

**THE ROLE OF A CORRECTIONAL FACILITY IN THE REHABILITATION
PROCESS OF INMATES IN A SELECTED PRISON IN THE WESTERN CAPE,
SOUTH AFRICA**

by

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I, Tanja Lee Snyman, hereby declare that this mini-dissertation entitled *The Role of a Correctional Facility in the Rehabilitation Process of Inmates in a Selected Prison in the Western Cape, South Africa*, is my own work. I have not previously submitted it at an examination office at any university towards a qualification.

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Date

T.L. Snyman

ABSTRACT

The increase of correctional facilities as institutions to punish convicted inmates was a process that developed over many decades from basic beginnings in the early sixteenth century to more contemporary approaches in the 21st century. Over the centuries, various models or approaches were adopted for the treatment of criminals. New correctional facilities emerged with new designs to keep offenders away from society. South African correctional facilities were designed and built according to international standards to accommodate offenders and to accomplish the objectives of punishment, which included retribution, rehabilitation, deterrence and protection of society.

The focus on retributive justice changed gradually to incorporate restorative justice, which included rehabilitation. Rehabilitation is the responsibility of both the offender and the correctional official. The research attempts to demonstrate that, in the absence of uniform rehabilitation systems operating at correctional facilities, the expectations rehabilitation is unclear. The researcher investigates the effectiveness of a selected correctional facility in the rehabilitation of offenders. This presents a challenge for the effective management of rehabilitation and development. The data was collected through a self-administered questionnaire, which was the selected survey method.

The purpose of the study was to assess the rehabilitation process in a selected correctional facility. The research method utilised for the study, was a survey that were distributed to correctional officials and offenders. Arising from the findings the following recommendations were made, namely that the correctional officials should be trained on how to effectively participate in the rehabilitation process and understand the term 'rehabilitation', it should be ensured that rehabilitation programmes take place continuously and that correctional officials should motivate offenders to have a positive attitude towards the rehabilitation programmes being offered by the Department of Correctional Services.

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DEDICATION

To my son, Leewin Snyman.

ABBREVIATIONS/ACRONYMS

DCS	Department of Correctional Services
CPUT	Cape Peninsula University of Technology
USA	United States of America
UN	United Nations
SMR	Standard Medium Rules
SA	South Africa
NGO	Non Government Organisation
RDP	Rural Development Plan

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CHAPTER 1

INTRODUCTION AND BACKGROUND

1.1 INTRODUCTION

The focus of the National Department of Correctional Services (DCS) is to correct offender's behaviour in a secure, safe and humane environment to facilitate the rehabilitation process. Rehabilitation programmes cannot be effective if the correctional centres are not safe and secure which will, in turn, have an impact on inmates participating in rehabilitation programmes.

The escalating crime rate in South Africa requires different interventions at different levels. Despite the involvement of other government departments such as the South African Police Services and the Department of Justice in attempts to combat crime, the Department of Correctional Services has, been solely assigned with the responsibility of rehabilitating offenders. The escalating recidivism rate is alarming and suggests that the offender rehabilitation process is ineffective. One of the major concerns is the unavailability of resources within the correctional centres to facilitate this process. Annual reports of the Correctional Services Department have highlighted the lack of resources and specialised correctional officials needed for rehabilitation programme delivery as the needs of the growing offender population increases.

With the introduction of new rehabilitation correctional systems, the correctional officials were not trained with the skills and knowledge on how to guide offenders in the rehabilitation process, which suggested the successful rehabilitation of offenders. To obtain a broader understanding of the role of the correctional facility in the rehabilitation process in a selected prison in the Western Cape, a review of selected international studies on rehabilitation was undertaken to ascertain if their rehabilitation methods were successful and these were, then compared to South African rehabilitation methods. This research study explores the challenges that a selected correctional facility has in the rehabilitation process of offenders. A qualitative research approach was adopted to investigate the effectiveness of a selected correctional facility in the rehabilitation process of offenders.

1.2 PRELIMINARY LITERATURE REVIEW

A review of selected international perspectives of rehabilitation processes and the South African rehabilitation processes was undertaken. A review of the policies of the DCS and how they implement rehabilitation within correctional facilities was done. It were found that the rehabilitation processes being practised in South Africa are failing due to offenders returning to prison and the fact that correctional officials do not have the adequate training and knowledge of how to participate in the rehabilitation process carried out on offenders.

1.3 PROBLEM STATEMENT

The focus of this study was to examine the role of a correctional facility in the rehabilitation process. The main problems investigated were the lack of rehabilitation programmes and the attitude(s) of correctional officials towards the rehabilitation process within a correctional facility. The role of correctional officials within the rehabilitation process of offenders should be to ensure the safety and security of offenders, and ensure offenders do not compromise the security system and escape from prison. Officials it's their duty to interact in situations where offenders are dangerous and corrupt. All correctional officials should adopt a mentor role to successfully participate in the rehabilitation process.

The overcrowding in South African correctional facilities also creates an enormous challenge for the DCS. The problem is that the rehabilitation programmes fail due to non-commitment of correctional officials and the conditions inside the correctional facility. Correctional officials are not fully orientated or trained with the skills and knowledge on how to guide offenders through the rehabilitation process. Officials tend to adopt a negative attitude towards the rehabilitation process because of the prevailing factors mentioned above.

1.4 PURPOSE OF THE RESEARCH STUDY

The purpose of the research study was to examine the role of the correctional facility in the rehabilitation process.

1.5 OBJECTIVES OF THE RESEARCH STUDY

In order to realise the purpose of the study, the following sub-objectives have been formulated:

- to critically explain the common meaning of rehabilitation;
- to establish whether conditions in the correctional facility are conducive to preparing offenders to learn and adopt positive and appropriate value systems; and
- to examine the behaviour of correctional officials within the correctional centre.

1.6 RESEARCH QUESTIONS

The following research questions are presented:

- What is the understanding of rehabilitation in correctional institutions in a democratic South Africa?
- What challenges are correctional officials exposed to with regard to the rehabilitation process?
- What measures are taken to remedy correctional officials with a negative attitude towards offenders?

1.7 RESEARCH METHODOLOGY

The information was obtained from written sources such as literature from books, articles, journals, newspaper articles, legislation, policies and the Internet. The nature of the topic has necessitated that the data collection technique be constrained through questionnaires. The researcher adopted a qualitative approach for this research study. Qualitative research entails an inductive approach with emphasis on the natural settings and contexts, which provide an interpretative understanding of the topic. According to Babbie and Mouton (2001), qualitative research usually attempts to study human action from the perspective of the social actors themselves.

The primary goal of qualitative studies is describing and understanding, rather than explaining human behaviour. Qualitative research entails making logic of feelings, social situations and experiences or phenomena as they happen in the actual world, and then it needs to be analysed in natural situations.

1.7.1 Data Collection

The data was retrieved through qualitative research methods, to examine the role of the correctional facility in the rehabilitation process of inmates. The data was collected by utilising two open-ended questionnaires, which were distributed amongst the inmates and correctional officials. The two open-ended questionnaire surveys with standard questions were forwarded to the relevant participants, to obtain their objective views on the role of the facility and the interaction of the correctional officials in the rehabilitation process of offenders. Two open-ended questionnaires were distributed to correctional officials and the offenders at the selected correctional facility.

1.7.2 Research Population

The research population consisted of the offenders and correctional officials. There are approximately 500 male offenders and 176 personnel at the selected correctional facility. The offenders and correctional officials were requested to answer the open-ended questionnaires. The two open-ended questionnaires provided the researcher with representative information of the research population on which the researcher wished to base her conclusions.

1.8. DATA ANALYSIS

A qualitative analysis was followed in the research study. The qualitative researcher describes and understands events within the concrete, natural context in which they occur. Qualitative studies use qualitative methods of gaining access to research studies, for example, theoretical selection of cases and sampling. Qualitative methods of data collection include semi-structured interviews and participant observation to utilise personal documents to create life stories (Babbie & Mouton, 2001:271). The researcher developed common themes from the responses received from the offenders and correctional officials.

1.9 DEFINITION OF KEY CONCEPTS

Correctional Services

Correctional Services' core business is to protect and safeguard society by correcting sentenced individuals that were found guilty by the court and sent to a correctional facility (South Africa. Correctional Services Act 25, 2008).

Correctional Official

A correctional official means he or she is employed by the Department of Correctional Services (South Africa. Correctional Services Act 111, 1998).

Correctional Centre

A correctional centre is defined by the Correctional Services Act 111 of 1998, as a place for the reception, detention, confinement, training or treatment of persons liable to detention in custody or to placement under protective custody. Criminals are sent for rehabilitation to help not engage in crime again, to keep them in detention or to place them under protective custody (South Africa. Correctional Services Act 111, 1998:1).

Offender

An offender is an individual who is sentenced or un-sentenced, who is locked up at any correctional centre or detention facility (South Africa. Correctional Services Act 25, 2008:1).

Offender Rehabilitation

Rehabilitation is defined as a fundamental contribution to corrections to assist offenders with their criminal behaviour by giving them treatment programmes with the guidance of psychologists, social workers, correctional officials, educators and community participation to discontinue an inmate's possible return to criminal activities (South Africa. White Paper on Corrections, 2005).

10. ETHIC STATEMENT

Ethics is derived from the Greek word ‘ethos’, meaning the concept of morality, which could signify manners, customs and habits. The ethos of a society denotes what those people inherit as customs and beliefs at a particular time and place (Lenk & Ropohl, 2001).

Ethics is a major element of philosophy. It studies and investigates the concepts, problems and theories regarding what should be considered good and, therefore, acceptable and commendable. Its main objective is to critically investigate current morals and to search for the roots of their moral justification. It then provides guidelines for correct moral conduct (Lenk & Ropohl, 2001).

11. ETHICAL CONSIDERATION

According to Saunders, Lewis and Thornhill (2007:178), ethical considerations refer to ethics in a context of research to the appropriateness of the researcher’s behaviour in relation to the rights of those who participate in the research study. Noakes and Wincup (2004:37) suggest that the researcher considers such considerations in order to conduct research that is in the best interests of the research participants. Ethical consideration includes the following:

- informed consent should be voluntary;
- privacy and confidentiality of research participants should be protected and respected;
- the research participants should be protected from harm during the course of the study;
- and
- research participants should participate voluntarily.

An application was submitted to the Department of Correctional Services (Head Office) to gain permission to conduct a study at Drakenstein Management Area. A letter of approval was granted by the DCS Ethics Committee from the Head Office in Pretoria to the researcher, (Appendix A). The head of the correctional centre was notified before the commencement of the research fieldwork. The participants, as well as the executive management, were enlightened of their relevance and involvement in this research study.

The researcher acknowledges that all participants who participated did so voluntarily. Consent forms were given to the participants to both offenders and correctional officials. The researcher

was committed to treating all participants with respect and dignity. Anonymity and confidentiality of information were strictly adhered to.

12. ORGANISATION OF CHAPTERS

The research study is divided into five chapters, which are structured as follows:

Chapter 1: Introduction

The researcher introduced the problem statement, purpose of study, research methodology and the objectives of the research study.

Chapter 2: Literature Review

Chapter two contains the summary of the literature review, which provides information on the historical background of rehabilitation processes of inmates in South Africa, and reviews selected international studies done on rehabilitation. It also defines the key concepts of the rehabilitation process of inmates.

Chapter 3: Research Methodology and Research Design

Chapter three describes which research methods were utilised in this research study. For this research study, the researcher utilised a qualitative research approach. The research design was outlined with the overall strategy on how the data was collected, measured and analysed by the researcher.

Chapter 4: Data Analysis and Findings

The chapter consists of a summary of the data, which was retrieved by distributing two open-ended questionnaires to the correctional officials and offenders. The data was gathered and information was then analysed and presented by the researcher.

Chapter 5: Recommendations and Conclusion

This chapter concludes the research study by presenting the recommendations to stakeholders and the limitations of the study as well as the conclusion and makes suggestions for future research.

SUMMARY

This chapter presented an overview of how the researcher formulated the research study and what the study entails. The chapter provide the problem statement, purpose of the research study and the objectives as well as a brief introduction of the adopted research methodology.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

The chapter provides a review of the literature and focuses on the status of the rehabilitation process of offenders in South Africa, the status of the rehabilitation process of offenders in selected international countries and the governance process of rehabilitation. This chapter also reviews previous research studies and compares the methods South Africa and other countries utilise in the rehabilitation process of inmates. In addition, this chapter further investigates the effectiveness of the role of the correctional facility in the rehabilitation process premised on previous research studies.

2.2 SELECTED INTERNATIONAL PERSPECTIVES ON REHABILITATION

The researcher reviewed two countries to compare the rehabilitation methods these countries were utilising, namely the United States of America (USA) and Australia. This international review on rehabilitation assisted the researcher to examine where the South African correctional system is lacking in the rehabilitation processes they are utilising.

Howells and Day (2009:5) examined the reasons for the resurgence of interest in the field of offender rehabilitation programmes in correctional facilities, which could be effective in reducing recidivism. Several correctional departments in Australia have actively participated in promoting and supporting rehabilitation programmes and it appears that rehabilitation programmes are part of the core business of correctional departments in Australia.

According to Howells and Day (2009:5), there is a shortage in the rehabilitation programmes in that they lack effective evaluation. Even though the rehabilitation programmes are often evaluated, evaluation methods failed to meet the conventional requirements. The future of the Australian correctional system, according to Howells and Day (2009:5), is to establish a body of scientific evidence supporting the rehabilitation programmes, which will have a positive effect on reducing recidivism when programmes meet certain standards.

Thus, scientific evidence will assist in exploring possible recommendations for good practice against which rehabilitation programmes should be evaluated. In the correctional system of

Australia, there has been a resurgence of interest in developing new rehabilitation programmes, as well as to evaluate the success thereof.

In view of the above context, Ward (2001:514) states that every rehabilitation programme presupposed conceptions of possible good lives for offenders, and an understanding of internal and external conditions for living such lives. In support of the foregoing, Ward (2002:514) submits three main arguments explaining the value of rehabilitation programmes within a correctional facility. The first argument is descriptive normative, describing the value that is evident in the rehabilitation process. The second argument states that every rehabilitation programme presupposes a conception of good lives. The concept of good lives or wellbeing that underlies rehabilitation programmes contribute by giving them direction in their lives. It also effectively links the identification of risk factors or psychological problems with the desired outcome or to reduce recidivism. The third argument states that every rehabilitation programme ought to have an explicit conception of good lives to guide rehabilitation.

According to Ward (2002:515), any rehabilitation programme aiming to change inmates' behaviour should attempt to train them to achieve primary goods or values through different means or to change the range of goods or values sought. Therapists must thus attempt to rehabilitate offenders through the awareness primary human goods play in facilitating wellbeing. In other words, rehabilitation of offenders should be guided by a conceptualisation of good lives.

Pattavina (2013:439) focused on countries, which have the highest prison populations to gain a better understanding of why global prison populations continue to increase, despite the high costs economically, socially and politically to operate a prison. Based on the above research; Taxman and Pattavina (2013:439) conclude that rehabilitation has now become increasingly guided by amended correctional policies and practices. There are a number of new strategies, around the globe, where correctional systems will be proposed, debated and evaluated in the near future.

2.3 THE HISTORICAL OVERVIEW OF THE REHABILITATION PROCESS IN SOUTH AFRICA

The Prisons and Reformatories Act 13 of 1911 did not restore any of the problems during Apartheid's prisons system, where offenders were still being unfairly treated. In Apartheid

prison systems, the white offenders were separated from the black and coloured offenders. Only the black and coloured offenders performed labour services. The white offenders did not perform any labour duties. The labour performed by offenders was without any compensation (South Africa. White Paper on Corrections, 2005:43).

The living conditions of the offenders were so poor that there was an outcry over the manner in which offenders were being treated upon incarceration. In South African prisons pre 1994, offenders were denied their human rights while in detention during the Apartheid era. Detention without trial and torture occurred every day in South African prisons pre 1994. Overcrowding resulted in many other problems such as the increased burden on infrastructure and the provision of toilets and beds (South Africa. White Paper on Corrections, 2005).

The Lansdowne Commission on Penal and Prison Reform of 1945 attempted to bring changes within the prison system. With new remedies, offenders would be treated humanely and their human rights would finally be considered and respected. The regulation that was implemented by the Lansdowne Commission on Penal and Prison Reform found that the Prison and Reformatories Act of 1911 did not introduce any changes in the South African penal system but maintained the pre-existing harsh and inequitable conditions (Oppler, 1998; DCS, 2005).

The Lansdowne Commission's Report of 1947, presented brand-new prison legislation, named the Prisons Act 8 of 1959. This Act was later introduced and it was supposed to reflect transformation of the prison system, but it did not change. It continued the racial segregation within the prisons still signalled by Apartheid. The new legislation emphasised the abolishment of the provision of 'nine pennies a day' prison labour practice by replacing it with the system of parole (South Africa. White Paper on Corrections, 2005:45).

The Prisons Act 8 of 1959 was introduced and it acknowledged the United Nations Standard Minimum Rules for the treatment programmes of offenders as the focus was on the rehabilitation process of offenders. It did not notice the other vital aspects such as the prohibition of punishment for prison offences. The representatives of the personnel and management of the DCS made significant changes. These entailed the following:

- The DCS demilitarised the correctional system in order to enhance the rehabilitation responsibilities on 1 April 1996.
- The Department aligned their correctional practices and processes that would be effective in the international correctional arena.
- An Inspecting Judge was introduced to scrutinise and investigate the DCS's activities (South Africa. White Paper on Corrections, 2005:28).
- The Department's intervention was to transform and develop every prison into a correctional facility.
- The correctional facility approach would be to increase compliance with policies and procedures, which is stipulated in the White Paper on Corrections (2005).

Performance will be optimised not only because of commitment, but also because there will be extra support in the form of resource allocation. The purpose of a correctional facility is to ensure, in various prisons, that the DCS introduced the approaches outlined in the White Paper on Corrections - to have a safe, secure correctional institution and to assess the resources and managerial implications of change. Tools, techniques and interventions capable of common application within Correctional Services and the wider community were developed and the impact of these regimes was evaluated on prison behaviour (South Africa. White Paper on Corrections, 2005).

The United Nations (UN) Standard Minimum Rules for the treatment of prisoners have been internationally acknowledged for the detaining and detention of prisoners and have been a vital influence in giving guidance on the development of correctional laws, policies and practices since the establishment of the first United Nations Congress on the Prevention of Crime and the Treatment of offenders in 1955. Revised rules were adopted on 17 December 2015 by the United Nations General Assembly and the new amended minimum standards for effective prison management was created, which included the human rights of prisoners.

In honour of South Africa's former president, Nelson Rolihlahla Mandela, the United Nations General Assembly adopted the revised UN Standard Minimum Rules for Treatment of prisoners in December 2017, as The Nelson Mandela Rules (2017). Eight substantive areas were revised in the Nelson Mandela Rules, which are the following:

- The offenders should be treated with respect and dignity.

- The health care and medical assistance services of offenders should be more effective.
- The disciplinary hearings, measures and sanctions of offenders should be more effective.
- Offenders who die and were tortured while in custody must be investigated.
- Vulnerable groups should be protected.
- Offenders must have easy access to legal representation while in custody.
- Offenders' complaints must be inspected on a regular basis.
- The correctional officials should undergo training to become more effective.

The Nelson Mandela Rules (2017) illustrate a comprehensive guide that will update the laws, including our Constitution, more effectively and in a more coordinated way, for the better treatment of offenders. South Africa's new Constitution that was adopted in 1994, introduced the new human rights for South African citizens. The amended human rights conditions created a new culture in the correctional system of South Africa. The DCS had a new strategic direction, which was to ensure offenders are incarcerated in a safe and secure correctional facility. The DCS had to provide a foundation for a correctional system appropriate to the Constitution 1996, which has the same principles of equality and freedom (South Africa. White Paper on Corrections, 2005:27).

2.4 GOVERNANCE OF THE REHABILITATION PROCESS IN SOUTH AFRICA

The accepted rehabilitation process in South Africa is, undertaken through the following steps, namely rehabilitation, rehabilitation process, social reintegration, community involvement, community reintegration and external partnership.

2.4.1 Rehabilitation

Rehabilitation is a treatment programme where correctional officials have interventions with offenders (Edgar & Newell, 2006:11). Rehabilitation should also enable the skills of psychological or educational assistance (Mays & Winfree, 2005:6).

The rehabilitation path of an offender is the joint responsibility of the DCS and the community. Communities have the role to combat crime and to accept an offender back after completion of his period of incarceration.

Communities must be able to establish and provide the necessary support system in order to ensure the offender's social-reintegration process back into the community is successful. According to Kruger & Loubsher (1995:117), society is expected to establish a support system that ensures the objectives of social reintegration support the provisions of employment. Rehabilitation cannot only be achieved through treatment programmes for offenders in the hope that they might learn something. All activities must support rehabilitation.

2.4.2 Rehabilitation of Offenders as a Needs-Based Process

Rehabilitation is the responsibility of both the offender and the correctional official. Opportunities are provided to all offenders concerning education, training and personal development and there must be encouragement to join these activities. The Department of Correctional Services states they are not responsible for the cause of crime, however, Correctional Services can guide incarcerated offenders through participation in the rehabilitation programmes being offered to them, through the following activities:

- “Basic Academic Education – Offenders can finish their Grade 12 Senior Certificate;
- Vocational Training – Offenders can be trained in various artisan skills;
- Social Education /Orientation – Informing offenders about social skills and the responsibilities of social interaction;
- Psychiatric Treatment – Offenders have consultations with qualified physiologists; and
- Diagnosis and treatment of problems such as substance abuse” (South Africa, White Paper on Corrections, 2005:127).

2.4.3 Rehabilitation for Effective Social Reintegration into Society

The reintegration of offenders starts with the reintegration and participation of family interaction to commit to a successful social reintegration process into their immediate community (Short, 1979:119). Section 45 of the Correctional Services Act 111 of 1998, states that incarcerated offenders must be prepared for placement, release and reintegration into society to participate in a pre-release programme.

Section 45 further states that offenders must be assisted with financial support and materials prior to placement or release, as prescribed by regulation (Correctional Services Act 111, 1998:450).

The successful reintegration of offenders into society is the ultimate goal of the offender's imprisonment and treatment. It is, therefore, of utmost importance that the DCS gives priority to actions aimed at allowing this process to take place as effectively as possible. The matter was set out in detail in the White Paper on Corrections in South Africa (2005) released on December 2004, and legislation in this regard was approved in Parliament.

2.4.4 Improvement of Rehabilitation

Every division in the DCS should work towards improving the development of inmates to become better citizens. Personnel must not underestimate even the smallest contributions in making a difference toward the development and rehabilitation of inmates.

2.4.5 Offender Rehabilitation

In terms of the newly-adopted integrated justice system approach to crime prevention, the correctional system has shifted its focus from safe custody to the reduction of re-offending through the enhancement of rehabilitation programmes (Mvelaphanda, 2002:44).

The Department of Correctional Service's focus now is rehabilitation activities within the correctional institution. In this regard, the DCS has, therefore, implemented rehabilitation programmes as a key fundamental starting point in achieving this mission of the DCS. The Department will work with the communities and their victims of crime on the rehabilitation path and encourage everyone's participation in the enhancement of the rehabilitation programme (Mvelaphanda, 2002:44). Rehabilitation is the responsibility of both the rehabilitative and custodial staff. Opportunities must be provided to all inmates concerning education, training and personal development to encourage inmates to participate in the activities. To intensify rehabilitation and to ensure accountability, the focus is on strategies that address both remedial and preventative rehabilitation and assisting offenders to return home to their families and communities (Mvelaphanda, 2002:44).

2.4.6 Participation of Offenders in Rehabilitation

Sentenced inmates have a choice to participate in the rehabilitation processes offered by the DCS and non-governmental organisations. If the commissioner instructs that their participation

is necessary, sentenced inmates do not have the choice of whether or not they should participate in rehabilitation programmes offered by the department (White Paper on Corrections, 2005:130).

2.4.7 Needs-Based Rehabilitation

The offender's crime history is addressed during the rehabilitation process. It will assist the individual concerned with being successful in changing his or her lifestyle to being a law-abiding citizen. The offender must be committed and must make his or her own decision to participate in the rehabilitation programmes being offered. A process can only be facilitated with the permission of the offender. To contribute to the decrease of repeated crime, offending behaviour and the prevention of criminal activities, needs-based rehabilitation aims to ensure that offenders adapt to the following:

- “positive norms and value systems;
- alternative social interaction options;
- development of life skills; and
- social and vocational related skills in order to assist the person not to return to criminal activities” (South Africa. White Paper on Corrections, 2005:128).

2.4.8 Community Involvement

Crime is probably one of South Africa's most troublesome social problems. There is a sense that the offender remains a part of the society from which he or she comes and must once again return to society. Just as the DCS has a fundamental responsibility towards society, so too does society have a fundamental responsibility towards offenders after being released from the correctional facility (South Africa. White Paper on Corrections, 2005:178).

Although Correctional Services continually strive to prepare inmates to successfully reintegrate into society, the success of this depends largely on the willingness of the society to give the inmate a second chance. In no way, however, is there a suggestion that the entire process should fall on the shoulders of the correctional authorities and society alone, while the inmate himself is excluded (South Africa. White Paper on Corrections, 2005; 179).

2.4.9 Community Participation and Rehabilitation Enhancement

Smit (1995:93) defines society (community) as “alluring connotations and yoking of neighbourliness with mutual aid and feeling of belonging”. Communities are there to offer assistance by means of rebuilding the relationship between society and released offenders.

Community participation has a good influence on crime prevention (Crawford, 1998:120).

Principles of Community Participation Policy consist of the following:

- Offenders shall have the freedom to make their own decision to volunteer to participate in the rehabilitation processes and services being offered by community-based service providers. Offenders must give permission to participate in processes and not be forced or deprived of his/her human rights and the privileges that come with participation. Only stipulations of the court will require such participation to be compulsory (South Africa. White Paper on Corrections, 2005:180).

2.4.10 Preparation for Release and Settlement into Community Reintegration

Community reintegration is defined as continuous pre-release programmes to prepare offenders for placement and release, to enter back into society, with a view to enable them to adopt their new lifestyle, free of criminal activities. It prepares offenders to successfully reintegrate back into their community of origin when completing their sentence. The purpose of the preparation programmes includes the following:

- Decrease the high rate of recidivism that can relapse into criminal activities.
- Provide support systems that are put in place before offenders are placed on parole or are released from the correctional facility.
- Ensure sentenced offenders participate in pre-release programmes before they leave the correctional centre or are placed under supervision (September 2005, The Offender Rehabilitation Path. Branches: Development and Care and Corrections).

2.4.11 Admission to Imprisonment and Adjustment during Incarceration

An important function of community integration is to orientate offenders and have consultations with a specialist, with a view to successful integration into prison routine. There are nine phases in the offender rehabilitation path, which are the following:

- “Admission into a Correctional Centre;
- Assessment/Orientation/Profiling in an assessment unit;
- Admission into a housing unit;
- Intervention;
- Monitoring and Evaluation;
- Placement;
- Allocation to Pre-release Unit;
- Placement of the offender on parole with correctional supervisor - from correctional centre;
- Placement on probation and correctional supervision - from court” (September 2005, The Offender Rehabilitation Path. Branches: Development and Care and Corrections).

2.4.12 Successful Reintegration into Society

The successful integration into society are regarded as the ultimate goal of the inmate’s imprisonment and treatment. It is, therefore, of utmost importance that the Department of Correctional Services gives priority to actions aimed at allowing this process to be effective and as easy as possible. The matter was set out in detail in the White Paper on Corrections released in December 2003, and legislation in this regard was approved in Parliament (White Paper on Corrections, 2005).

2.4.13 External Partnership

Correctional Services’ mission is to successfully reintegrate offenders and to cure recidivism. The contributing factors like poverty, homelessness and unemployment situated within the community, which lead to criminal activities, should be addressed in partnership with the community of origin.

Interventions must be both prison-based and community-based in order to address the factors that lead to crime in the first place (White Paper on Corrections, 2005:177).

The active engagement of the community in the rehabilitation process of the offenders will strengthen the partnerships in the treatment of offenders. Different expertise is needed to address various offender problems in preparation for integration back into society. There is a need for a structured working relationship that regulates the involvement of offenders. To

further initiatives of the National Symposium held in August 2000, increased community participation is encouraged.

The community is pivotal to the rehabilitation process, as it is the point of entry and exit for the offenders. Community involvement is aimed at facilitating acceptance, reintegration and provision of after-care services (South Africa. White Paper on Corrections, 2005:180)

The Department of Correctional Services has embarked on a vigorous marketing strategy, namely to encourage participation and to foster a common understanding between the offender and the community. Officials are responsible for promoting community involvement in the various programmes in order to support the existing resources of the directorate, to build capacities, to stay abreast with development and to obtain additional skills for support.

In keeping with the principle that the public is a responsible participant in the rehabilitation process, the DCS endeavours to be open and accessible to public scrutiny, responsive to public criticism and continuously seek improvement. The DCS strives to establish rational performance indicators based on solid empirical data to communicate the essence of the DCS's commitment, to externally focus and seek opportunities in the community to more effectively achieve objectives (South Africa. White Paper on Corrections, 2005). These objectives are:

- Promotion of public participation awareness and support of rehabilitation programme activities.
- Communication to foster greater public interest in corrections and a better appreciation of the challenges faced to create realistic expectations and understanding of what correction can and cannot do.
- Allow offenders every possible opportunity to air grievances and seek redress.

2.4.14 Partnership Activities with Civil Society

The relationships between the DCS and the community organisations, religious organisations and NGOs are vital in the success of rehabilitation and reintegration of sentenced offenders. Partnerships are required to manage the arrangements and the continuation of monitoring and evaluation for community projects, to work with organisations to ensure good services for

offenders. Correctional Services should be involved in partnerships with the communities, as well as with crime prevention organisations and poverty relief programmes.

Offenders' focus on rebuilding their relationship with the community should reflect the manner in which Correctional Services rehabilitates offenders. The collaboration of community interaction with correctional centres, through the representation on community supervision, parole boards, volunteer work in correctional facilities and projects must be re-instated and assisted by the rehabilitation process that Correctional Services has enshrined in the White Paper on Corrections (South Africa. White Paper on Corrections, 2005:178).

These stipulations also imply that the administration of corrections will continuously seek to enhance the performance and maintain the mindset of correctional officials and the citizens of the country. Provision has already been made for the following structures where members of the community can help offenders (White Paper of Correctional Services in South Africa, 1994:24):

- A National Advisory Council on Correctional Services with its main function being to advice on national correctional policy matters.
- The Correctional Board enabling the community to articulate regional and local needs and viewpoints on local correctional matters.
- Apart from becoming involved in the aforementioned structures, individuals can also serve on parole boards or as voluntary correctional officers in various specialised fields.

2.4.15 Accessibility

Accessibility to correctional services institutions are possible for visits by interest groups from the community as well as visits by the media. During 1993 interest groups visited prisons on 338 occasions. Correctional Services engaged with a business re-engineering process designed to focus on operations and systems on the rehabilitation of inmates.

The process included a range of service delivery objectives that were developed, which included security, offender development, offender corrections, and offender care and offender maintenance.

The Department of Correctional Services is aware that they cannot effect successful community reintegration until and unless communities take an active interest in matters of corrections in general and community corrections in particular (Sentle, 2003). The appeal to all correctional officials working at Community Corrections is to make sure that they are in constant contact with the offender, family and various community structures in order to assist with supervision and also to make sure that inmates do not transgress conditions stipulated by the sentencing magistrate or judge (Sentle, 2003).

2.4.16 Restorative Justice

The Department of Correctional Services introduced the concept Restorative Justice as a key priority. The Restorative Justice approach is based on the understanding of crime as an act against the victim and the community. It aims to remedy the fundamental shortcomings in the criminal justice system process. Within the context of the DCS, Restorative Justice could be described as a restorative response to crime.

It emphasises the importance of the role of the victims, community and family members in the justice process. Restorative Justice aims at holding offenders accountable to society that they have violated and restoring the loss and harm suffered by the victims. This provides an opportunity for mediation and dialogue and assists with the healing and enhancement of offenders' social reintegration back into the community.

South Africa's correctional system is collaborative with the country's criminal justice system and it requires an integrated system for service delivery and the DCS's mission (South Africa. White Paper on Corrections, 2005:97). Restorative Justice requires synergy across an integrated justice system. Restorative Justice is a vital aspect of the DCS's mission and vision to reduce the high crime rates in South Africa (DCS, 2005).

2.4.17 Development and Reconstruction Programmes: Emphasis on Human Rights

The Reconstruction and Development Programme (RDP) policy was adopted in 1997, which brought transformation in South Africa (Kalinich & Clark, 1998:67). The RDP ensured the implementation of non-racial and non-sexist principles, which are focused on human rights and the rehabilitation process of offenders, are emphasised by Correctional Services (South Africa, 1994:29).

2.5 REGULATORY FRAMEWORK

The regulatory framework presents the applicable legislations that govern the rehabilitation process of the Department of Correctional Services of South Africa. It consists of all the applicable policies that regulate the rehabilitation process. These policies are outlined below.

2.5.1 The Constitution of the Republic of South Africa, 1996

The South African Constitution of 1996 adopted a new set of objectives for the governance of a democratic South Africa (Oliver & Mcquid-Mason, 1998). The Constitution of the Republic of South Africa amended the Bill of Rights, and all three spheres of Government had to align their *modus operandi* with that of a Democratic Government.

The Constitution emphasised human rights of the Republic of South Africa, including offenders that are detained in correctional facilities (Oliver & Mcquid-Mason, 1998:25). The South African Constitution served as a guideline for the DCS on how to acknowledge and adhere to the human rights of sentenced offenders.

2.5.2 The Correctional Services Act 111 of 1998

The Correctional Services Act 111 of 1998 presents a new version, created within the framework of chapter nine of the Constitution (South Africa, 2003:21). An important feature of the Correctional Services Act is to make provision for a framework for the humane treatment of offenders and for the support services that improve the rehabilitation process of offenders (Coetzee, 2003:8-9).

Section 41 of the Correctional Services Act addresses the programmes offered for the treatment of drug abuse with the goal to rehabilitate offenders, and prepares them to successfully socially reintegrate and avoid recidivism.

2.5.3 South Africa's White Paper on Corrections, 2005

The new White Paper on Corrections (2005) was created on the concept of rehabilitation. The success, however, within the South African context is questionable, especially when taking into account that the DCS is struggling to deliver on their traditional responsibilities for the safe custody and treatment of offenders (2004/2005, Inspecting Judge: Annual Report).

The DCS's current approach, upon inception of the White Paper on Corrections (2005) emphasises more the well-being of the offender, by delivering rehabilitation programmes to rehabilitate offenders to correct their behaviour. The adoption of the rehabilitation approach will provide the functions of a correctional system to get rid of the perceptions that South African prisons breed criminals. The White Paper on Corrections (2005) presents the final breakthrough with a penal system and ushers in a Democratic decade of Freedom.

Prisons evolved into correctional centres, where the rehabilitation of offenders is the focus. Offenders now receive a new positive perspective on their lives, and offenders are encouraged to become ideal citizens of South Africa. The core principles of the White Paper on Corrections were established from the 1996 Constitution of South Africa, together with the Correctional Services Act 11 of 1998 and the integrated justice system. Safety and security remain the main objectives for the Department of Correctional Services with the strategic imperatives for the rehabilitation of offenders (South Africa. White Paper on Corrections, 2005).

The South African Parliament adopted the new White Paper on Corrections in November 2004 and replaced it with the 1994 Correctional Services White Paper. The main challenges that the DCS was experiencing were to translate and align the new White Paper on Corrections with their operational activities. The Department of Correctional Services established new financial programmes that highlighted the DCS's commitment to implement the White Paper on Corrections. The financial programmes include the following principles (White Paper on Corrections, 2005:11):

- Correction: to address the offending behaviour of an individual after being sentenced to go to prison.
- Security: to ensure the safety of offenders and officials, and to ensure the public are addressed and that this is maintained.
- Facility: to ensure that the DCS is committed to enhancing the maintenance of conditions of inmates in the correctional facility.
- Care: to ensure mental well-being is taken care of by providing psychological services to sentenced offenders.
- Development: to establish skills development programmes which are in line with the DCS and the National Government's human resource needs.
- After Care: to ensure successful re-integration through community interventions directed at both the offender and non-governmental organisations.

SUMMARY

The above-mentioned processes explore whether or not the rehabilitation process of inmates is effective, and determines if correctional officials participate in the rehabilitation process and add value in the offender's life while in detention. This chapter also outlines the conditions of the correctional facility, where offenders should feel safe and secure in the prison environment. The rehabilitation programmes given to the inmates will assist in decreasing the high crime rate of South Africa.

CHAPTER 3

RESEARCH METHODOLOGY AND RESEARCH DESIGN

3.1 INTRODUCTION

This chapter presents the research methods and techniques that were utilised in this research study. A qualitative research approach was adopted for this study. The overall strategy on how the data was collected, measured and analysed are also presented in this chapter.

A structured survey method was utilised, to assess and distinguish between offender's experiences and perceptions of correctional officials towards the rehabilitation process of offenders.

3.2 RESEARCH DESIGN

According to Mouton (1996:175), the research design includes the plan, structure and execution of the research to maximise the validity of the findings.

Mouton (2001:48) defines research design as the blueprint on how to conduct research. It is an investigating tool that assists the researcher to establish the success and the impact of the research study. The researcher was neutral throughout this research study. Data was collected through two open-ended questionnaires, from two target population groups.

3.3 RESEARCH METHODOLOGY

Research is undertaken in a planned and systematic manner and thus every researcher has to develop and use specific tools and methods to gain data relevant to the study being undertaken. A distinction between the terms methodology and methods needs to be made.

According to Leedy (2015:4-8), research is essentially a thought process on what accumulated facts 'say' and what the data 'means'. Research is a method of action whereby people solve problems in an endeavour to extend the boundaries of knowledge.

Babbie and Mouton (2001:647) define research methodology as "the methods, techniques and procedures that are employed in the process of implementing the research design or research plan, as well the underlying principles and assumptions that underlie their use."

Qualitative content analysis was utilised in this study. Content analysis was regarded appropriate for this study; as content analysis is a method of summarising any form of content by grouping various related aspects of the content contained in the questionnaires received

from the participants. This enables a more objective evaluation than comparing content based on the impressions of the participant. Content analysis is divided into two types, namely media content or audience content. Audience content can be either private or public. Private audience content includes the following:

- open-ended questions in surveys;
- interview transcripts; and
- group discussions.

3.4 RESEARCH METHOD

Open-ended questionnaires were distributed to the offenders and correctional officials to investigate the role of correctional facility in the rehabilitation process of offenders at a selected prison. The questionnaire for personnel explored the duties of correctional officials within a correctional facility, as it relates to the rehabilitation process. The second questionnaire was distributed amongst the offenders, which tested their experiences and the type of environment in a maximum correctional facility.

3.5 DEMARCATION OF RESEARCH TARGET POPULATION

The target population comprises two populations, namely the offenders and the correctional officials. There are approximately 500 male offenders and 176 correctional officials, both female and male. The research study was conducted at a selected correctional facility in the Western Cape. The selected correctional facility detains the largest sum of incarcerated sentenced offenders in the Western Cape. Correctional officials working in the correctional facility provided information about the rehabilitation of offenders in correctional facilities.

The population comprised of offenders and correctional officials – a sample from each population was selected according to gender and ethnic group. The research participants were selected at maximum-security classification.

3.6 MEASURING INSTRUMENT

Data was collected through open-ended questionnaires, which enabled the researcher to collect information from participants. The questionnaires were designed and developed with guidance

from the conducted literature review and its analysis. The researcher designed and developed the two open-ended questionnaires based on literature on international trends on rehabilitation and the changes in the rehabilitation processes in South Africa currently undertaken.

A questionnaire was created, as it was the preferred method for data collection because it is accessible and easy for participants to answer and understand the questionnaire. Due to financial limitations, the questionnaires were the most economical way to collect data, which were distributed to the correctional officials and offenders (Neuman, 2003).

Demographic data, gender, ethnicity, background and the classification of offenders were elicited at the section for demographics on the questionnaire. Demographic questions were vital for the research study as these provided background information of the various participants. The demographic questions were utilised to determine the factors, which have an impact on the role of correctional officials towards the rehabilitation of offenders, and to screen which group differences exist, relating to the rehabilitation process of offenders. An open-ended questionnaire was designed and developed in accordance with the foregoing, and is attached as Appendix C.

SUMMARY

This chapter outlines the research methodology and research design. A survey research method was conducted through the distribution of questionnaires, to investigate the role of the correctional officials on rehabilitation towards offenders in a correctional facility.

CHAPTER 4

DATA ANALYSIS AND FINDINGS

4.1 INTRODUCTION

The chapter provides a summary of the findings arising from the data collected from a questionnaire that was given to the offenders and correctional officials. This chapter is of vital importance, as it presents the comments from the research participants.

4.2 DATA ANALYSIS

Data was retrieved by making use of open-ended questionnaires. All role-players, correctional officials and inmates, were surveyed and their responses were compiled and analysed. Both male and female correctional officials were used for this survey.

4.3 PERSONNEL: QUESTIONNAIRE FINDINGS

The questionnaire was distributed to 123 staff members at Drakenstein Management Area to complete a questionnaire as part of a survey to investigate the role of the correctional officials and the correctional facility in the rehabilitation process of offenders. Data was gathered through the completion of these questionnaires. Personnel was surveyed and their responses were compiled and analysed. The survey research objectives were explained, and the questionnaires were handed out. The questionnaire (Appendix C) sought to elicit opinions of personnel. The personnel participants was, given a consent form (Appendix B), to sign which they declare that will voluntarily participate in the study.

Section A: Demographic Data: Personnel

In this section, the researcher presents the biographical information of the respondents in this study. The information is presented in tabular form.

1. Gender

	Response	Frequencies	Percentage
1.	Male	34	78%
2.	Female	10	22%
	Total	44	100%

Only 44 out of the 123 correctional officials participated in the survey. The rest of the officials were not interested, which was their right.

2. Ethnicity of Personnel Participants

	Response	Frequencies	Percentage
1.	Black	17	20%
2.	White	7	3%
3.	Coloured	23	77%
	Total	44	100%

3. Number of years worked in the Department of Correctional Services.

All personnel participants have different numbers of service years in the Department of Correctional Services. The majority of the respondents were 44 coloured correctional officials (77%), while only 7 white correctional officials (3%) and 17 black correctional officials (20%) took part in this survey.

4. Professional Capacity of Personnel Participants

	Response	Frequencies	Percentage
1.	Correctional Official	40	96%
2.	Educationist	1	1%
3.	Health Worker	1	1%
4.	Other	2	2%
	Total	44	100%

The majority of the respondents, 40 (or 96%), who participated in this survey are correctional officials.

5. Type of offenders in your care?

Only maximum offenders.

Section B

6. Have you ever been accused of ill-treating an offender?

All personnel participants answered 'no'.

7. Have you ever been found guilty of ill-treating an offender?

All personnel participants answered ‘no’.

For questions: 8.1 to 8.10, participants were requested to respond by using the following codes:

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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8.1 Rehabilitation feasible in overcrowded correctional facilities?

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
7%	20%	12%	27%	25%

52% of the respondents disagree that rehabilitation is not feasible in overcrowded correctional facilities.

8.2 Personnel at Correctional facilities should only be responsible for rehabilitation.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
25%	10%	7%	32%	26%

58% of the personnel disagree that personnel are not responsible for rehabilitation. It is also the responsible of the rehabilitator.

8.3 Personnel consulting regarding rehabilitation and the safety and security offenders.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
20%	55%	7.5%	10%	7%

75% of the personnel during this survey are consulted and have a common understanding regarding rehabilitation and the safety and security of offenders.

8.4 Personnel adhere to the code of conduct?

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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22%	53%	12%	8%	5%
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More than 75% of personnel adhere to the Code of Conduct.

8.5 Correctional officials are influenced by offenders to assist them with illegal activities within the prison.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
15%	35%	13%	23%	14%

50% of personnel during this survey felt that they are influenced by offenders, 13% are not sure and 37% disagree with assisting them with illegal activities.

8.6 The Department of Correctional Services provides adequate personnel training?

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
15%	28%	18%	25%	14%

A small portion of personnel, 43%, felt there is a need for personnel to be trained.

8.7 Rehabilitation preparation and planning are crucial in maintaining offender discipline and behaviour.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
25%	53%	18%	10%	0%

78% of personnel strongly agree that preparation and planning are crucial, 18% indicated that they are not sure, while 10% felt that preparation and planning are managed well.

8.8 Ill-discipline amongst inmates impacts negatively on the quality of rehabilitation.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
72%	11%	0%	11%	6%

83% of respondents felt that inmates' ill-discipline impacts negatively on the quality of rehabilitation, because they felt the poor discipline contributes significantly to personnel stress.

8.9 Correctional officials should at all times protect the safety and security of offenders.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
47.5%	45.5%	7.0%	0%	0%

93 % of personnel felt that they have an obligation to fulfil the constitutional mandate of playing a role in ensuring the safety and security of offenders at all times.

8.10 Maintaining high levels of rehabilitation treatment of offenders receives high priority at correctional facilities.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
15%	55%	15%	10%	5%

70 % of the respondents agree that correctional facilities maintain high levels of rehabilitation treatment of offenders, 15% believe that it does not, while 15% are not sure whether rehabilitation treatment receives high priority at correctional facilities.

9. DATA ANALYSIS

The findings that 75% of the personnel have a common understanding of the rehabilitation process and the safety and security of offenders. There is, however, a shortcoming on how to implement the rehabilitation processes for the offenders, due to shortage of personnel,

resources and working in overcrowded correctional facilities. The researcher found that 53 % of correctional officials do not adhere to the DCS's Code of Conduct.

78% of the personnel agree that the rehabilitation programmes offered to offenders are crucial in maintaining discipline and behaviour. The researcher found from the findings that correctional officials do want to actively participate in the rehabilitation process of offenders, but they lack information on how to discipline offenders or how to give guidance on the rehabilitation path of offenders to successfully socially reintegrate back into the community.

10. FINDINGS

25% of the personnel respondents strongly disagree that rehabilitation is feasible in an overcrowded correctional facility, as it will have an impact on the success of the rehabilitation process. The correctional officials also face the challenge of a shortage of resources as well as working in an overcrowded correctional facility. 53 % of the personnel adhere to the Code of Conduct of the DCS. Correctional officials must sign the Code of Conduct annually.

5 % disagree that officials adhere to the Code of Conduct—this implies correctional officials become corrupt and get involved with offenders and assist them with illegal activities inside the correctional facility. 75% of the personnel respondents have a common understanding of the rehabilitation process and the safety and security of offenders. 78% of the personnel respondents agree that rehabilitation preparation and planning are crucial in maintaining offenders' discipline and behaviour.

4.4 OFFENDERS': QUESTIONNAIRE FINDINGS

The questionnaire was distributed to approximately 217 offenders at Drakenstein Management Area part of a survey to determine the impact offenders have on the rehabilitation process. Data was gathered by means of a questionnaire. Offenders were surveyed and their responses were compiled and analysed. The research objective was explained and the questionnaires were handed out. The questionnaire (Appendix C) sought to elicit opinions of offenders. The

offender participants were given a consent form (Appendix B), to sign which they declare that will voluntarily participate in the study.

Section A: Demographic data- offenders

In this section, the researcher presents the biographical information of the offender respondents in this research study. The information is presented in tabular form and is followed by an analysis of the findings.

1. Gender

Only male maximum offenders participated in this research survey.

2. Ethnicity of offender participants

	Response	Frequencies	Percentage
1.	Black	45	40%
2.	White	3	3%
3.	Coloured	65	57%
	Total	114	100%

Only 114 offenders of the 217 maximum offenders participated in the survey. The rest of the offenders were not interested in the survey.

Section B:

3. Have you ever been accused of ill-treating an official?

17 offenders said 'yes', that they have been accused of ill-treating officials, while 97 offenders did not ill-treat officials.

4. Have you ever been found guilty of ill-treating an official?

13 offenders said they have been accused of ill-treating officials, while 101 offenders did not ill-treat officials.

For questions 5.1 to 5.10, participants were requested to respond using the following codes:

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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5.1 Rehabilitation offered by the correctional facility has a positive impact on the offenders.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
44.73%	44.73%	7.48%	1.53%	1.53%

The majority of inmates agree or strongly agree (89 offenders or 46%) that rehabilitation offered by the correctional facility has a positive impact.

5.2 Offenders influence correctional officials to assist them with illegal activities within a correctional facility.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
17.54%	9.64%	32.45%	18.45%	21.92%

40 (37%) of the respondents felt that offenders influence correctional officials to assist them with illegal activities, while 27 (18%) agree and 32 (45%) are not sure.

5.3 Offenders must be treated with respect and dignity.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
78%	18%	4%	0%	0%

The vast majority, 96% of offenders, indicated that offenders must be treated with respect and dignity to fulfil the constitutional mandate of those in the care of a correctional facility.

5.4 Imprisonment is about criminal punishment of offenders.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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25.43%	56.16%	14.03%	2.63%	1.75%
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81.59% of the respondents felt that imprisonment is about criminal punishment, while 14.03% are not sure and 4.38% disagree or strongly disagree.

5.5 Is rehabilitation feasible in overcrowded correctional facilities?

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
8.82%	18.42%	40.36%	23.68%	8.72%

Rehabilitation is seen as being an integral part of the change process. However, more than one-third (40.36%) are not sure whether or not it is feasible, while 31.9% strongly disagree or disagree and 27, 24% agree and strongly agree.

5.6 Successful rehabilitation of offenders depends on active participation and positive attitudes of correctional officials.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
44.75%	47.36%	6.14%	1.75%	0%

92.11% of the respondents believe that successful offender rehabilitation depends on active participation and positive attitudes of correctional officials because the Department of Correctional has an obligation to ensure this.

5.7 Correctional facilities are conducive to the development of effective rehabilitation of offenders.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
18.42%	58.77%	17.55%	5.26%	0%

For effective rehabilitation to take place, a uniform, well-communicated system has to be prepared. 77.19% of respondents agree or strongly agree that prisons are conducive.

5.8 Rehabilitation programmes have increased since the abolition of corporal punishment.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
11.40%	58.77%	25.45%	4.38%	0%

Rehabilitation programmes have increased, because of all the active participants and positive attitude of correctional officials. 70.17% of the respondents agree or strongly agree.

5.9 Offenders receive adequate health care services within the correctional facility.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
19.29%	51.76%	12.28%	16.67%	0%

71.05% of the offenders experienced receiving adequate health care in the correctional facility.

5.10 Successful rehabilitation of offenders depends on active participation of professional officials (social workers, professional nurses and physiologists).

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
50%	43%	7%	0%	0%

93% of the respondents believe that successful rehabilitation depends on active participation of professional personnel, while a small portion, 7%, are not sure.

6. DATA ANALYSIS

The findings intended that 93% of the offenders agree that the success of the rehabilitation programmes depends on the active participation of correctional officials. The correctional officials have a critical part in the rehabilitation path of offenders in correctional facilities.

When offenders seek guidance, while actively participating in the rehabilitation programmes, their criminal behaviour changes and they strive to become law-abiding citizens. Offenders agree that they receive adequate health care service while in detention.

58, 77% of the offenders agree that the rehabilitation programmes have increased since the abolition of corporal punishment. Since the demilitarising of the DCS, rehabilitation programmes have become the new mission of Correctional Services. Correctional officials had to be educated on the meaning of rehabilitation and how to implement it in correctional facilities in South Africa.

The rehabilitation process consists of assistance from health care personnel, social workers, psychologists, NGOs, communities and the correctional officials to successfully rehabilitate offenders. The researcher found that offenders become negative in overcrowded correctional centres, which pose more challenges for correctional officials in their quest to rehabilitate offenders.

7. FINDINGS

93% of the offender respondents believe that successful rehabilitation depends on active participation of professional personnel. About 58, 77% of the offender respondents agree that the rehabilitation programmes have increased since the abolition of corporal punishment. In April 1996, the DCS demilitarised, which also was the beginning of Correctional Services' main mission to rehabilitate offenders. New rehabilitation programmes were introduced and implemented throughout the correctional facilities in the Republic of South Africa. 40.36% of the offender respondents were not sure if rehabilitation is feasible in overcrowded correctional facilities.

The overcrowding of correctional facilities has an impact on the rehabilitation process of offenders, which creates more frustration for correctional officials and further impacts delivery of their daily duties. 51.76% of the respondents agree that offenders receive adequate health care services. Every prison has a hospital section, as well as NGOs that comes into the correctional facilities to test for TB and HIV.

SUMMARY

The purpose of the DCS has moved away from punishment of offenders to rehabilitation programmes. The Department of Correctional Services assures the new corrections programmes will respect the human rights of offenders and will assist with the facilitation of the rehabilitation process of offenders. It is the role of correctional officials to ensure that offenders are treated with respect and dignity, and the relationship between the correctional official and the offender should help facilitate the rehabilitation process of offenders while being detained in a correctional centre (Gillespie, 2003).

In order for the Department of Correctional Services to maintain their vision to rehabilitate offenders, correctional officials need to embrace their goal with a positive attitude (Gordon, 1999). This chapter has presented the results of the statistical analysis by using tables - it has shown responses to the questionnaires followed by an analysis.

CHAPTER 5

RECOMMENDATIONS AND CONCLUSION

5.1 INTRODUCTION

This chapter concludes the research study by offering the conclusion and recommendations of the research study that was conducted. It provides recommendations for an improved rehabilitation process of offenders at a selected prison in the Western Cape. The purpose of the research paper was to investigate the role of the correctional facility in the rehabilitation process of inmates in a selected prison in the Western Cape. This research study aims to determine if there are factors having a negative influence on the behaviour of correctional officials in the rehabilitation process of offenders.

This research study should inspire further research. The focus point should be the correctional facility, where the conditions of the prison environment should be taken into account to aid the rehabilitation process of offenders. New rehabilitation methods should be established which could be researched in the near future to successfully facilitate the rehabilitation programmes offered to offenders at the selected prison.

5.2 CONCLUSION

This research study established that rehabilitation has a positive impact on offenders at correctional facilities, where the correctional officials are active in rehabilitation. According to the White Paper on Corrections (2005:13), all correctional officials of the DCS are rehabilitators. Each offender can become a law-abiding individual who is free from criminal activities through corrections. Rehabilitation should be seen as a positive and appropriate norm and value system.

Correctional Services' Code of Conduct should become a valued and used document and training in effective methods of rehabilitation should be given to officials, as rehabilitation will be a primary priority at correctional centres. An awareness of its causes and its impact will facilitate the effective management of rehabilitation development processes.

The success of rehabilitation programmes should focus on improving the key outcomes, namely:

- The environment - where the human rights of offenders are taken into account and where reconciliation, forgiveness and healing are facilitated as well.

- The rehabilitation programme - consisting of basic education, vocational skills training, sport, recreation, arts and culture opportunities, health care and psychological treatment.

The Department of Correctional Service's intention was to support any efforts towards the implementation of rehabilitation at correctional facilities. It also presented the rehabilitation framework by describing various aspects of the management of rehabilitation, including the vision and mission statement, the code of conduct, the rehabilitation committee, offenders and rehabilitators.

5.3 RECOMMENDATIONS

Based on the findings, the following recommendations are:

- Personnel should be trained in ways of dealing with rehabilitation effectively.
- Provision should be made for correctional officials to have 'Time Out' or rest time.
- A support group should be established to help correctional officials deal with stress.
- Correctional officials should be motivated, encouraged, appreciated and rewarded regularly.
- It must be ensured that rehabilitation takes place continually.
- It must be ensured that social reintegration takes place with the assistance from the community.
- The environment should be conducive for offenders to successfully participate in rehabilitation programmes.
- Correctional officials should motivate offenders to have a positive attitude towards the rehabilitation path.

The researcher acknowledges that the effectiveness of successful implementation of the recommendations would contribute to improve rehabilitation processes in South African correctional facilities. Due to a lack of financial assistance, the research survey was only conducted at the Drakenstein Management Area. The findings of the research paper are only

applicable to the above-mentioned correctional facility. Furthermore, this information may not be generalised to all correctional officials within the Department of Correctional Services.

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APPENDIX A: Letter of Approval to conduct the study at Drakenstein



correctional services

Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA

Private Bag X136, PRETORIA, 0001 Poyntons Building, C/O WF Nkomo and Sophie De Bruyn Street, PRETORIA
Tel (012) 307 2770, Fax 086 539 2693

Ms TL Snyman
55 Detroit Crescent
Malibu Village
Blue Downs
Cape Town
7100

Dear Ms TL Snyman

RE: THE ROLE OF CORRECTIONAL FACILITY IN THE REHABILITATION PROCESS OF INMATES.

It is with pleasure to inform you that your request to conduct research in the Department of Correctional Services on the above topic has been approved.

Your attention is drawn to the following:

- Your research title is too general whereas the research will be conducted at the Drakenstein Maximum Correctional Centre only. Therefore, the results cannot be generalised.
- The relevant Regional and Area Commissioners where the research will be conducted will be informed of your proposed research project.
- Your internal guide will be **Area Coordinator: Corrections, Ms L Fortuin, Pollsmoor Management Area.**
- You are requested to contact her at telephone number (021) 7001101 before the commencement of your research.
- It is your responsibility to make arrangements for your interviewing times.
- Your identity document and this approval letter should be in your possession when visiting.
- You are required to use the terminology used in the White Paper on Corrections in South Africa (February 2005) e.g. "Offenders" not "Prisoners" and "Correctional Centres" not "Prisons".
- You are not allowed to use photographic or video equipment during your visits, however the audio recorder is allowed.
- You are required to submit your final report to the Department for approval by the Commissioner of Correctional Services before publication (including presentation at workshops, conferences, seminars, etc) of the report.
- Should you have any enquiries regarding this process, please contact the Directorate Research for assistance at telephone number (012) 307 2770 / (012) 305 8554.

Thank you for your application and interest to conduct research in the Department of Correctional Services.

Yours faithfully


ND SIHLEZANA

DC: POLICY COORDINATION & RESEARCH

DATE: 24/08/2016

APPENDIX B: Consent form for the participants

CONSENT FORM: FOR PARTICIPANTS

THE ROLE OF CORRECTIONAL FACILITY IN THE REHABILITATION PROCESS OF INMATES IN A SELECTED PRISON IN THE WESTERN CAPE, SOUTH AFRICA

Miss. TL Snyman
Department of Public Management
Cape Peninsula University of Technology – Cape Town Campus
Student no: 203049063

Dear Participant

The role of the Department of Correctional Services has changed from corporal punishment of offenders to provision of rehabilitation to offenders and treatment of offenders with respect and dignity. The purpose of the study is to determine the correctional official's role towards the rehabilitation treatment and the safety and security of offenders. The value of research will provide, through the adoption of a successful rehabilitation process.

I am a Master student in Public Management in the Department of Public Management at Cape Peninsula University of Technology. The researcher requests you to volunteer to participate in my research project on the role of the correctional facility in the Rehabilitation process of offenders in a selected prison in the Western Cape.

The researcher request to complete the following questionnaire, the completion will take about 15 minutes. Please do not write your name or contact details on the questionnaire, it remains anonymous. The information gathered from the questionnaire will be used for academic purpose only and not for any other reason all, the information used in this study is strictly confidential.

Permission to conduct this study will be granted by the Research Directorate of the Department of Correctional Services Head Office in Pretoria. Your participation is voluntary and you have the right to refuse to participate or stop at any time without any explanation. Prior to participation in the study, you are requested to sign an informed consent form. Feedback about the findings will be given to the Department of Correctional Services in writing.

If you have any questions during the study do not hesitate to consult me or my research supervisor Professor Rozenda Hendrickse at 021 – 460 3929 Cape Peninsula University of Technology – Cape Town campus.

Your assistance is highly appreciated.

Yours Sincerely

Miss. TL Snyman -0843745956 – 0217001132

INFORMED CONSENT FORM

I the undersigned..... (Full names in print) have read the details of the study, or have listened to the oral explanation thereof, and declare to understand it. I have had the opportunity to discuss relevant aspects with the researcher and declare that I voluntarily participate in the study. I hereby give consent to participate in the study.

Signature of the Participant:

Surname & Initial:.....

Date.....

Signed at:

On:

APPENDIX C: QUESTIONNAIRES – PERSONNEL AND OFFENDERS

QUESTIONNAIRE: PERSONNEL

Introduction: I am a master student in Public Management in the Department of Public Management at Cape Peninsula University of Technology. If you have, any questions during the study do not hesitate to consult me, Tanja Snyman (0843745956) or my research supervisor Professor Rosendale Hendricks at 021 – 460 3929.

Instructions: Please complete the following questions to reflect your opinions as accurately as possible and to answer question to the best of your knowledge. Please circle or tick the answer, which suits your opinion best. All questions should be answered. Your information will be kept confidential.

Section A: Demographic Data

1. Gender

Male	
Female	

2. Ethnicity

Black	
White	
Coloured	
Indian	
Other	

3. Number of years you have worked in the Department of Correctional Services?

--

4. Your professional capacity

Social Worker	
Psychologist	
Religious Worker	
Health Worker	
Correctional Worker	

Other	
-------	--

5. Type of offenders under your care

Medium Offenders	
Maximum offenders	
Juvenile offenders	

Section B

6. Have you ever been accused of ill-treating an offender?

Yes	
No	

7. Have you ever been found guilty of ill-treating an offender?

Yes	
No	

8. To what extent do you agree with following statements? Please indicate your answer using the 5-point response scale.

		1	2	3	4	5
		Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
8.1	Rehabilitation feasible in overcrowded correctional facilities					
8.2	Personnel at correctional facilities should only be responsible for rehabilitation					
8.3	Personnel consulted regarding rehabilitation and the safety and security of offenders					
8.4	Personnel adhere to the Code of Conduct					

8.5	Correctional officials are influenced by offenders to assist them with illegal activities within the prison					
8.6	The Department of Correctional Services provide adequate training for their personnel					
8.7	Rehabilitation preparation and planning are crucial in maintain offenders discipline and behaviour					
8.8	ill-disciplines amongst inmates, impacts negatively on the quality of Rehabilitation					
8.9	Correctional officials should at all times protect the safety and security of offenders					
8.10	Maintaining high levels of rehabilitation treatment of offenders receives high priority at correctional facilities					

Thank you for your co-operation in completing this questionnaire

QUESTIONNAIRE – OFFENDERS

Introduction: I am a master student in Public Management in the Department of Public Management at Cape Peninsula University of Technology. If you have, any questions during the study do not hesitate to consult me, Tanja Snyman (0843745956) or my research supervisor Professor Rosendale Hendricks at 021 – 460 3929.

Instructions: Please complete the following questions to reflect your opinions as accurately as possible and to answer question to the best of your knowledge. Please circle or tick the answer, which suits your opinion best. All questions should be answered. Your information will be kept strictly confidential.

Section A: Demographic Data

1. Gender

Male	
Female	

2. Ethnicity

Black	
White	
Coloured	
Indian	
Other	

Section B

3. Have you ever been accused of ill-treating an official?

Yes	
No	

4. Have you ever been found guilty of ill-treating an official?

Yes	
-----	--

No	
----	--

5. To what extent do you agree with the following statements? Please indicate your answer using the 5-point response scale.

		1	2	3	4	5
		Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
5.1	Rehabilitation have a positive impact on the offenders, that is offered by the correctional facility					
5.2	Offenders influence correctional officials to assist them with illegal activities within the correctional facility					
5.3	Offenders must be treated with respect and dignity					
5.4	Imprisonment is about criminal punishment of offenders					
5.5	Rehabilitation feasible in overcrowded correctional facilities					
5.6	Successful rehabilitation of offenders depends on active participation and positive attitude of correctional officials					
5.7	Correctional facilities conducive to the development of effective rehabilitation of offenders					
5.8	Rehabilitation programmes have increased since the abolition of corporal punishment					
5.9	Offenders receiving adequate health care services in the correctional facility					
5.10	Successful rehabilitation of offenders depends on active participation of professional officials (Social works / Physiologists)					

Thank you for your co-operation in completing this questionnaire.