monitor Publication within the department.

C O N T E N T S

FOREWORD BY
MINISTER RAMATLAKANE

The Department of Community Safety's second jour-
nal is yet another milestone in the Department's fight
against crime. Notwithstanding a tight budget, the
Department manages to pursue its vision, namely to
make the Western Cape safe and secure for all.

In February this year the Department launched the
"Bambanani" (unite against crime) project.
Bambanani against crime is a comprehensive strategy to community safety, which
began with a statistical definition of the crime problems. Several predominant
aspects emerged as the key elements of the Bambanani project:

- A strategic concept, which adopts a participatory methodology in solving
  community safety and security issues.
- The collective responsibility for crime prevention based on a People
  Orientated Problem Solving and Community Safety Strategy.

While Bambanani is as much about quality service as it is a research methodol-
ogy and science, the Community Safety Monitor provides Community Safety sec-
tor managers and politicians with invaluable information. It will no doubt be
instrumental in shaping service improvement strategies while promoting com-
munity safety across the Western Cape Province.

The articles form part of the Department's focus on the crime and service delivery
trends in the province. The focus in this journal is namely the seasonal trend in
crime at the six priority stations, the Exit Polls as well as providing a scientific
research methodology for the public sector. I am confident that the journals of
the Department of Community Safety will offer new insights to the many challenges
facing the Department.

Leonard Ramatlakane: MEC. Department of Community Safety

THE SEASONAL TREND IN CRIME
AT THE SIX PRIORITY STATIONS
April to October 2002

ABSTRACT

The hypothesis that unfavourable weather conditions resulted in a decrease in crime at the six priority stations has been tested. The independent variable was assigned to the weather (seasonal factor), and the dependable variable to crime since both are mutually exclusive. The relationship between the two variables, whether causal or coincidental, has also been examined. The South African Weather Service provided the climate data, while crime statistics and other data have been obtained from the previous study conducted by the Community Safety Information Centre. Findings have rejected both hypotheses, and have found no causal relationship between bad weather and crime at the six priority stations.

INTRODUCTION

When the Community Safety Information Centre (CSIC) assessed the allocation of police resources to the six priority stations, it was speculated that a decrease in the crime rate during the months of June and July could be due to seasonal factors. The priority stations are those identified in Minister Ramatlakane's strategy dated May 2002 and titled, "People-orientated Problem- solving Policing and Community Safety Strategy". These six priority stations are Khayelitsha, Mitchell's Plain, Gugulethu, Nyanga, Kuilsriver and Philippi. The incident on the weekend of 25 and 27 October 2002, where a total of 43 murders were recorded in three of the priority stations, was the main reason the investigation was commissioned.

This paper aims to test the hypothesis that unfavourable weather conditions, specifically in the months of June and July, were the cause of a decrease in crime in those geographical areas. The null hypothesis is used to accept the research question as such, while the alternative hypothesis will assume another variable to be causal. The relationship between the two has also been examined.

RESEARCH METHODOLOGY

Data

The climate area covered is that of the Cape Town International Airport, under which the priority stations resort. The weather data used was obtained from the South African Weather Services (SAWS). As an independent variable, weather data included information on variations such as temperature, wind and rainfall over the period April to October 2002. This period has been certified as a true reflection of the specified record for the months and locations indicated by the SAWS, which proves its validity and reliability. In this instance, the dependent variable is assigned to crime, which varies between low and high crime rates. Crime data was obtained from each priority station by means of a questionnaire compiled and designed by the CSIC.

Procedure

The average totals of temperature, wind and rainfall were taken from the hourly readings per day. Priority crime results from all stations were added up, and an average total determined for each month. The priority crimes constituted murder, attempted murder, rape, assault with an intent to cause grievous bodily harm, gang and drug-related crime as well as domestic violence. The average crime totals were then ranked in accordance with each weather condition - for example, the average rainfall compared to the crime statistics in a given month. Hereafter both variables were compared in turn with another variable - interventional support - to determine whether something else could have had an influence on the decrease in crime when testing the alternate hypothesis.

FINDINGS

Table 1 below reflects:

(a) The total average rainfall measured and the overall number of days during which it had rained in each month from April to October 2002. For example, the rainfall for June amounted to 71.8 mm on average over a 15-day period, while July had the highest average rainfall of 90.6 mm over a total of 14 days.

Table 1:

A. Rainfall in mm		
Months in 2002	Average rain (mm)	Number of days it rained
April	27.2	8 days
May	54.2	16 days
June	71.8	15 days
July	90.6	14 days
August	59.6	9 days
September	22.2	5 days
October	26.4	5 days

B. Temperature in °C			
Months in 2002	Overall average temperature	Maximum ave. temperature	Minimum ave. temperature
April	17.9	23.5	12.2
May	14.7	19.6	9.8
June	12.2	16.5	7.8
July	12	16.8	7.2
August	12.9	18.8	7.1
September	15.9	21.3	10.4
October	15.9	21.2	10.6

C. Surface wind in meters per second		
Months	Total wind speed	Average speed
June	2664.3	88.9
July	3047.7	98.5

(b) The overall average temperature in the given months with an indication of the maximum and minimum temperatures. For example, June shows an overall temperature of 12.2°C. On average, the maximum temperature was 16.5°C, while the minimum was a mere 7.8°C. July had the lowest average temperature of 12°C, reaching a high of only 16.8°C and a low of 7.2°C.

(c) The total wind speed was calculated (added up) in accordance with wind direction in tens of a degree clockwise from the true north, and the speed in tenths of a meter per second. For example, in June the total wind speed reached 88.9 meters per second, and in July it reached 98.5 meters per second.

FIGURE 1. WEATHER CONDITIONS IN THE AIRPORT AREA FROM APRIL TO OCTOBER 2002
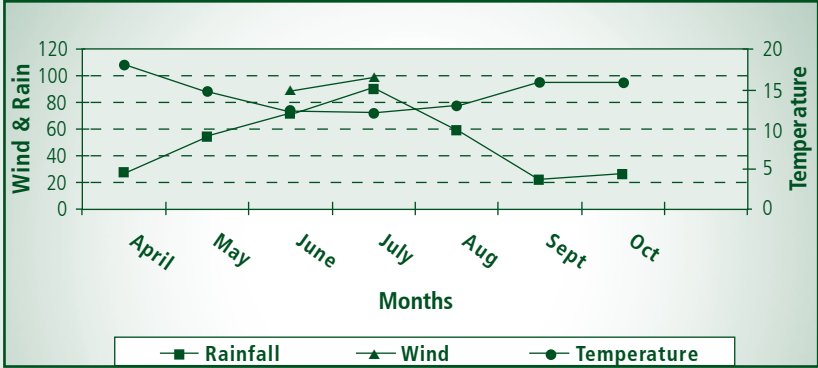
Figure 1 is a graphical depiction of the seasonal trends illustrated in Table 1 on the previous page. It indicates that during the two months — June and July 2002 — the temperature was the lowest, the wind the strongest and the rainfall the highest. The rainfall shows a notable peak during July, which is in keeping with the high winds and low temperatures typical of bad weather.

FIGURE 2. CRIME RATE AND THE SEASONAL TREND IN THE SIX PRIORITY STATIONS - APRIL TO OCTOBER 2002
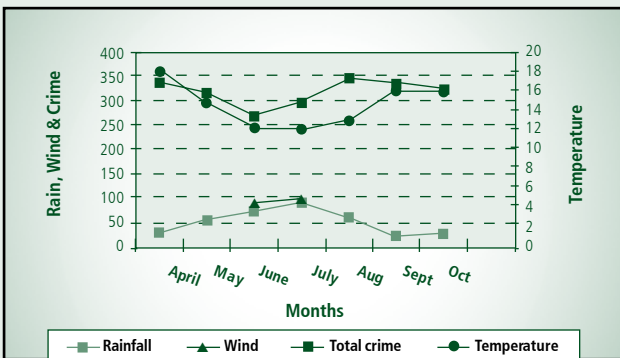
Figure 2 introduces another component to illustrate the relationship between weather conditions and crime in the areas. The graph reveals that the rainfall in April was low and that the temperature - like the crime rate, was high. In May and June, as the temperature started to decrease with a corresponding increase in rainfall, the crime rate again followed suit and dropped. However, as the weather continued to deteriorate in July, registering low temperatures, high rainfall and strong winds, the crime rate amazingly started rising. In August - still registering low temperatures but a stable decrease in rain - crime continued to rise up until a slow decrease became evident in September and October, during which months temperatures were higher and the rainfall lower.

**FIGURE 3. INTERVENTIONAL SUPPORT IN THE SIX PRIORITY STATIONS -
APRIL TO OCTOBER 2002**

It is important to disclose and test other factors, which could have had an influ-
ence on the decrease in crime at the geographical areas over the winter months.
Interventional support introduced at the six priority stations at the time, is a
variable that is assigned to the alternate hypothesis. The weather conditions
resulted in a notable decrease in crime as well as an increase in interventional
support at area level (represented by the solid line shown in the graph below) in
the months from May to June prior to crime escalating again in July.

Figure 3. INTERVENTIONAL SUPPORT IN THE SIX PRIORITY STATIONS
April to October 2002
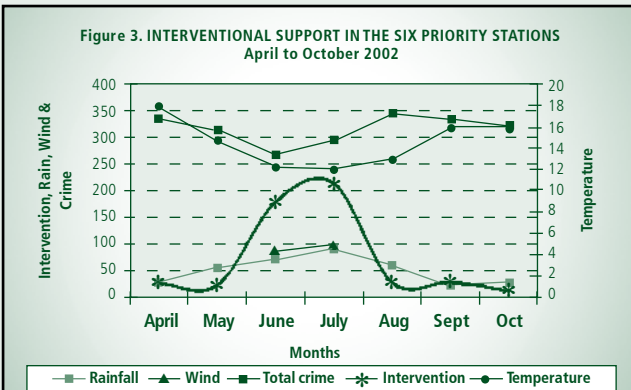
The bad weather conditions experienced during June are reflected in conjunction
with a prominent decrease in crime, which also marked the introduction of an
increase in interventional support (represented by the solid line). However, a
controversy is evident in July when crime escalated even though more
interventional support was introduced. Crime continued to escalate in the fol-
lowing month when the support was withdrawn. However, during September and
October there was no increase in support, and yet crime decreased.

DISCUSSION

This study has found that a relationship between crime and the weather cannot be completely ruled out. However, it would be misleading to state that a causal relationship exists between weather conditions and an increase in crime. The seasonal factor should only be viewed as a framework within which the crimes have occurred. It can thus be deduced that the weather has partially influenced the rate of crime (increase and decrease), which means the relationship between the two is coincidental.

In the alternate hypothesis, where the decrease in crime was compared to interventional support, it was still not possible to establish a clear causal relationship. The alternate hypothesis could not be accepted either, since crime continued to rise in July even though more support was introduced. It can be surmised that interventional support has partially influenced the decrease in crime during the months when bad weather prevailed.

Crime trends that normally have a positive relationship with seasonal factors usually encompass street crime such as cell-phone and bag snatching, defrauding people at ATMs, house breaking, stealing car radios and speakers, etc. Since these types of crime have not been included in the study, they could also have had an influence on the results of the study. Partly, because crime categories that are likely to be seasonal have not been included in the study, it would be a bias to invoke seasonal factors as an explanation for the decrease in crime during the winter season as reflected in Figure 3.

Changes in the pattern of human activities or recreational activities could also have played a role in the decrease in crime over the cold months. It is also vital to note that certain patterns of crime will be more favourable during certain months than in others.

SUGGESTIONS

- In the light of the interventional measures deployed by officers at area level, it is evident that a crack down on crime in a particular area and at a particular time results in a decrease in crime. It is thus suggested that law enforcers focus on a particular area, for example Khayelitsha, and aim to successfully reduce all types of crime over a specific period while simultaneously increasing the personnel and interventional strength.

- Specific changes in the pattern of crime in each individual station should be observed.

- It is also suggested that factors, other than seasonal factors, ought to be considered. These should include the following, according to the Rhode Island State Police (2003):
  - The density and size of the community;
  - Variations in compositions in terms of youth concentration (with regard to youth or street gangs);
  - The area's economic status with inclusion of the availability/lack of jobs, the median income and poverty levels;
  - Stability of the population with reference to the resident's mobility, commuting factors and other transient factors;
  - Cultural conditions such as educational, recreational and religious characteristics;
  - Effective strength of law enforcement agencies;
  - Attitude of the public towards law enforcement problems; and
  - The administrative and investigative efficiency of the SAPS.

LIMITATIONS

This study did not take into account the personnel strength obtained in collaborating with interventional support where the possibility of a causal relationship would have been evident, nor did it, in determining whether seasonal factors have had an effect, focus on street crimes such as car hijacking, theft and break-ins.

It is speculated that an increase in the interventional support rendered at Area Commissioner level during the months under discussion resulted in a decrease in crime, which makes it difficult to determine whether seasonal factors did, in fact, play a role at the six priority stations. In other words, because of the interventional support injected at police stations during the time span covered by this study, as reflected in Figure 3, and because potential victims had to become as street smart as the criminals, it would be biased to invoke seasonal factors to explain the decrease in crime over the winter season (June and July).

CONCLUSION

The study has tested the hypotheses that unfavourable weather conditions resulted in a decrease in crime at the six priority stations. The hypotheses were both rejected based on the possibility of other factors being influential at the time. This conclusion has been reached by comparing crime against climatic changes as well as the levels of interventional support. However, the relationship between seasonal factors and a decrease in crime could not be completely ruled out and were said to have a partial influence by not being the direct cause of the decrease, however, a mere coincidence.

As is evident in support rendered at interventional level, a crack down on a particular offence in a particular area with the aid of extra resources and officers results in a drop in crime. It is therefore further suggested that interventional support be focused equally on successfully cutting all categories of crimes in all six areas.

As in South Africa, government officials in Britain have been known to ascribe the decrease in crime over Christmas (winter in Britain) to seasonal factors, but are hitherto unable to explain similar decreases during summertime, which is winter in South Africa (The Daily Telegraph, 2002). The findings in this study support this discrepancy.

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THE IMPACT OF RESEARCH METHODOLOGY CAPACITY ON THE IMPLEMENTATION OF SERVICE DELIVERY IN THE PUBLIC SECTOR

1. INTRODUCTION

The strengthening of the research capacity of the Department of Community Safety (DCS) has, by the nature of its work, been a priority since it's inception during 1996. The current thinking on this important matter is still that effective policy formulation and, consequently, effective transformation and service delivery are not possible without accurate research data.

This article attempts to make a contribution in terms of practical solutions to address the capacity problem of researchers in the department. It does so by providing recommendations for an implementation strategy in terms of guidelines in this regard. These guidelines also intend to assist the DCS to formulate policy in a systematic rather than ad hoc and crisis-driven manner. This article therefore aims to present a research methodology, which will assist the DCS to move away from reactive policy-making to a more proactive approach, where accurate information is seen as being essential for effective service delivery.

2. BACKGROUND

The Chief Directorate: Corporate Services recently presented the first in a series of workshops on policy formulation which covered three sections, namely conceptualisation of policy, the policy making process, including policy formulation and policy implementation. The aim of the workshops was to enable staff of the department to design and formulate policies and engage in the policy-making and research process. Participants were drawn from the Directorates of Human Resources Management and Administration, Finance, Social Crime Prevention, Civilian Oversight, Traffic Management and the Office of Corporate Services. Some of the key recommendations that have been articulated at the workshops are:

- Policy-making poses a major challenge to the department as well as to Community Police Forums.
- The impact of research and policy on project development and management has to be considered and clearly defined. At present projects are implemented without proper research and consultation.
- Policies in the department should be regularly reviewed and updated.
- Extensive policy research is required when drafting policies in the department.
- It is essential that departmental policies should be aligned to provincial and national policies.

3. DEFINITION OF RESEARCH

It is essential to define research. According to Birdie & Anderson (1974:12), the dynamics of research are the "systematic collection and analysis of information, followed by the *use of that information to improve the working environment and the lives of people.*"

Linked to this perspective, Luck and colleagues stated that research represents the systematic planning, gathering, recording, analysing and interpreting of data for application to specific marketing decisions." (Luck et al, 1982:133).

For the purpose of this article, research could be defined as the systematic gathering and analysis of information specifically for the needs of the public service.

4. THE CHALLENGE OF RESEARCH METHODOLOGY IN TRANSFORMING THE PUBLIC SERVICE

The Public Sector still faces the challenge of transformation from apartheid to a democratic society, particularly in terms of the new approach and ethos that have since been introduced. The value of research capacity in the development and implementation of policy management is thus essential for service delivery in the Public Sector.

The DCS has already introduced a number of comprehensive policies and set itself a number of measurable objectives in terms of its strategic goals. In order to achieve these strategic objectives and to deliver on the many challenges, the Department established the "BAMBANANI" project as well as many others. These strategic objectives were highlighted at the recent strategic planning session held from 8 – 9 May 2003 where effective systems for monitoring and evaluating progress were identified as a necessity.

There is widespread agreement that in attempting to implement these strategies, policies are required that not only take account of the inherent structural inequalities in post-apartheid society, but that also assist government in overcoming the deep ethnic and racial divisions that still characterise South African society. Tapscott (1995:67) supports this perspective and is further of the opinion that "policy makers and planners will need to have at their disposal social information which is pertinent to the new order." Unfortunately, Tapscott (1995:67) maintains, "the research universe which might inform this process was itself not untouched by apartheid policy, either in terms of its institutional development or its theoretical orientation. The challenge thus remains to restructure the institutional framework of social research, and to develop a cadre of researchers that are more representative of the population."

Tapscott (1995:67) provides practical solutions to the capacity problem of researchers in the country when he states that, "a re-orientation of focus and

ethnic balance remains a challenge to the new South Africa. Universities will have a central role to play in this process, both in training new researchers and in conducting meaningful research." He also warns against an elitist approach and advocates the use of participatory research. Such an approach to research will move away from the racial orientation and therefore become as inclusive and open as possible.

It is therefore advisable that communities be involved in social research, especially the idea that they should not be merely restricted to "the collection of data about them, but their involvement should extend to include their definition of the research agenda."

Communities must also be informed regarding issues, not only the collection of data about themselves, but their involvement should extend to include their definition of the research agenda, which issues should be investigated (and in what way) and the utilization of findings in ways that will empower them to compete for national resources on a more even basis" (Tapscott, 1995:73).

For a number of reasons, both practical and political, a paradigm shift is necessary if research is to contribute significantly to the development and growth of the new order. This conviction is born out of experience at the Human Sciences Research Council and emphasises the need to incorporate research into the public management process in a more meaningful and systematic way.

5. OBJECTIVES OF THE ARTICLE

One of the weaknesses of the administrative system carried over from the previous order has been an inability to make effective use of research and to incorporate this into the public policy making process. This article will provide guidelines for implementing practical ways to improve the situation. These guidelines should also assist public servants to formulate policy in a systematic rather than in an ad hoc and crisis-driven manner. This article also refers to a research

methodology that will assist public service officials to move away from reactive policy making towards a more proactive approach where accurate information is seen as being essential for effective service delivery to the people. This is of utmost importance as macro statistics generated at a national or regional level are only of indirect value to the needs of citizens at a local level. It is therefore vital that officials have a better understanding of the utility of research conducted at a micro statistical level.

For public management and planning to be effective, appropriate supporting information is required, particularly information that is timeous, accurate and cost-effective. In this respect, research that monitors change and assesses the performance of the public sector is of critical importance. The evaluation of the impact of short and long term goals and programmes also needs to be addressed in such an evaluation. It is therefore essential that public administrators acquire basic research skills in order to equip themselves to deal with the dynamics of change.

Knowledge and understanding of the process of transition in South Africa are critical requirements for research in public administration. In this regard, Schmitter & Karl (1991) view modern political democracy as "a system of governance in which the rulers are held accountable for their actions in the public realm by the citizens, acting indirectly through the cooperation of their elected representatives." In monitoring South Africa's young democracy, there is a need to assess and evaluate such operative principles as accessibility, transparency and accountability, as well as the delivery of efficient services. Information generated through scientific means is a powerful form of knowledge and empowerment in the Public Sector.

The DCS will only be able to meet its objectives if it incorporates socio-economic research findings into its strategic planning and administrative processes on a more organised and systematic basis. It will also need to effectively utilise the information generated. Understanding of the policy environment and

of the dynamics impacting on it, will enhance the ability of officials to change and improve the situation.

Unfortunately, there is not a well-established tradition of research in the Public Service in South Africa, and the generation of research has been left to a few key research institutions as well as to private companies. *There is, consequently, a need for the development of basic research skills within the Public Service.*

In particular, it is important that more people of colour acquire skills in an area that was traditionally white dominated. In South Africa, over the past few years, the Public Sector survey processes, as indicated, have been the preserve of a select few role players, namely, senior public officials (who commission research) and consultants.

The idea of guidelines for data collection and the entire research process is to make knowledge about the process more widely available and user-friendly so that both public administrators and the communities that they serve will be able to benefit from the information generated. Surveys, for example, have many benefits for the public sector in that they can be repeated in different situations in order to provide a consistent framework for understanding a particular issue. It is axiomatic that in order to conduct effective scientific research, it is necessary to develop the requisite skills in scientific method. However, it is not only the formally trained who need to understand the scientific approach and methodology of research. Officials at all levels of government and in all sectors engaged in service delivery, have a responsibility to identify problems that warrant scientific investigation. Professional accountability requires public administrators to utilise the recommendations of research in order to perform their duties more effectively.

Hungler (1991:66) postulates that "scientific research focuses on concepts or constructs, which are our mental representations of behaviour or events."

She views concepts as the cornerstone of theories that present a systematic explanation of the way in which phenomena are interrelated.

According to Devereux and Hoddinott (1992:11), there are many practical considerations that need to be taken into account in any fieldwork. For example, "the researcher's physical and social environment enevitably have an important bearing on the nature and the interpretation of data collected." It is therefore important that the researcher should understand that the context within which fieldwork is conducted is integral to the entire research process. Although every data collection exercise is unique, many situations and features are generic or common in fieldwork. As a consequence, certain set rules and procedures, which can be analysed and studied, are followed in order to gather information.

6. IMPORTANCE OF RESEARCH METHODOLOGY

There is some agreement amongst public sector officials regarding the non-existence of a user-friendly, practical and straightforward template for research. The intended series of articles will endeavour to assist in addressing this short-coming by providing a systematic overview of the necessary steps for conducting effective research. These articles will also aim to:

- provide an easy reference for students in public administration, as well as officials in government departments who require information on data collection methodology;
- make general research methods available in an accessible form;
- encourage readers, especially government officials, to become interested in research; and
- give government departments or other users of research a better under-standing of the information with which they are being presented.

The Public Sector generally does not make good use of social research in its planning and policy formulation. This is evident in the fact that:

a) relatively little primary research data is used in policy formulation; and

b) the research that is generated is often superficial and of poor quality.

In many government projects across different departments, research analysis was not only absent, but the objectives were also misunderstood. The need for more effective research and some type of model are therefore important means to address the above-mentioned shortcomings and are intended mainly to assist the Public Sector with project and policy planning.

These guidelines are also intended as a possible input into the programme objectives of the Executive Management Courses for all management staff at both local and provincial government levels in the Western Cape. The different levels of government are currently implementing a Management and Leadership Development Programme for the Executive Management Teams in order to ensure ongoing development of the knowledge and skills required to manage local, provincial and national government in the new millennium. The purpose of this course should not only be to provide a strong professional and practice-oriented focus, but should also include an understanding of research data in the formulation of policy. It is therefore felt to be important to make provision in this course for a module on Research Methodology in order to strengthen the current initiatives.

7. THE ROLE OF THIS ARTICLE IN THE CAPACITY BUILDING OF THE DEPARTMENT OF COMMUNITY SAFETY

There is widespread agreement that there is a lack of research skills at all levels of government. This is particularly important in the case of local government, which is the delivery arm of service provision to communities and also because local government is the level of government closest to the people.

Although conscientious elected representatives may present the broad needs of their constituencies to their Local Councils, there is generally still a lack of precise information about the demographics and character of local communities. The results of poor planning, a lack of understanding of research processes and research output (statistics, charts, tables, recommendations) are all examples of the current situation. The reality is that where they take place at all, some survey designs are weak, questionnaire construction is sometimes not relevant and the questions do not measure the theoretical concepts adequately.

The research goals and interpretation of results are often not clear outside of their scientific context, especially to public service managers. A very important intervention, as indicated above, could be a comprehensive, compulsory training course to be presented to all public service managers, which should focus on the use of research data, the interpretation of results and the building of basic research capacity skills.

Apart from the many direct advantages of applied research mentioned above, research also has some indirect advantages. For instance, it promotes the organisation and makes the public aware of its objectives while the analysis of the data gives decision makers a comprehensive understanding of the study area and the dynamics operating in it.

It is possible that the interviewers recruited for the survey can be drawn into the organisation on an ad hoc or permanent basis in order to strengthen its capacity. Research demands a substantial organisational effort where complex procedures need to be defined and carefully followed, and this promotes organisational skills and capacity building.

The Research Methodology course will also have a cost-effective advantage. Smaller research projects could be done internally in the Department without outsourcing. Trained researchers will be able to do research, think analytically and write scientific reports within the Department

However, research may also have some disadvantages. For example, the research project can be in competition with the other activities of the organisation and can distract attention from other important issues. While it must be remembered that research is not the core business of government, at the same time, employees and stakeholders often misunderstand the process and sometimes delay action while waiting for research to be completed.

Similarly, some stakeholders often put too much emphasis and faith in research, even though they are aware of the fact that research cannot provide all answers. Finally, statistics can easily mislead and should be presented together with detailed supporting information on a community or study area.

8. CONCLUSION

In conclusion, the following remarks:

- Effective public policy making is contingent on the availability of accurate socio-economic information;
- Presently, the generation of socio-economic information for policy making is inadequate;
- Socio-economic information is only useful to the extent to which it is used by the public sector at large;
- At present, research skills are lacking amongst public sector officials;
- Appropriate methodology and effective administration of surveys are vital to the generation of accurate information;
- The DCS must provide ongoing research training opportunities for staff and secure research partnership agreements; and
- Finally, the DCS must publish research guidelines in terms of methodology, which will be best practices in the fight against crime.

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EXIT POLL SURVEY 2002
ASSESSMENT OF SERVICE DELIVERY IN THE SAPS

1. INTRODUCTION

The Department of Community Safety (the Department) launched its first Exit Poll survey in 2001. As stated in the 2001 report:

'The ultimate objective [of] the Exit Poll for the whole of the Western Cape's 162 Community Service Centres (CSCs) is to start a process of objective external comparison and analysis that will help enhance police service delivery in years to come.'

The aim in 2001 was to set a base year to be used in subsequent years as a norm to measure the effectiveness of CSC service delivery in the Province.

This summary of the final report sets out the results of the second Exit Poll, herein referred to as the 2002 Exit Poll. The Department has recognised that measuring service delivery is a fluid process and the 2002 Exit Poll questionnaire has been extended to include certain issues not addressed in the 2001 Exit Poll. This summarised version of the final report will focus on the Western Cape province as a whole.

2. APPROACH

2.1 Background

The Department of Community Safety has a long-standing working relationship with the South African Police Service (SAPS). This stems directly from its constitutional relationship with the SAPS, as well as the Department's true commitment to contribute to making South Africa and the Western Cape safe for all.

One of the initiatives of the Department is the establishment of a Community Safety Information Centre (CSIC). The CSIC is an online database with service delivery by the SAPS as one of its focus points. The CSIC has identified the need to measure and benchmark how members of the public perceive the service

they received via a process of objective external comparison and analysis that will help enhance police service delivery. The aim of the Exit Poll was 'not just to acquire a general perception of police service delivery issues, but also to enable a measure of comparison to be made of service delivery at specific police stations.' Against this background the first Exit Poll was launched on 29 October 2001 and the second Exit Poll was launched on 17 January 2003. In all respects, the demarcation was limited to the CSC.

2.2 Explanation of the term 'service delivery' for purposes of this survey

For purposes of this survey 'service delivery' incorporates the following:

- service waiting time of no more than 2 minutes;
- clean facilities;
- people treated with respect;
- people served in their language of preference;
- a safe environment;
- trust in the SAPS;
- a willingness to help;
- case sensitivity;
- satisfaction with service; and
- satisfaction with way case was handled.

2.3 Methodology

The underlying nature of the Exit Poll is to put the Department in a position to measure police service delivery over time. In 2001 all 162 CSCs were included in the Exit Poll.

A thorough data collection plan with the necessary control procedures was designed and put into place.

The Exit Poll was conducted using a Multi-Visual Perception scale (MVP scale). This MVP scale catered for semantic, visual and numeric observations to be made by the respondent. The numeric scale was based on an 11-point scale which ranged from one through to eleven (1-11), one being the least satisfied and eleven being the most satisfied. The 11-point scale has been used for comparative purposes as the 2001 Exit Poll was primarily based on an 11-point scale.

Coding and capturing in the 2002 Exit Poll of open-ended questions were limited. Question C5 on what respondents would change most about the CSC has been coded into groups to allow for meaningful analysis.

In terms of data analysis SPSS (a statistical package), Excel and Crystal were used to compile the analyses presented in this report. The 2002 Exit Poll was conducted in January and February 2003 and the 2001 Exit Poll was conducted in November and December 2001. For the purposes of this report the data obtained in the 2001 Exit Poll has been assumed to be comparable to the data collected in 2003. The data collected in 2003 has been referred to as the 2002 Exit Poll for the purposes of this report.

2.4 Questionnaire

The questionnaire was an extension of the one used in 2001. It was refined after certain pilot surveys and compiled in three languages: English, Afrikaans and Xhosa. Fieldworkers were selected specifically with the area in mind so that where possible, respondents were asked questions in their preferred language.

2.5 Sampling

With respect to the 162 sites, 142 responses were received. Of the 142 responses received, 61 had fewer than 10 respondents. This may cause a statistical bias, as 10 respondents may not be indicative of the area population. In respect of CSCs where there was a low response or no response, a follow-up visit to the

site was necessary. The fieldworkers observed that where sites had few responses or no responses, the SAPS members were often busy on call-outs, which were not included in the ambit of this Exit Poll.

The Exit Poll was conducted over the following dates:

- ◆ 17 January 2003 to 20 January 2003;
- ◆ 24 January 2003 to 27 January 2003;
- ◆ 31 January 2003 to 3 February 2003; and
- ◆ 7 February 2003 to 10 February 2003 (follow-up in areas with low responses).

3. PILOT STUDY

A pilot study was conducted to ensure that the interview process was conducted as the Department intended. Following the pilot study, the questionnaires were fine-tuned and finalised. Further pilot studies were conducted in:

- ◆ Durbanville, Atlantis, Klapmuts, Khayelitsha, Mitchells Plain and Paarl East.

4. FINDINGS

4.1 Presentation of findings

The Western Cape comprises four areas - Boland, Southern Cape, East and West Metropole. In this report the focus will, however, mainly be on the province as a whole.

4.2 Characteristics of respondents

The Exit Poll was conducted in a similar fashion to the 2001 Exit Poll, in that the sample was randomised on time slots and included nearly all respondents that visited the CSC during those time slots.

It was the Department's intention to select time zones generally known as busy periods for the CSCs so as to ensure a maximum response rate. The visitors to the CSC should not be measured against the population composition of the people in the country.

Areas

The following table represents the distribution of respondents over the four areas of the Western Cape for 2001 and 2002.

Table 4.2-1: Western Cape: Number of respondents who visited the CSC

	2001		2002	
Area	%	N	%	N
Boland	27.7%	925	22.8%	729
East Metro	27.9%	930	32.5%	1 039
Southern Cape	11.3%	378	5.3%	169
West Metro	33.1%	1 106	39.4%	1 260
Total	100%	3 339	100%	3 197

Gender

The following table presents the gender distribution of respondents. In 2002, 53.5% of respondents were male and 46.5% of respondents were female. The increase in female respondents to 46.5% from 39.1% in 2001 may partly be because 8.8% of respondents in 2001 did not record their gender.

Table 4.2-2: Western Cape: Gender distribution of respondents

	2001		2002	
Gender	%	N	%	N
No response	8.8%	295	0.0%	0
Male	52.1%	1 738	53.5%	1 709
Female	39.1%	1 306	46.5%	1 488
Total	100%	3 339	100%	3 197

Age

The age profile of respondents in 2002 was similar to that in 2001. The largest proportion of respondents were in the 31 to 50 year age group (45.3%).

Table 4.2-3: Western Cape: Age profile of respondents

	2001		2002	
Age	%	N	%	N
No response	3.5%	117	1.6%	52
<18	2.2%	74	1.9%	61
18-24	15.9%	530	16.7%	533
25-30	22.7%	759	23.1%	739
31-50	43.8%	1 462	45.3%	1 448
51+	.9%	397	11.4%	364
Total	100%	3 339	100%	3 197

Population group

The individuals conducting the Exit Poll observed the population group of each respondent. This differed slightly from 2001 where visitors to the CSC were asked with which population group they associated themselves most. However,

the two sets of results were compared for the purposes of the report.

The following table reflects that the ethnic group distribution in 2002 is similar to 2001. The results show that 56.5% (N = 1806) were Coloured, 24.8% (N = 793) were Black, 18% (N = 575) were White and 0.7% (N = 23) were Asian.

Table 4.2-4: Western Cape: Population group of respondents

	2001		2002	
Ethnic group	%	N	%	N
No response	7.0%	235	0.0%	0
Black	23.5%	786	24.8%	793
Coloured	49.8%	1 663	56.5%	1 806
White	16.5%	552	18%	575
Asian	0.6%	19	0.7%	23
Other	2.5%	84	0.0%	0
Total	100%	3 339	100%	3 197

Times the CSC was visited

The following table gives a reflection of how many times the respondents visited the CSC in the past 12 months. The results show that 53% (2001 - 54%) of respondents visited the CSC more than once in the past 12 months (N = 1 691).

Table 4.2-5: Western Cape: Number of times the CSC was visited

Number of times the CSC was visited	2001		2002	
	%	N	%	N
No response	3.3%	110	2.2%	71
1	42.6%	1 421	44.9%	1 435
2	21.8%	728	23.9%	763
3	12.9%	432	13.2%	422
4	6.7%	224	4.5%	144
>4	12.7%	424	11.3%	362
Total	100%	339	100%	3 197

Reason for visiting the CSC

The Exit Poll reveals that 32.9% of respondents visited the CSC for administrative reasons. The proportion of respondents reporting a violent crime decreased from 14.5% in 2001 to 11.5% in 2002. The proportion of respondents reporting a property crime also dropped from 12.5% in 2001 to 9.4% in 2002. However, the reporting of other crime (for the purposes of this report defined as non-violent and non-property) increased from 6.1% in 2001 to 7.4% of respondents in 2002.

Table 4.2-6: Western Cape: Reason for visit to CSC

	2001		2002	
Reason for visit to CSC	%	N	%	N
Did not want to give reason	0.8%	28	0.0%	0
Report a violent crime	14.5%	483	11.5%	374
Report a property crime	12.5	417	9.4%	307
Report other crime (non-violent/non-property)	6.1%	202	7.4%	242
Follow-up on reported violent crime		83	2.6%	84
Follow-up on reported property crime	3.1%	104	2.5%	83
Follow-up on reported other crime (non- violent/non-property)	2.3%	76	1.5%	48
Provide information about crime	2.2%	73	2.8%	90
Report a car accident	5.2%	174	4.5%	148
Administrative services	34.6%	2 255	32.9%	1 074
Visit cells	6.1%	201	5.6%	183
Other	10.2%	341	19.3%	630
Total	100%	4 437	100%	3 263

Gender had a statistically significant influence on the reasons why respondents visited the CSC in 2002 as in 2001. Of the 11.5% of respondents in 2002 reporting violent crime incidents, 57% were female (54% in 2001) and 43% were male (46% in 2001). Of the 9.4% of respondents reporting a property crime 36.2% were female (34.5% in 2001) and 63.8% were male (65.5% in 2001). See the following table for comparison between male and female respondents for 2001 and 2002 and the reasons for visiting the CSC.

Table 4.2-7: Western Cape: Reason for visiting the CSC - Comparison between male and female respondents

	2001						2002					
	Male		Female		Total		Male		Female		Total	
Reason for visiting the CSC	%	N	%	N	%	N	%	N	%	N	%	N
Report a violent crime	46.0	199	54.0	234	14.3	433	43.0	161	57.0	213	11.5	374
Report a property crime	65.5	247	34.5	130	12.5	377	63.8	196	36.2	111	9.4	307
Report other crime (non-violent/ non-property)	53.5	100	46.5	87	6.2	187	43.8	106	56.2	136	7.4	242
Follow up on reported violent crime	36.7	29	63.3	50	2.6	79	42.9	36	57.1	48	2.6	84
Follow up on reported property crime	62.9	61	37.1	36	3.2	97	65.1	54	34.9	29	2.5	83
Follow up on reported other crime (non-violent/property)	54.5	36	45.5	30	2.2	66	52.1	25	47.9	23	1.5	48
Provide information about crime	49.2	31	50.8	32	2.1	63	53.3	48	46.7	42	2.8	90
Report a car accident	74.7	118	25.3	40	5.2	158	62.2	92	37.8	56	4.5	148
Administrative services	57.9	618	42.1	450	35.4	1 068	56.0	601	44.0	473	32.9	1 074
Visit cells	55.3	105	44.7	85	6.3	190	49.2	90	50.8	93	5.6	183
Other	60.5	182	39.5	119	10.0	301	51.7	326	48.3	304	19.3	630
Total		1 726		1 293	100	3 019		1 735		1 528	100	3 263

4.3 Service trio (ST)

The service trio was used in the 2001 Exit Poll and is a short index developed from the data as an indicator for 'over the counter' service delivery. It involves the respondent's experience regarding:

* waiting time;
* willingness to help; and
* satisfaction with expected service.

An 11-point scoring scale was applied when data mining the ST. The 11-point scale ranges from 1 (bad) through to 11 (good). The best score for these three elements combined is 33 (11 + 11 + 11) and the worst score is 3 (1 + 1 + 1). The higher the score the better the result. The ST can be expressed as a percentage as a measure of service delivery out of 100.

These three elements combined shed some light on the respondents':

* experience; and
* expectation in respect of service delivery.

The Service Trio components in 2001 have not been altered for 2002.

The following table shows the mean scores of the different elements in the calculation of the ST in 2002 compared to 2001.

Table 4.3-1: The mean scores of the different elements in the calculation of the ST in 2002 compared to 2001

ST element		Western Cape	Boland	East Metro	Southern Cape	West Metro
Waiting time	2001	9.1	9.6	8.8	9.0	8.8
	2002	9.3	9.7	8.4	9.6	9.4
Willingness to help	2001	9.1	9.2	9.3	8.8	9.1
	2002	8.6	8.5	8.7	8.8	8.3
Satisfaction with service	2001	8.6	8.8	8.9	8.2	8.6
	2002	8.7	8.7	8.9	8.7	8.5
ST score	2001	26.8	27.6	27.0	26.0	26.5
	2002	26.6	26.9	26.0	27.1	26.2
ST percentage	2001	81.1%	83.6%	81.8%	78.8%	80.3%
	2002	80.5%	81.5%	78.8%	82.1%	79.4%

The overall ST for the Western Cape decreased marginally to 80.5% in 2002 from 81.1% in 2001. This appears largely due to an improvement in the ST score for the Southern Cape of 82.1% up from 78.8% in 2001. All other areas in the Western Cape scored marginally lower ST scores in 2002 than in 2001.

4.4 Service delivery index (Serdex)

The Serdex is a measurement of service delivery that considers more factors than the ST score. This index was developed for the 2001 Exit Poll and has been applied in the 2002 Exit Poll.

The elements of the Serdex (all on an 11-point scale) dealt with the following eight issues:

Personal/individuality of attention;
- willingness to help;
- treated with respect;
- communication (language);
- sensitive treatment; and
- satisfaction with the service

General perception (surroundings and staff);
- safe environment; and
- trust in SAPS;

General appeal of facility;
- cleanliness of CSC facility.

As in 2001 all elements of the Serdex were measured as perception/attitude with the survey instrument and recorded as a figure on a scale ranging from 1 to 11. The best possible score being 88 and the worst possible score being 8. The higher the score the better the result. The Serdex can also be expressed as a percentage.

As stated in the 2001 report, the Serdex has more value as an annual benchmark tool because it is more comprehensive. The results show a general Serdex of 69.6 for the Western Cape (on a scale ranging from 8 to 88). This is marginally down from a Serdex of 71.4 in 2001. In terms of the sub-areas, it appears that all areas besides the Southern Cape have scored lower on the Serdex scale in 2002. The Southern Cape has achieved an improved Serdex score of 71.9 in 2002 from 70.2 in 2001.

According to the following table respondents in the Western Cape evaluated language most positively (9.3) whereas trust was evaluated least positively (8.0). In terms of the Serdex scale, respondents appeared satisfied overall with service delivery.

Table 4.4-1:Serdex results

Serdex Element		Western Cape	Boland	East Metro	Southern Cape	West Metro
Willingness to help	2001	8.8	8.9	9.0	8.6	8.8
	2002	**8.6**	**8.5**	**8.7**	**8.8**	**8.3**
Treated with respect	2001	9.1	9.2	9.3	8.8	9.1
	2002	**8.8**	**8.7**	**9.0**	**9.1**	**8.4**
Communication (language)	2001	9.9	9.8	10.0	10.1	9.8
	2002	**9.3**	**9.1**	**9.4**	**9.6**	**8.9**
Sensitive treatment	2001	8.6	8.8	8.8	8.4	8.5
	2002	**8.5**	**8.4**	**8.7**	**8.7**	**8.0**
Satisfaction with service	2001	8.6	8.8	8.9	8.2	8.6
	2002	**8.7**	**8.7**	**8.9**	**8.7**	**8.5**
Safe environment	2001	9.2	9.3	9.3	9.4	8.9
	2002	**9.0**	**9.1**	**8.9**	**9.4**	**8.4**
Trust in SAPS staff	2001	8.0	8.4	8.1	7.8	7.8
	2002	**8.0**	**8.0**	**8.1**	**8.4**	**7.6**
Cleanliness of facility	2001	9.0	9.3	9.3	8.9	8.5
	2002	**8.9**	**8.7**	**8.9**	**9.2**	**8.6**
Total	2001	71.4	72.5	72.7	70.2	70.0
	2002	**69.6**	**69.2**	**70.6**	**71.9**	**66.7**

In terms of the area Serdex element scores, respondents were generally satisfied (there were no average scores lower than 7) with service delivery despite scoring lower serdex scores on average compared to the previous year.

4.5 Facility

The physical appearance and cleanliness of any building often contributes to positive or negative first impressions or stereotyping. The following chart reflects the response received to the question under discussion.

Figure 4.5-1: Western Cape: How clean did the respondents experience the CSC?
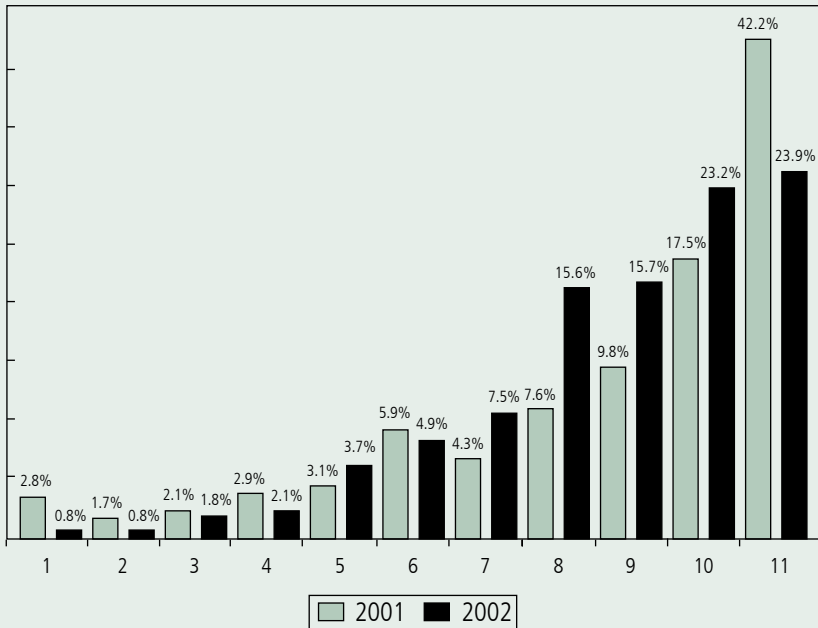
In general, respondents appear to experience the CSCs in the Western Cape as clean with a Serdex score of 8.9 (9.0 in 2001). In 2002, 14.1% of respondents had scores below 7 (18.5% in 2001) and 59.7% of respondents scored 10 or 11 compared to 47.1% of respondents in 2001.

4.6 Treated with respect

The Exit Poll shows an average score of 8.8 (9.1 in 2001) by respondents on this issue in the Western Cape. See the following table for detailed responses for the Western Cape.

Figure 4.6-1: Western Cape: Extent to which the respondents felt that they were treated with respect
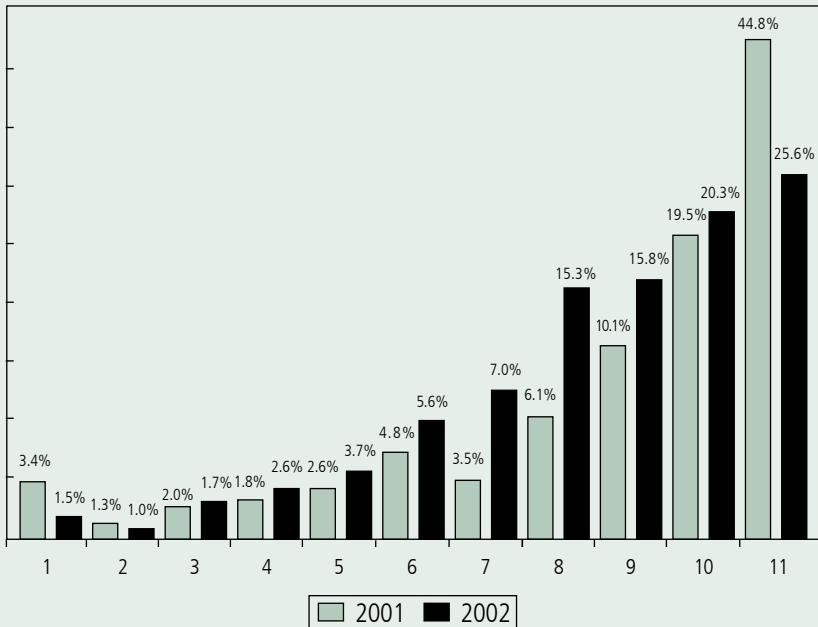
In general, respondents felt they were being treated with respect in the Western Cape with a Serdex score of 8.8 (9.1 in 2001). However, being treated with respect is the third lowest score after trust in the South African Police Services (8.0) and sensitive treatment (8.5). 16.1% of respondents scored being treated with respect below 7 (15.9% in 2001) and 45.9% of respondents scored 10 or 11 compared to 64.3% of respondents in 2001.

4.7 Communication (language)

Service delivery in the CSC is normally done through verbal communication. If a member of the public cannot make himself or herself understood, it could have

serious consequences, especially in the case of laying charges of or communicating other sensitive issues. Since South Africa is a multilingual society, it is to be expected that the inability of the service deliverer to communicate in the preferred language of the client may be interpreted as bad service delivery. In this Exit Poll respondents were asked to what extent his or her language was understood. It was the Serdex element that scored the highest in the Western Cape in 2002 (also the highest in 2001). See the following figure for a breakdown of the responses on this issue.

Figure 4.7-1: Western Cape: Extent to which respondents thought that their language was understood
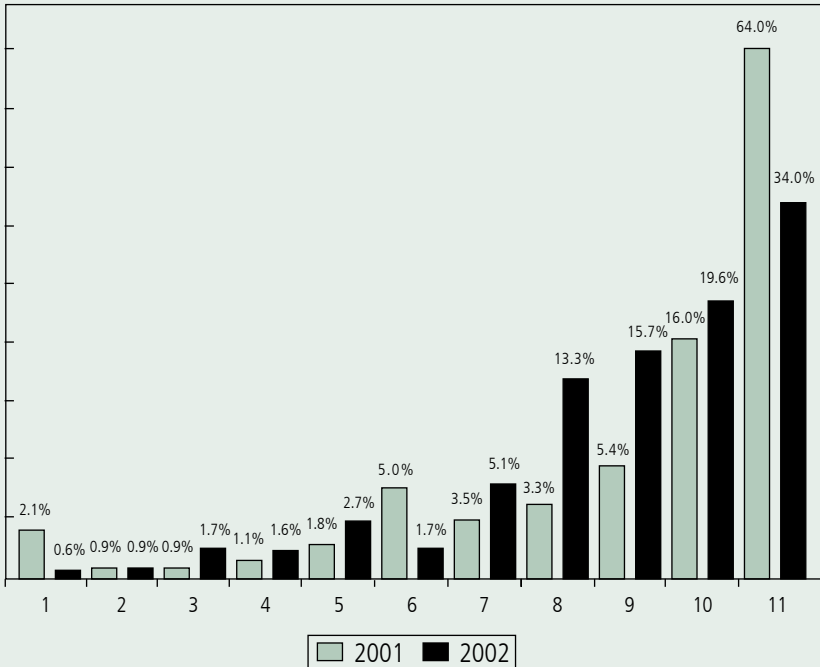
The Western Cape score of 9.3 (9.9 in 2001) is the best individual Serdex score. This is consistent with the prior year. However, 53.6% of respondents in the Western Cape scored 10 or 11 for language compared to 80.0% in 2001.

There appears to be an overall trend by respondents in 2002 of scoring fewer possible maximums per category than in 2001. This may be due to the survey instrument which was slightly different to that used in 2001. Also to be considered was whether respondents were generally satisfied/dissatisfied. This reflected similar results to those in 2001. 12.3% of respondents scored below 7 (9.5% in 2001).

4.8 Safe environment

Respondents were asked how safe they felt inside the CSC. The Exit Poll shows an average of 9.0 (9.2 in 2001). See the following chart for the responses on how safe the respondents felt in their CSC for the Western Cape.

Figure 4.8-1: Western Cape: How safe respondents felt in their CSC
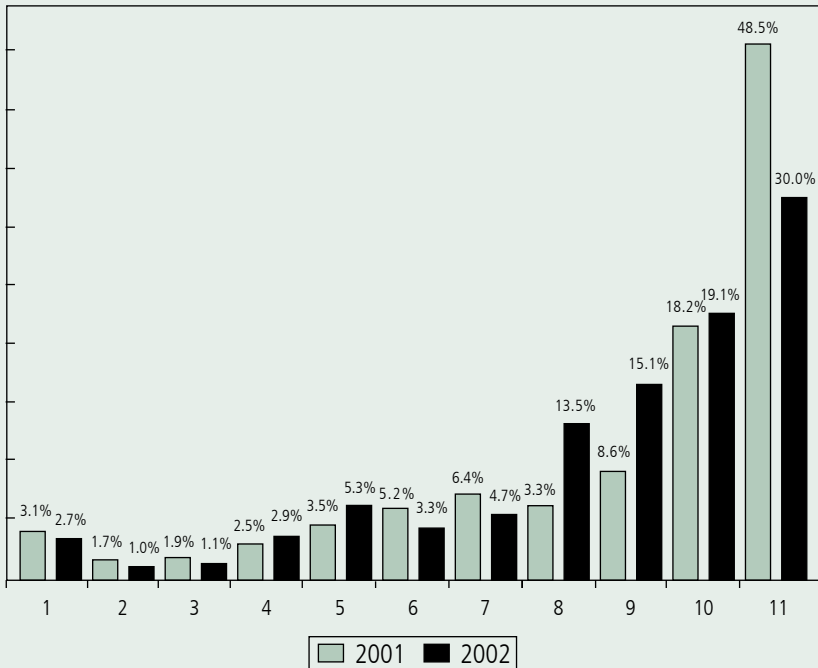
The score for the Western Cape was 8.8 compared to 9.2 in 2001. 15.9% of respondents scored below 7 (16.7% in 2001) and 49.1% of respondents scored 10 or 11 compared to 66.7% of respondents in 2001.

4.9 Trust in SAPS
Level of trust in the members of the CSC

Trust is regarded by the Department as a fundamental issue in the police environment. The respondents were asked to what extent they trust members of their CSC. The respondents gave this question the lowest score of all the Serdex elements (8.0). The result is consistent with the respondents' views in the previous year.

Figure 4.9-1: Western Cape: Level of trust in members of the CSC

	2001	2002
1	8.0%	4.0%
2	2.8%	2.3%
3	3.0%	2.9%
4	3.5%	4.4%
5	4.9%	5.6%
6	8.1%	9.0%
7	5.8%	5.1%
8	6.1%	15.0%
9	8.9%	12.3%
10	16.0%	14.6%
11	32.9%	21.8%
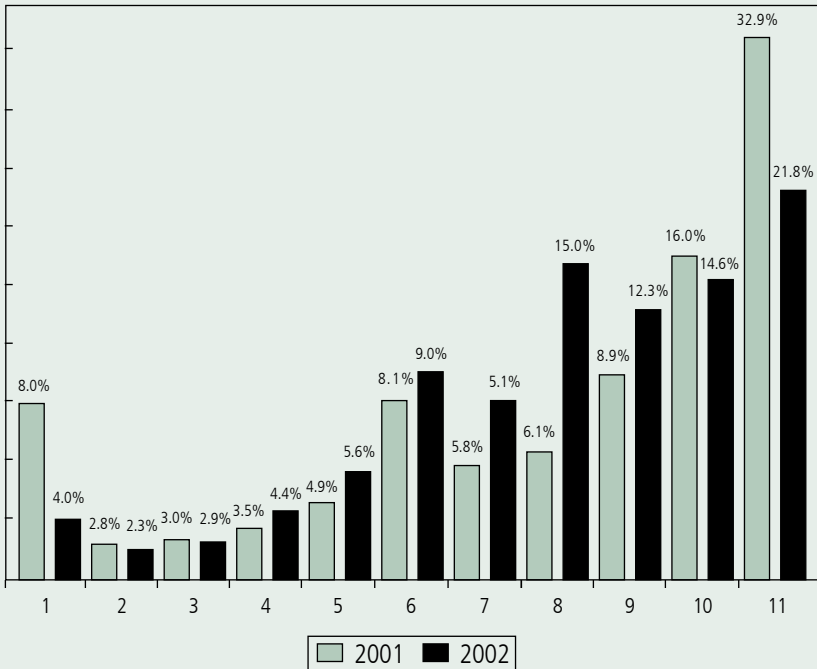
The score for the Western Cape was 8.0 (8.0 in 2001). This Serdex element scored the lowest in the province. 36% of respondents scored 10 or 11 compared to 48.9% in 2001, however, 28.3% of respondents scored below 7 compared to 30.3% in 2001.

Trust in the police in general

In the 2002 Exit Poll a new section was added to the questionnaire on the level of trust in the police in general. The additional questions asked were:

- Are police officials available when you need them?

- ◆ Are police officials genuinely interested in helping you?
- ◆ Are police officials courteous/respectful?
- ◆ Are police officials committed/dedicated to address crime in your area?

The following table sets out the respondents' views per area on whether police officials are available when needed.

Table 4.9-2:Respondents views per area on availability of police officials

	Yes		No		Unsure	
Area	N	%	N	%	N	%
East Metro	560	53.8%	376	36.2%	104	10.0%
Southern Cape	111	65.7%	46	27.2%	12	7.1%
Boland	428	58.7%	214	29.4%	87	11.9%
West Metro	676	53.7%	411	32.6%	172	13.7%
Total	1775	55.5%	1047	32.7%	375	11.7%

The majority of respondents in the Western Cape (55.5%) noted that police officials were generally available when needed. However, nearly 45% of respondents said no or were not sure.

The following table sets out the respondents' views per area on whether police officials are genuinely interested in helping.

Table 4.9-3: Respondents' views per area regarding police officials being genuinely interested in helping

Area	Yes		No		Unsure	
	N	%	N	%	N	%
East Metro	728	70.0%	216	20.8%	96	9.2%
Southern Cape	126	74.6%	24	14.2%	19	11.2%
Boland	482	66.1%	102	14.0%	145	19.9%
West Metro	888	70.5%	210	16.7%	161	12.8%
Total	2224	69.6%	552	17.3%	42	13.2%

The majority of respondents in the Western Cape (69.6%) noted that police officials were genuinely interested in helping them.

The following table sets out the respondents' views per area on whether police officials are courteous/ respectful:

Table 4.9-4: Respondents views per area on whether police officials are courteous/respectful

Area	Yes		No		Unsure	
	N	%	N	%	N	%
East Metro	771	74.1%	178	17.1%	91	8.8%
Southern Cape	134	79.3%	22	13.0%	13	7.7%
Boland	588	80.7%	76	10.4%	65	8.9%
West Metro	926	73.6%	226	18.0%	107	8.5%
Total	2419	75.7%	502	15.7%	276	8.6%

The majority of respondents in the Western Cape (75.7%) noted that police officials were generally courteous/respectful.

The following table sets out the respondents' views per area on whether police officials are dedicated/committed to address crime:

Table 4.9-5: Respondents' views per area on whether police officials are dedicated/committed to address crime

	Yes		No		Unsure	
Area	N	%	N	%	N	%
East Metro	656	63.1%	245	23.6%	139	13.4%
Southern Cape	124	73.4%	20	11.8%	25	14.8%
Boland	494	67.8%	125	17.1%	110	15.1%
West Metro	706	56.1%	327	26.0%	226	18.0%
Total	1980	61.9%	717	22.4%	500	15.6%

The majority of respondents in the Western Cape (61.9%) noted that police officials were generally committed/dedicated to addressing crime.

4.10 Willingness to help

As per the 2001 Exit Poll the client's perception of a service provider's willingness to help is based on the observed attitude and behaviour of the latter. One of the important elements of bad service delivery is if the service deliverer projects the image of unwillingness to help. The Exit Poll shows a mean score of 8.6 for the Western Cape (8.8 in 2001). See the following tables for the respondents' evaluation of the staff's willingness to help in the Western Cape.

Figure 4.10-1: Western Cape: The staff's willingness to help
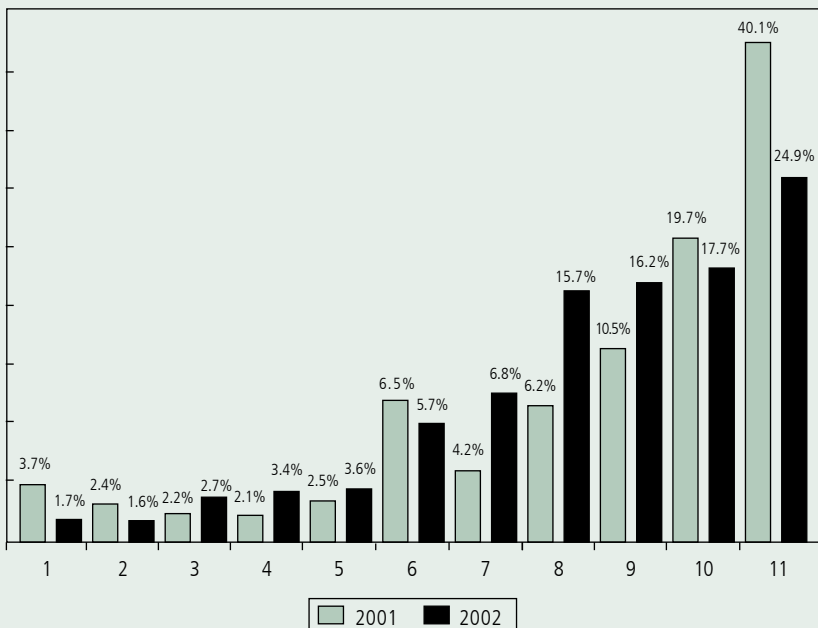
The score for the Western Cape was 8.5 (8.8 in 2001). 18.7% of respondents scored below 7 (19.4% in 2001). There appears to have been a marked decrease in the number of respondents allocating a maximum score of 11 to 24.9% of respondents in 2002 compared to 40.1% in 2001.

4.11 Case sensitivity

Respondents were asked to evaluate the sensitivity with which their case was handled. As was noted in the 2001 Exit Poll what is considered sensitive is not an objective evaluation dependent on the nature of the case, but rather what the client considers to be sensitive or not.

The visitors to the CSCs in the Western Cape evaluated the sensitivity of their treatment as 8.4 out of a possible 11 (8.6 in 2001). See the following table on case sensitivity in the Western Cape.

Figure 4.11-1: Western Cape: Level of sensitivity
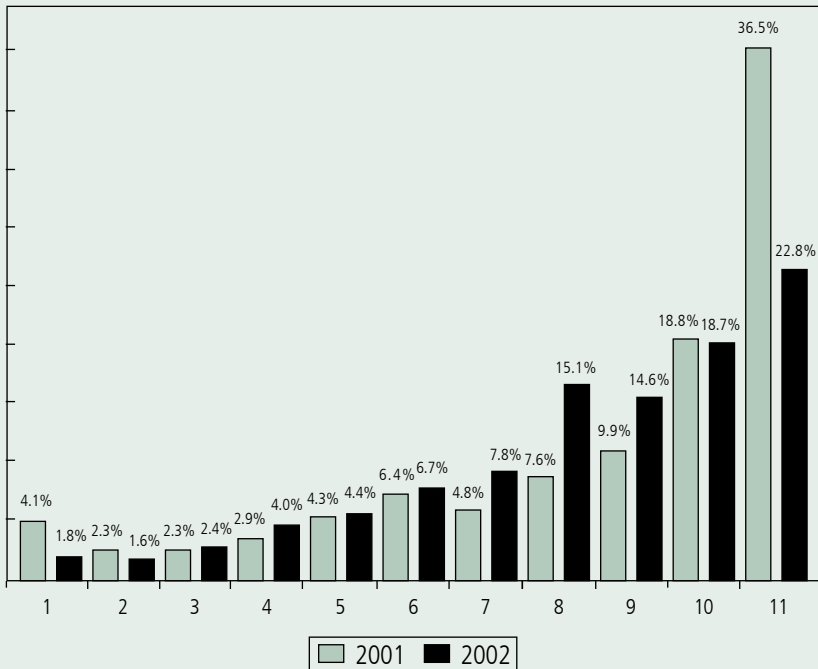
Case sensitivity scored 8.4 in 2002, compared to 8.6 in 2001. This was the lowest Serdex element score after trust (7.9). 20.9% of respondents scored below 7 (22.3% if 2001) and 41.6% of respondents scored sensitivity as either 10 or 11 compared to 55.3% in 2001.

4.12 Service satisfaction

As in the 2001 Exit Poll, respondents were asked about their general perception of service satisfaction. Like the other questions in the Serdex this question measured a perception that could be based on various elements depending on the personality of the respondents, the reason for the visit to the CSC and even

the mood of the respondent during the time of his or her visit. Therefore, the content of this response is not fixed, but the reality lies in the perception measured for each respondent.

Satisfaction with the service in the Western Cape scored 8.7 (8.6 in 2001). See the following figure that reflects satisfaction with the service received by respondents in the Western Cape.

Figure 4.12-1: Western Cape: Satisfaction with the service received
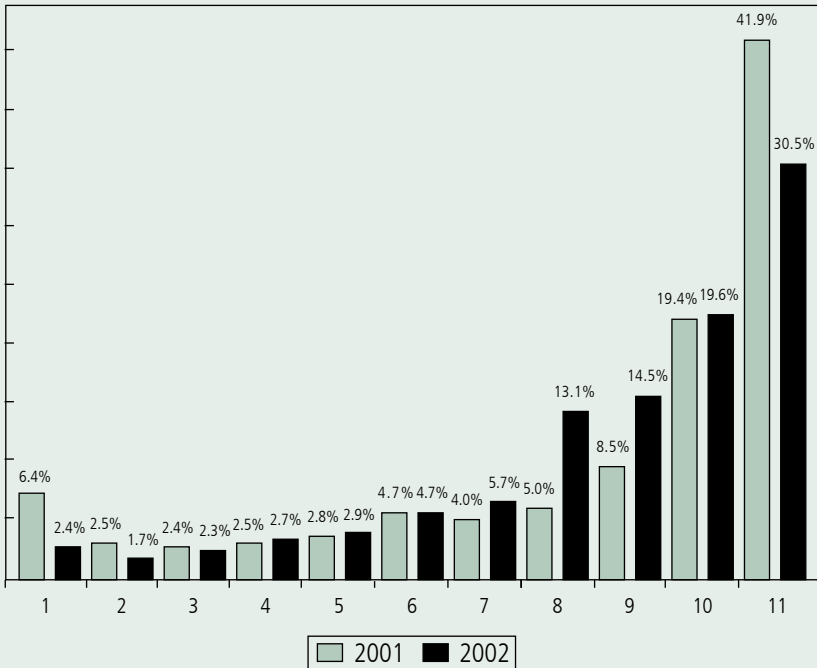
Satisfaction with the service scored 8.7 (8.6 in 2001). 50.1% of respondents scored between 10 and 11 compared to 61.3% in 2001. However, only 16.6% of respondents scored below 7 compared to 21.3% in 2001.

4.13 Satisfaction with the follow-up service of a specific case(s)

As with the 2001 Exit Poll, it was assumed that a visit to any CSC would include the possibility of a follow-up visit in connection with the previous visit(s). After the follow-up visit, respondents would be able to give some indication of progress with a specific case, which in turn would reflect on a specific quality of service delivery (other than a first visit).

This measure was not included in the Serdex and the mean score for the Western Cape was 7.4 (7.9 in 2001). See the following figure for the satisfaction with the follow-up service in the Western Cape.

Figure 4.13-1: Western Cape: Respondents' satisfaction with the follow-up of their case and case satisfaction in general
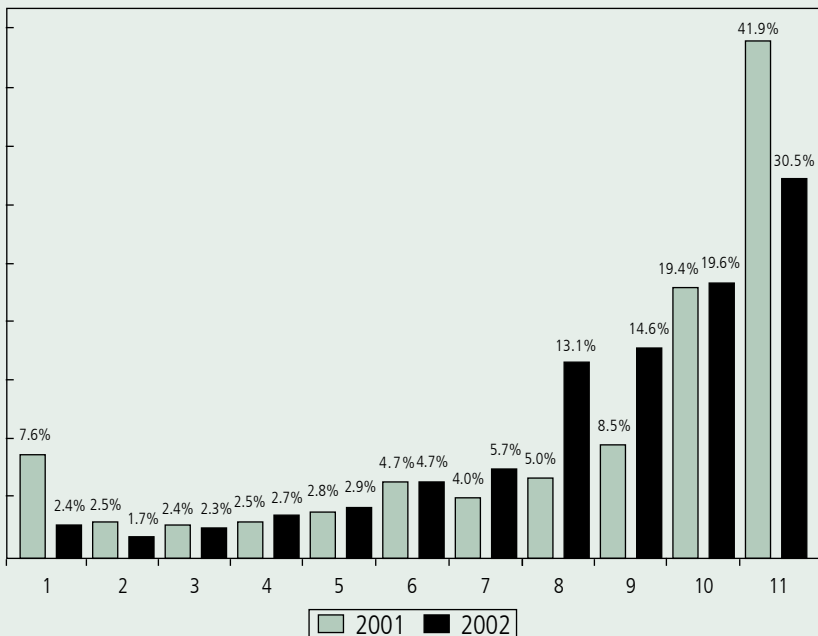
The score for respondents' satisfaction in the Western Cape was 7.4 (7.9 in 2001). Only 27.8% of respondents scored between 10 and 11 for respondent satisfaction compared to 41% in 2001 and 34.6% of respondents scored below 7 compared to 32.8% in 2001.

4.14 Causes of crime

In the 2002 Exit Poll a new section was introduced by the Department relating to the causes of crime. The following tables show the respondents' views regarding the causes of crime in the various areas.

Table 4.14-1: Western Cape: Do you feel safe and secure in your residential area/community?

	Yes		No		Unsure	
Area	N	%	N	%	N	%
East Metro	543	52.2%	492	47.3%	5	0.5%
Southern Cape	117	69.2%	51	30.2%	1	0.6%
Boland	451	61.9%	262	35.9%	16	2.2%
West Metro	669	53.1%	571	45.4%	19	1.5%
Total	1780	55.7%	1376	43.0%	41	1.3%

Just over half of the total respondents in the Western Cape (55.7%) felt safe in their community. It appears that respondents in the Southern Cape felt the most safe in their community (69.2%).

Table 4.14-2 Western Cape: Do you know the root causes of crime in your area?

Area	Yes N	%	No N	%	Unsure N	%
East Metro	627	60.3%	377	36.3%	36	3.5%
Southern Cape	131	77.5%	30	17.8%	8	4.7%
Boland	540	74.1%	169	23.2%	20	2.7%
West Metro	834	66.2%	387	30.7%	38	3.0%
Total	2132	66.7%	963	30.1%	102	3.2%

About two-thirds (66.7%) of respondents in the Western Cape felt that they knew the root causes of crime in their area.

In addition to the above questions, respondents had to read a pre-prepared card setting out various generic causes of crime selected by the respondent. The various causes of crime given were:

◆ poverty
◆ unemployment
◆ alcohol abuse
◆ drug abuse
◆ combination of things
◆ other

The results of the Exit Poll have been tabulated in the order of the different causes of crime.

Table 4.14-3: Western Cape: Root cause of crime

Western Cape	Totals	%
Unemployment	1919	25.8%
Alcohol abuse	1733	23.3%
Drug abuse	1639	22.0%
Poverty	880	11.8%
Combination of things	755	10.1%
Other	513	6.9%
Totals	7439	100%

The largest proportion of respondents felt that unemployment was the root cause of crime in the Western Cape.

The following table sets out the respondents' views as to whether they were consulted on the causes of crime:

Table 4.14-4: Western Cape: Did local authorities (SAPS, government, etc) inform or consult you with regard to the root causes of crime in your area?

	Yes		No		Unsure	
Area	N	%	N	%	N	%
East Metro	141	13.6%	885	85.1%	14	1.3%
Southern Cape	41	24.3%	124	73.4%	4	2.4%
Boland	203	27.8%	517	70.9%	9	1.2%
West Metro	367	29.2%	874	69.4%	18	1.4%
Total	752	23.5%	2400	75.1%	45	1.4%

Only 23.5% of respondents in the Western Cape said that local authorities had consulted them on the causes of crime.

The following table sets out respondents' views on the adequacy of local SAPS actions in addressing crimes.

Table 4.14-5: Western Cape: Are local actions, projects, operations adequate in addressing the root causes of crime in your area?

	Yes		No		Unsure	
Area	N	%	N	%	N	%
East Metro	209	20.1%	814	78.3%	17	1.6%
Southern Cape	59	34.9%	105	62.1%	5	3.0%
Boland	232	31.8%	481	66.0%	16	2.2%
West Metro	455	36.1%	778	61.8%	26	2.1%
Total	955	29.9%	2178	68.1%	64	2.0%

Only 29.9% of respondents in the Western Cape said that local actions were adequate in addressing causes of crime.

4.15 Suggested changes to the CSC

In the 2002 Exit Poll the Department decided to ask respondents one question relating to suggested changes at the particular CSC. The question was: 'If you could change one thing at the CSC, what would it be?'

The question was a fairly open-ended one and the responses were grouped into meaningful categories for the Department. It has been determined from the results of the Exit Poll that the relevant changes suggested by the respondents be classified into the following grouping:

Better service, made up of the following type of responses:

- always be available
- be more caring
- be more friendly
- be more helpful
- be more honest
- be more patient
- be more professional
- better attitude
- better co operation
- better communication
- better relationship
- better service/give better service
- better treatment
- have better manners
- more efficient
- more respect

- quicker telephone response
- show more interest/interest in solving crime
- staff must be more polite
- to follow-up cases.

More staff/police, made up of the following type of responses:
- more staff/police
- more police on patrol
- more staff on weekends/night.

More equipment (vehicles, computers etc.), made up of the following type of responses:
- more vans/vehicles
- update office equipment/computers.

Environment (building/surroundings) made up of the following type of responses:
- better atmosphere
- cells/fix up/clean up/make bigger
- cleaner/neater floors/neater office
- expand police station
- extend office
- fix up building
- have a buzzer on arrival
- have more seats/comfortable seats in waiting room
- improve appearance/make more colourful
- improve building
- more private/private cubicles
- paint the place

- user friendly building/office
- waiting room too small

Other, made up of the following type of responses:
- better police/staff
- fight corruption
- better administration
- have women in office
- must be served in own language
- other
- police must be more visible
- stop racism
- to be open 24 hours

The following table summarises the respondents' suggested changes.

Table 4.15-1: Western Cape: Suggested changes to the CSC

Response	2002				
	W Cape	Boland	East Metro	S Cape	West Metro
	%	%	%	%	%
More staff/police	16.7	18.7	23.3	13.4	11.0
More equipment (vehicles, computers, etc.)	5.5	2.0	7.1	5.8	5.8
Environment (Building/ surroundings)	10.3	12.9	7.2	10.8	11.4
Other	11.7	15.5	9.0	6.7	12.8
Quicker response/take too long to respond	5.7	7.8	5.6	7.5	4.4
Quicker service/service too slow	4.0	2.6	4.2	4.2	4.4
Better attitude	2.4	4.9	0.0	0.0	3.7
Better service	43.7	35.6	43.6	51.6	46.5
Total	100.0	100.0	100.0	100.0	100.0

The largest proportion of respondents in the Western Cape (43.7%) felt that better service was the one thing they would change with their CSC. Better service was the overall issue rated by most respondents across all areas, that they would like to change. The next most popular change would be to increase the number of SAPS members.

4.16 Where to complain

Respondents were asked where they should go if they have a complaint about the service rendered by the SAPS. 51.8% of respondents in the 2002 Exit Poll did not know where to go with a complaint compared to 40.6% in 2001. It appears that general awareness of where to go with a complaint has decreased in the respondents surveyed in 2002 compared to 2001. The following table sets out the results of the Exit Poll for the Western Cape compared to the Exit Poll results in 2001.

Table 4.16-1: Western Cape: Where to complain

	2001		2002	
Where to complain	%	N	%	N
Commander	41.2%	1 376	34.1%	1 084
Minister	7.3%	243	2.5%	79
Internal Complaints Directorate	0.0%	0	5.8%	183
Don't know	40.6%	1 356	51.8%	1 647
Other	10.9%	364	5.9%	186
Total	100%	3 339	100%	3 179

4.17 Location of the CSCs

In the 2002 Exit Poll, three additional questions were asked of respondents related to the location of the CSCs (questions H1 - H3):

◆ Is this the closest CSC to the incident you are reporting?

◆ Is this police station closest to your home?

◆ If the respondent answered no, then they were asked why.

The following table shows the number of respondents per area on whether the particular CSC was the closest CSC to the incident that they were reporting.

Table 4.17-1: Western Cape: Is this police station closest to the incident you are reporting?

	Yes		No		Unsure		Not Applicable	
Area	N	%	N	%	N	%	N	%
East Metro	415	39.9%	60	5.8%	25	2.4%	540	51.9%
Southern Cape	74	43.8%	4	2.4%	3	1.8%	88	52.1%
Boland	364	49.9%	17	2.3%	2	0.3%	346	47.5%
West Metro	571	45.4%	89	7.1%	34	2.7%	565	44.9%
Total	1424	44.5%	170	5.3%	64	2.0%	1539	48.1%

The majority of respondents in the Western Cape (85.9%) to whom the question was applicable, indicated that the police station was the closest to the incident being reported. This was consistent in each area.

The following table shows the number of respondents per area on whether the particular CSC was the closest CSC to the respondents' home.

Table 4.17-2: Western Cape: Is this police station closest to your home?

	Yes		No		Unsure	
Area	N	%	N	%	N	%
East Metro	747	71.8%	290	27.9%	3	0.3%
Southern Cape	147	87.0%	21	12.4%	1	0.6%
Boland	633	86.8%	93	12.8%	3	0.4%
West Metro	894	71.0%	357	28.4%	8	0.6%
Total	2421	75.7%	761	23.8%	15	0.5%

The majority of respondents (75.7%) in the Western Cape indicated that the police station was the closest to their home. This was consistent in each area.

The following table sets out the reasons for using the particular CSC when the answer to either question H1 or H2 was 'no'.

Table 4.17-3: Western Cape: Reason for visiting a particular station

Reason for visiting a particular station	Western Cape				Boland		East Metro		Southern Cape		West Metro	
	%	N	%	N	%	N	%	N	%	N	%	N
Accident/burglary/ crime happened in this area	2.0%	29	0.0%	0	21.6%	11	25.0%	1	25.8%	17		
If accident/burglary/ crime did not happen in the area, then reason was:												
- Better service here	11.4%	15	18.2%	2	17.6%	9	0.0%	0	6.1%	4		
- Could not help me	3.8%	5	9.1%	1	5.9%	3	0.0%	0	1.5%	1		
- No care	2.3%	3	0.0%	0	3.9%	2	0.0%	0	1.5%	1		
- Only one available	5.3%	7	0.0%	0	3.9%	2	25.0%	1	6.1%	4		
- Other	16.7%	22	45.5%	5	13.7%	7	25.0%	1	13.6%	9		
- Prefer to come here	6.1%	8	18.2%	2	2.0%	1	0.0%	0	7.6%	5		
- Quicker service here	0.8%	1	0.0%	0	0.0%	0	0.0%	0	1.5%	1		
- Was in area	8.3%	11	9.1%	1	9.8%	5	0.0%	0	7.6%	5		
- Was living in area before	3.0%	4	0.0%	0	2.0%	1	0.0%	0	4.5%	3		
- Was sent here	18.2%	24	0.0%	0	19.6%	10	25.0%	1	19.7%	13		
- Work in area	2.3%	3	0.0%	0	0.0%	0	0.0%	0	4.5%	3		
Total	100%	132	100%	11	100%	51	100%	4	100%	66		

4.18 Knowledge of Community Police Forums (CPF) and other community structures

In the 2001 Exit Poll respondents were asked whether they know if a CPF exists in their area or not. In the 2002 Exit Poll respondents were also asked if there was a neighbourhood watch in their area and to comment on its effectiveness.

The following table sets out the respondents' knowledge about a CPF in the area.

Table 4.18-1: Respondents knowledge about a CPF in the area

CPF knowledge	2001					2002				
	West. Cape	Boland	E Metro	S Cape	W Metro	West. Cape	Boland	E Metro	S Cape	W Metro
Yes (%)	43.0	41.2	39.5	45.2	46.8	31.9	36.9	29.7	36.1	30.2	
No (%)	18.5	16.7	18.3	18.5	20.3	36.3	34.3	35.0	33.7	38.9	
Don't know (%)	38.4	41.0	42.1	36.2	32.9	31.8	28.8	35.2	30.2	30.9	

Only 31.9% of respondents in the Western Cape knew of a CPF in their area (43% in 2001).

The following table sets out the respondents' knowledge of whether there is a neighbourhood watch in the area.

Table 4.18-2: Western Cape: Is there a neighbourhood watch in your area?

	Yes		No		Unsure	
Area	N	%	N	%	N	%
East Metro	345	33.2%	548	52.7%	147	14.1%
Southern Cape	57	33.7%	96	56.8%	16	9.5%
Boland	349	47.9%	320	43.9%	60	8.2%
West Metro	511	40.6%	570	45.3%	178	14.1%
Total	1262	39.5%	1534	48%	401	12.5%

The majority of respondents (N = 1 935 or 60.5%) did not know whether there was a neighbourhood watch or were unsure.

The following table sets out the effectiveness of the neighbourhood watch where one was identified by the respondent.

Table 4.18-3: Western Cape: Is the neighbourhood watch effective?

	Yes		No		Unsure		Not applicable	
Area	N	%	N	%	N	%	N	%
East Metro	236	22.7%	55	5.3%	54	5.2%	695	66.8%
Southern Cape	42	24.9%	6	3.6%	9	5.3%	112	66.3%
Boland	236	32.4%	62	8.5%	51	7.0%	380	52.1%
West Metro	353	28.0%	103	8.2%	55	4.4%	748	59.4%
Total	867	27.1%	226	7.1%	169	5.3%	1935	60.5%

The majority of respondents that had a neighbourhood watch (n=867 or 68.7%) rated it as effective.

The following table sets out whether or not the respondents know who the station commissioner of the particular CSC is.

Table 4.18-4: Western Cape: Do you know who the station commissioner of this CSC is?

Area	Yes N	Yes %	No N	No %	Unsure N	Unsure %
East Metro	97	9.3%	788	75.8%	155	14.9%
Southern Cape	34	20.1%	125	74.0%	10	5.9%
Boland	137	18.8%	519	71.2%	73	10.0%
West Metro	115	9.1%	982	78.0%	162	12.9%
Total	383	12%	2414	75.5%	400	12.5%

A significant majority of respondents (N = 2 414 or 75.5%) did not know who the station commander of their CSC was.

4.19 Knowledge of SAPS initiatives

Respondents were asked in the 2002 Exit Poll whether they were aware of:

- The Western Cape Police Service Charter; and
- The Hands Off Our Children campaign (HOOC).

The following table sets out the respondents' awareness of the Western Cape Police Service Charter.

Table 4.19-1: Western Cape: Respondents' awareness of the Western Cape Police Service Charter

Area	Yes N	Yes %	No N	No %	Unsure N	Unsure %
East Metro	104	10.0%	931	89.5%	5	0.5%
Southern Cape	24	14.2%	142	84.0%	3	1.8%
Boland	82	11.2%	640	87.8%	7	1.0%
West Metro	151	12.0%	1102	87.5%	6	0.5%
Total	361	11.3%	2815	88.1%	21	0.7%

It appears that a significant majority of respondents are unaware of the Western Cape Police Charter (n=2815 or 88.1%).

The following table sets out the awareness of the HOOC campaign.

Table 4.19-2: Western Cape: Respondents' awareness of the HOOC (Hands off our Children campaign)

Area	Yes N	Yes %	No N	No %	Unsure N	Unsure %
E Metro	302	29.0%	735	70.7%	3	0.3%
S Cape	49	29.0%	119	70.4%	1	0.6%
Boland	224	30.7%	498	68.3%	7	1.0%
W Metro	287	22.8%	965	76.6%	7	0.6%
Total	862	27%	2317	72.5%	18	0.6%

It appears that a significant majority of respondents are unaware of the HOOC campaign (n=2317 or 72.5%).

4.20 Ranking of Serdex satisfaction issues

In the 2002 Exit Poll respondents' views with respect to selected service delivery satisfaction issues were ranked according to importance. The respondents were asked to mention the area of service delivery they felt was most important and least important. The results of the Exit Poll have been tabulated in terms of most important and least important issues.

Table 4.20-1: Western Cape: Most important service delivery issues

Item	Total	%
Respect they treat you with	1874	19.5%
Willingness of staff to help	1817	18.9%
Follow-up your case	1337	13.9%
Sensitivity with which your case was treated	978	10.2%
You trust the members of the CSC	867	9.0%
Understand your language	799	8.3%
Overall service you received at the CSC	789	8.2%
No response	491	5.1%
That you feel safe inside the CSC	458	4.8%
The CSC is clean and tidy	112	1.2%
The person attending to you is neat and tidy	69	0.7%
All issues important so none selected	0	0.0%
Total	9591	100%

Based on an aggregate of the three most important service satisfaction issues presented to respondents it appears that respect for the respondent by the CSC staff is the most important issue (19.5%), closely followed by the willingness of staff to help the respondent (18.9%). The third most important service issue was the follow-up done by SAPS (13.9%).

Table 4.20-2: Western Cape: Least important service delivery issues

Item	Total	%
The person attending to you is neat and tidy	2572	26.8%
The CSC is clean and tidy	1948	20.3%
No response	1311	13.7%
Understand your language	913	9.5%
That you feel safe inside the CSC	670	7.0%
Overall service you received at the CSC	637	6.6%
You trust the members of the CSC	498	5.2%
Sensitivity with which your case was treated	318	3.3%
All issues important so none selected	307	3.2%
Respect they treat you with	175	1.8%
Follow up your case	127	1.3%
Willingness of staff to help	115	1.2%
Total	9591	100%

Based on an aggregate of the three least important service satisfaction issues presented to respondents, it appears that the appearance of the CSC staff member is the least important issue (26.8%), closely followed by the cleanliness of the CSC (20.3%). The third least important service issue after no responses was language (9.5%). It appears that more respondents (n=913) thought that language was a less important issue than respondents who thought it was an important issue (n=799).

5. EXIT POLL CHALLENGES AND LIMITATIONS

The following challenges and limitations apply with regard to the Exit Poll:

Both Exit Polls were limited to the service rendered in the CSC and excluded service with respect to responding to calls or complaints (an integral part of service delivery in rural areas) and telephone calls made to the CSC.

The Exit Poll in 2002 used a similar but not identical instrument to the one used in the 2001 Exit Poll. This may have caused slight differences in responses from respondents in 2002 compared to the 2001 Exit Poll. However, it is submitted that the 11-point scale is consistent with the previous year.

This Exit Poll is the second in a benchmarking process for the whole of the Western Cape. Although comparisons have been made to responses obtained in 2001, they are not necessarily indicative of any trend. The Exit Poll must be continued on an annual basis in order to establish any meaningful trends in service delivery.

The raw data from the 2001 Exit Poll was not made available. Therefore, for the purposes of comparison in the 2002 Exit Poll, the hard copy of the 2001 Exit Poll reports was relied on. This may cause slight differences when compared to the 2001 Exit Poll.

6. CONCLUSION

Scores based on an 11-point scale were consistent with the 2001 Exit Poll measured service delivery in the 2002 Exit Poll. A score of 6 out of 11 indicated that the respondent was neither satisfied nor dissatisfied. A score of 7 or above is indicative of a positive view, whereas a score of 5 or below is indicative of a negative view.

The following general conclusions can be drawn from the 2002 Exit Poll.

6.1 Reasons for visiting the CSC

◆ Respondents appeared mostly to visit the CSC for administrative purposes (32.9%).

◆ The proportion of respondents reporting a violent crime decreased from 14.5% in 2001 to 11.5% in 2002. The proportion of respondents reporting a property crime also decreased from 12.5% in 2001 to 9.4% in 2002. However, the reporting of other crime (for the purposes of this report defined as non-violent and non-property) increased from 6.1% in 2001 to 7.4% of respondents in 2002.

6.2 Service waiting time

◆ It appears overall that service waiting time was good and has improved marginally from 2001, as respondents in the Western Cape scored 9.3 for waiting time out of 11 or 84.6%, compared to 9.0 in 2001 or 81.8%.

6.3 Facilities

◆ It appears that respondents in the Western Cape generally perceived the CSCs as clean. There was a negligible decrease in the perception of cleanliness in 2002 compared to 2001.

◆ In terms of importance the respondents noted that the cleanliness of the facilities was not an important factor.

6.4 Treating people with respect

◆ In general respondents felt they were treated with respect in the Western Cape (8.8 out of 11) but this decreased from a score of 9.1 in 2001.

6.5 Serving people in their language of preference

◆ Language was generally well-perceived by respondents. However, some

respondents regarded language as the third least important service issue while others regarded language as important and it was ranked the sixth most important service issue.

6.6 Environmental safety

- It appears overall that respondents perceived the CSCs to be safe, although this perception has weakened in the Western Cape when compared to 2001. This may be an area for improvement.

6.7 Trust in the SAPS

- Respondents overall indicated that they were satisfied with their level of trust in the members of their CSC (8.0 out of 11). However, trust in the CSC obtained the lowest of the Serdex elements.
- It also appears that trust in the SAPS has improved marginally from 2001 in that 71.7% of respondents in the Western Cape were satisfied with trusting the police (scoring 7 or above) whereas in 2001 this was 69.7%.
- A small majority of respondents (55%) felt that the police were available when needed. Respondents were more satisfied in 2002 with the attitude and commitment of the police in dealing with crime.

6.8 Willingness to help

- The overall perception of the CSC staff willingness to help appears to be good (78%), however, it has decreased slightly from 2001.

6.9 Case sensitivity

- The overall perception of treatment of cases with sensitivity appears to be good (76%), however, it has decreased slightly from 2001 and it scored the second lowest score on the Serdex elements for the Western Cape.

6.10 Service satisfaction

- It appears that respondents had an improved perception of service satisfaction in the Western Cape in that only 16.6% scored service satisfaction below 7 compared to 21.3% in 2001.

6.11 Case satisfaction

- The score for respondent satisfaction in the Western Cape was 7.4 (7.9 in 2001). Only 27.8% of respondents scored between 10 and 11 for respondent satisfaction out of a possible 11 compared to 41% in 2001, and 34.6% of respondents scored below 7 compared to 32.8% in 2001. This indicates an area for improvement for the SAPS.

6.12 Causes of crime

The following factors in order of importance were identified by respondents as causes of crime:

- unemployment   25.8%
- alcohol abuse   23.3%
- drug abuse   22.0%
- poverty   11.8%
- combination of things 10.1%
- other   6.9%.

6.13 Suggested changes

- Most respondents wanted better service from their CSCs. However, the next most popular change to SAPS would be for more SAPS members.

6.14 Where to complain

- It appears that the respondents' knowledge on where to complain is poor as more than half of respondents did not know where to complain.

6.15 Location of the CSCs

- Most of the respondents appear to go to the CSC that is closest to the reported incident or to the CSC closest to their home.

6.16 Knowledge of CPFs and other community structures

- Only 32% of respondents knew of CPFs in their areas. This was significantly lower than the 41% in 2001.
- It appears that the majority of respondents did not know of a neighbourhood watch. However, the majority of those who had a neighbourhood watch perceive it to be effective.

6.17 Knowledge of other ministerial initiatives

- It appears that a significant majority of respondents were not aware of the Western Cape Police Charter and the HOOC campaign.