

Perceptions of offenders and correctional officials on the
rehabilitation programmes in maximum correctional centres –
North West Province

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DECLARATION

I, Patricia Makhanana MANGANYE, hereby declare that the dissertation entitled **“Perceptions of offenders and correctional officials on the rehabilitation programmes in maximum correctional centres – North West Province”** and submitted for the degree Master of Social Work, at the North-West University, Mafikeng Campus, is my own original work, and has not previously been submitted for examination at any other institution of Higher learning. I further declare that all the sources that have been utilised, quoted or referred to have been duly acknowledged by means of a complete reference.

P.M. MANGANYE

Signature: _____ DATE: _____

ABSTRACT

Rehabilitation in any correctional setting is a process and not an event aimed at bringing about behavioural and attitudinal change in the lives of those convicted for criminal behaviour. In the process of trying to bring about change, challenges are encountered, either structurally or attitudinally. This study examined the perceptions of offenders and correctional officials on rehabilitation programmes in maximum correctional centres, in the North-West province.

While rehabilitation is regarded by policy documents in the Department of Correctional Services as a right of offenders, the actual implementation is more difficult to realise. The identified problem pointed to a need for relevant literature in order to review on aspects such as: the meaning of rehabilitation, the process of rehabilitation in a prison setting, together with different rehabilitation programmes in correctional settings. Thereafter, different theoretical frameworks were reviewed in order to understand the phenomena at hand holistically. The learning theory helped to show that much as criminal behaviour is learned, this very behaviour in a more conducive environment can be unlearned. With the ecosystems practice perspective the influence of environmental systems on the offenders and how they in turn influence these were looked into. Ground work was laid with the strength-based perspective which showed the importance of tapping upon the inherent strengths of offenders over and above their deficits.

Qualitative research was used as a research paradigm. Using in-depth interviews, focus group discussions and key-informant interviews, a total of 25 participants were purposefully selected. Data analysed was descriptive and the following are some of the findings: The results revealed that: rehabilitation is a process of change which aims at correcting and not punishing; Both sampled correctional officials and offenders perceived rehabilitation as valuable, having experienced and or witnessed change in themselves or others; Barriers to rehabilitation process are varied, with overcrowding and its accompaniments as key; Existing rehabilitation programmes are implementable though sometimes not fully implemented based on the identified constraints; and lastly one of the strategies recommended by offenders is the broadening of stakeholder involvement in the rehabilitation process.

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DEDICATION

This dissertation is dedicated to all the correctional officials who work tirelessly to bring about change in the behaviour of offenders in an effort to make them law-abiding citizens upon their release. Change is not easy: do not despair.

“A person who removes a mountain begins by carrying away small stones.”

Chinese proverb

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ABBREVIATIONS AND ACRONYMS

ABET	Adult Basic Education and Training
AET	Adult Education and Training
AIDS	Acquired Immune Deficiency Syndrome
DCS	Department of Correctional Services
E-Cape	Eastern Cape Region
FBO	Faith-Based Organisation
FoVoC	Foundation of Victims of Crime
HIV	Human Immunodeficiency Virus
IFSW	International Federation of Social Workers
ISDM	Integrated Service Delivery Model
KZN	Kwazulu-Natal Region
LMN	Limpopo, Mpumalanga and North West Region
NC/FS	Northern Cape and Free State Region
NGO	Non-Governmental Organisation
NSFAS	National Student Financial Aid Scheme
NWU	North-West University
ORP	Offender Rehabilitation Path
UNISA	University of South Africa
W-Cape	Western Cape Region

CHAPTER 1

ORIENTATION OF THE STUDY

1.1 INTRODUCTION

The first part of the introduction starts by providing a background of corrections globally and in South Africa.

There is no universal consensus on how to deal with crime, including dealing with those who commit it. Different positions in the history of corrections have evolved globally and in South Africa, and have included retribution, deterrence, and rehabilitation. These positions are further elaborated by Dubois and Miley (2010: 299):

- **Retribution:**

It is a form of a revenge motive, which believes in “an eye-for-an eye” type of situation. Punishment was used in order to get even. During this period according to Skidmore, Thackeray, and Farley (1994: 217-218) corporal and capital punishments were instituted against people who committed different crimes. Public hangings, floggings, mutilations and various other forms of penalties were used in order to “punish the culprit and be a lesson to others”. Anecdotal evidence suggests that most offenders upon release were hardened in criminal activities.

In the South African situation around the year 1900 during the retribution period “punishment for convicts within prison was harsh and it included beatings, solitary confinement, dietary punishment and additional labour. Racial segregation within correctional centres was prescribed by legislation and it was vigorously enforced throughout the country” (Department of Correctional Services, 2005: 25). In other words, black offenders encountered a double kind of punishment, as opposed to their white counterparts.

- **Deterrence:**

This entailed a strategy for preventing criminal behaviour. The severity of the punishment was equated to the seriousness of the crime committed, such as murder for murder. In the case of wrong convictions, reversals of life could not be made.

During this period in South Africa,” the Brand new prison legislation in the form of the Prison’s Act (Act 8 of 1959) was introduced. This Act extended racial segregation within prisons in line with the national policy of segregation determined by the apartheid government. Also, this Act entrenched the military nature of how the prison functioned, and made provision for commissioned and non-commissioned officers who carried out their duties devoid of emotions. This period also, closed the prison system off from inspection by outsiders and prevented among others the reporting and publishing of photographs. A relatively closed militarised culture within the prison service became the order of the day, which resulted in the abuse of prisoners” (Department of Correctional Services, 2005: 26).

- **Rehabilitation:**

As a goal of corrections, rehabilitation emerged from the reformation movement of the late 19th century. As indicated by Skidmore et al (1994: 218) corrections which is encompassed within rehabilitation has been one of the four processes used in the administration of criminal justice. These include:

- I. Law enforcement concerned with the collection of evidence on a reported offence, which can end up with the arrest of the suspected offender;
- II. Preparation and presentation of the criminal case before the court;
- III. The judicial process then comes into play, and is most probably concerned with the legal pronouncement of either guilt or not guilty and the assignment of penalties;
- IV. Corrections which is responsible for administering the assigned penalties (Skidmore et al, 1994: 218).

In the South African context, the Freedom Charter states clearly that imprisonment is to be only for serious crimes committed and that the aim of imprisonment within the democratic dispensation is for re-education, not vengeance (Ndebele, 2012: 2). This

means granting people who have transgressed the law of the country another chance at making right with themselves.

Rehabilitation in any correctional facility is a process and not an event aimed at addressing the specific history, including the present aspects of an offender's criminal behaviour. Since change is anticipated in the process of rehabilitation, institutional and attitudinal challenges are bound to be encountered. This study describes perceptions of offenders and correctional officials on rehabilitation programmes in maximum correctional centres, in the North-West province.

South Africa has the highest rate of incarceration in Africa and it is rated the fourteenth highest in the world in terms of detention rates (Sarkin, 2008:1). The number of people who have been incarcerated in the country has risen at an alarmingly high rate. For instance, the total number of sentenced offenders incarcerated as at 30 June 2009 was 115 483. There was an increase of 923 (0.80%) of sentenced offenders against the totals of 31 December 2008. Female offenders constituted 2.20% of the total sentenced offenders, whilst the male population was 97.80%. The largest number of offenders was between the ages of 31-40 and represented 28.05% of the total number of offenders (National offender population profile, Department of Correctional Services, 2009: 4).

The majority of these sentenced offenders are serving sentences for aggressive crime, followed by economic offences, such as fraud and theft. These crimes are then followed by sexual offences (Jules-Macquet, 2014: 5). The South African Police Services National Crime Statistics (2013/14: 9) equally confirms that contact crime in South Africa has been the biggest contributor to the total number of reported crimes (34%) during the 2013/14 financial year. This broad category includes the following crimes: murder, attempted murder, sexual offences, assault with the intent to cause grievous bodily harm, common assault, common robbery and robbery with aggravating circumstances.

"In 2011 South Africa attained the position of number nine worldwide in terms of prison overcrowding. There were 310 inmates for every 100,000 of its people. Of this number, nearly 70% were sentenced offenders and about 30% were remanded detainees. The population of prisoners serving longer than 15 years (including life

sentences) increased over the past two decades from 4,995 during 1994/95 to 29,575 during 2010/11” (Ndebele, 2012: 2).

From the figures above, the implications can be twofold: on one hand this depicts South Africa as a crime-ridden country, yet on the other hand this can also demonstrate how serious the country is in apprehending those in conflict with the law.

Some of the issues associated with the high rate leading to imprisonment from the researcher’s experience of having worked at a Correctional centre as a social worker include among others: poverty, unemployment, illiteracy and dysfunctional family backgrounds.

Prisoners in maximum security are often confined to their cells 23 hours per day, though this practice may differ from one institution to another (De Maile, 2007:1). When out of their cells, prisoners remain in the cell blocks and movements out of the cell blocks are tightly restricted to escorts by correctional officials (See Annexure 1). Whereas there is less supervision over internal movements for those that fall under medium security, the point of restriction is a basic arrangement for all prisoners. For all categories of inmates, the perimeter is generally double-fenced and regularly patrolled (De Maile, 2007:1). The repercussions of these different and tight security arrangements in maximum prisons are bound to have a negative effect on the inmate, coupled with the dynamics of a prison environment itself that lacks freedom. One could further argue that these negative effects are not only unique to the inmate but are also encountered by the prison officials administering surveillance and rehabilitation services in such an environment.

Any correctional institution in South Africa has two main functions, namely custody and rehabilitation. A correctional centre qualifies as a rehabilitative correctional institution if the facility is directed towards changing the behaviour of the offender which led to the crime committed. However, as long as the offenders still regard “rehabilitation programmes as an instrument to influence the parole board decisions, rehabilitation will largely remain a myth” (Cilliers & Smit, 2007:84). The implication is that commitment on the part of the correctional centres, the offenders in custody, and correctional officials are essential constituents to ensuring effective rehabilitation.

In this study, the terms: prisoner, inmate and offender are used interchangeably. The same would also apply to the terms: prison, correctional centre and facility which are also used interchangeably. It must, however, be pointed out that the usage of these terms does not imply in any way a disregard of the developmental emphasis embedded in the terms, especially within the South African democratic dispensation.

1.2 PROBLEM STATEMENT

The main aim of imprisonment in South Africa from the onset of democracy in 1995 to date is rehabilitation. The Correctional Services Act (111 of 1998) and the White Paper on Corrections (2005) place the heavy duty of rehabilitation of sentenced offenders on the department of correctional services (DCS) because they regard rehabilitation as a right of offenders and not a conditional luxury that is dependent on availability of resources (Muntingh, 2005:05).

Yet on the ground, because of overcrowding in most correctional centres in South Africa, rehabilitation is difficult to realise, meaning that in its holistic form it remains an ideal and not a practical reality. To illustrate the point of overcrowding, “by 31 October 2012, the total inmate population in South African correctional centres stood at 149,959 but the approved bed space was 118,968 which translates to occupancy of 126,05%” (Ndebele, 2012: 3). Based on this point individual treatment of offenders in an overcrowded setting becomes difficult to operationalise. As Herbig and Hesselink (2013: 34) succinctly put it, a ‘one size fits all’ approach is often pursued by DCS, even though the White Paper on Corrections (2005) stresses the need to introduce more individualised treatment and assessment of offenders to coordinate and facilitate effective rehabilitation.

According to the Department of Correctional Services (2005: 32) overcrowding poses significant negative implications on the ability of the Department to deliver on its core business which is rehabilitation. There are various causes of overcrowding which can include:

- The seemingly inefficient functioning of the criminal justice system;
- High rates of incarceration rate in South Africa;

- Introduction of minimum sentences, resulting in an increase in the proportion of long-term offenders – thus affecting the availability of bed space in recent years in the 21st century;
- High crime trends in South Africa, pertaining especially to aggressive crimes;
- High levels of awaiting-trial detainees held in correctional centres; and
- Inadequate needs-driven facility planning in the Integrated Justice System (Department of Correctional Services, 2005: 32).

Also, this arduous task of rehabilitation - presumed to be a specialised field - often falls on the shoulders of non-governmental organizations (NGOs) and faith-based organisations - FBOs - who though regarded as stakeholders serving a valuable role, are in most cases not trained counselors, rarely with expertise in rehabilitation matters and operating mainly on an ad hoc and piecemeal basis.

The central question in this study is: what are the perceptions of offenders and correctional officials on rehabilitation in the demarcated correctional centres? Eliciting both ends of the continuum for the implementation of effective offender rehabilitation programmes is essential.

1.3 RESEARCH QUESTIONS

Given the research problem the following research questions gave direction to the investigation:

- What are perceptions of offenders and correctional officers regarding rehabilitation?
- What is the meaning of rehabilitation programmes for offenders in correctional centres?
- What are the constraints of the rehabilitation process?
- How implementable are existing rehabilitative programmes?
- What strategies can be recommended by participants to improve existing rehabilitation programmes in the maximum correctional centres of the North-West province?

1.4 AIM AND OBJECTIVES OF THE STUDY

The aim of this study was to describe the perceptions of offenders and correctional officials on the rehabilitation programmes in maximum correctional centres in the North-West province, so that clarification pertaining to these perceptions should be provided in order to contribute to the existing body of knowledge on offender rehabilitation, influence policy including practice.

The aim of the research was achieved through the following specific objectives, which were:

- To describe perceptions of offenders and correctional officers regarding rehabilitation.
- To determine the phenomenon of rehabilitation programmes for offenders in correctional centres.
- To analyse the constraints of the rehabilitation process.
- To explain how implementable existing rehabilitative programmes are.
- To establish from participants what they recommend in order to improve existing rehabilitation programmes in the maximum correctional centres of the North-West province.

1.5 DEFINITION OF TERMS

The key concepts used in this study are the following:

1.5.1. Corrections

According to the Department of Correctional Services (2005:131) “corrections means all services aimed at the assessment of the security risk and criminal profile of offenders based on their social background and developing of sentence plan, targeting all elements associated with the offending behaviour”. In this study correction constitutes a form of rehabilitation which is different from punishment.

1.5.2. Correctional officials

The Correctional Services Amendment Act (32 of 2001: 10) defines a correctional official as any employee appointed by the Department of Correctional Services in South Africa under section 3(4) of the Act. For the purpose of this study the correctional officials are all those in direct contact with inmates, with a responsibility of participating in any of the rehabilitation programmes such as: social workers, psychologists, educators, religious workers, and custodial officials.

1.5.3. Maximum correctional centres/prisons

A correctional prison is designed, organised and staffed for the sole purpose of confining the most dangerous offenders serving long sentences (Schmallegger & Smykla, 2005:274). For this study such facility is determined by the seriousness of the crime committed such as murder or sexual assault against children and women and eliciting a sentence of 10+ years.

1.5.4. Offender/Inmate/Prisoner

An offender means “any person convicted and detained in custody in any correctional centre or remand detention facility or who is being transferred in custody or is en route from one correctional centre or remand facility to another correctional centre or remand detention facility” (Correctional Matters Amendment Act, 2011: 2). In this study this definition of an offender obtains, with the terms “prisoner”, “offender”, and “inmate” used interchangeably.

1.5.5. Prison /Correctional centre

The term prison denotes, as a minimum, the institution that holds people who have been sentenced to a period of imprisonment by the courts for committing offences against the law (Moller; Stover; Jurgens; Gatherer & Nkogolian, 2007: xvi). In this study the terms “prison” and “correctional centre” are used interchangeably bearing in mind their subtle differences. In pre-democratic South Africa, the core business of prisons was to punish the offender, whereas in the democratic era a correctional centre is meant to correct and rehabilitate offenders.

1.5.6. Rehabilitation

Rehabilitation is the process combining the correction of offending behaviour, human development and the promotion of social responsibility and values (White Paper on Corrections, 2005:71). Rehabilitation in this research is looked at holistically to include the intellectual, physical, social, psychological and spiritual aspects of an inmate.

1.5.7. Rehabilitation programmes

Rehabilitation programmes are structured actions aimed at influencing the offender positively with the intention of improving the quality of their lives so that when they are due for release they are law-abiding people, who fit in well in their communities (Ngubane, 2007:43). In this study rehabilitation programmes will constitute: psychological, social work, education, and religious care, sports, art, and recreation services.

1.6. THE SIGNIFICANCE OF THE STUDY

This study is significant in terms of practice, research and policy

- Policy: The findings will also urge for the need of improved developmentally stimulated rehabilitation programmes that are aimed at addressing the offenders' problems holistically.
- Practice: The study will benefit the practitioners in the field of rehabilitation in correctional centres by providing them with contemporary information regarding different rehabilitation programmes for offenders in correctional centres including accompanying challenges as articulated by offenders and correctional officials, for appropriate intervention.
- Research: Furthermore, the study will stimulate further research in the field of offender rehabilitation in correctional centres.

1.7 ASSUMPTIONS OF THE STUDY

The following are the assumptions on which this study is based:

- A positive relationship between the correctional officials and offenders is a precursor to successful rehabilitation.

- There is no significant relationship between offenders' rehabilitation and their formal educational attainment.
- There is a significant relationship between the motivation of correctional officials and the level and quality of the rehabilitation process of offenders.

1.8 THEORETICAL FRAMEWORK

For the purpose of this study the social learning theory, the ecosystems practice perspective, and the strengths-based perspectives are adopted and used to provide a theoretical framework. The learning theory is used in order to understand how learning inside a correctional facility takes place, specifically as it pertains to criminal activities by inmates and equally how rehabilitation process can be positive learning experiences through which criminal activities are unlearned. In the process of administering rehabilitation some form of learning on the part of correctional officials is also understood. The ecosystems practice perspective, on the other hand, is used in order to view and understand human functioning holistically, focusing specifically on the interrelatedness between inmates in the prison setting and their prison environment. With the strengths-based perspective, the idea is to build on the prisoners' strengths rather than looking at their areas of weaknesses in order to understand behaviours displayed.

1.9 LITERATURE REVIEW

In this study, literature was reviewed on different aspects pertaining to the phenomenon of rehabilitation in correctional centres. Policy guidelines and legislative prescriptions for the rehabilitation of offenders in South Africa were also briefly reviewed. The correctional cycle was reviewed including looking at the process of rehabilitation of offenders. A description of the role players in the rehabilitation process are provided followed closely by the phenomenon of perception and different rehabilitation programmes. Barriers to rehabilitation were looked into, together with a review of theoretical perspectives of social learning, eco-systems practices and the strength-based perspective. Global and local literature was sourced. The following data bases were utilised: Ebscohost, Academic Search Premier, Master File Premier, Psyc Info and Eric; MRC, CSIR, NEXUS, Science

Direct, Informine and the South African Government links. E-and Google books were also used.

1.10 LAYOUT OF THE RESEARCH CHAPTERS

CHAPTER 1: ORIENTATION OF THE STUDY

This chapter provides the background information pertaining to the study.

CHAPTER 2: LITERATURE REVIEW AND THEORETICAL FRAMEWORKS

In this chapter literature is extensively reviewed on aspects which include: the meaning of perceptions generally and specifically pertaining to perceptions of offenders and correctional officials on rehabilitation, rehabilitation as a phenomenon in correctional centres, including rehabilitation programmes in correctional centres in South African correctional centres and other settings as well. The chapter closes with a review of selected theoretical perspectives of: social learning, eco-systems practice perspective and the strength-based perspective.

CHAPTER 3: RESEARCH METHODOLOGY

This chapter describes the research methodology used in the study which include an explanation of the research paradigm, the research design, research site and target population. Sampling is clearly indicated, followed by methods used to collect data, how the data are analysed and the chapter concludes with an indication of ethical considerations that guided the study.

CHAPTER 4: DATA PRESENTATION, ANALYSIS AND INTERPRETATION OF RESEARCH FINDINGS

The fourth chapter reports on the presentation of findings, interpretation and analysis of the data. Data are presented firstly in the form of biographical data of participants. This data are presented statistically through the use of percentages and further enhanced through graphical presentations. Thereafter, narratives in the form of themes are presented verbatim.

CHAPTER 5: DISCUSSIONS OF THE FINDINGS, CONCLUSIONS, LIMITATIONS AND RECOMMENDATIONS

In this chapter a discussion of the findings is made, conclusions are drawn, limitations are indicated and recommendations are made.

1.11 CONCLUSION

This chapter provided a background of the study and the research problem. Central questions to the research are presented, followed closely by a highlight on the aim of the study and the objectives thereof. Key terms of the study are defined, with the significance of the study indicated. Assumptions are detailed, with an indication of the rationale for the type of theoretical framework that guides the present study. Indication of how literature was reviewed is provided, followed by the layout of all chapters of the study.

CHAPTER 2

LITERATURE REVIEW AND THEORETICAL FRAMEWORKS

2.1 INTRODUCTION

Literature review is a process by which the researcher gathers information about an identified research problem. This review process enables the researcher to review literature from previous works on related problems by others in order to become aware of inconsistencies and gaps that could provide novel insights and explanations about the research at stake. This review could also provide reasons for further research in the chosen area of study (Welman, Kruger & Mitchel, 2005: 3).

Relevant aspects pertaining to the topic of the present research study are reviewed and these encompass: the phenomenon of rehabilitation in correctional centres, including on policy guidelines and legislative prescriptions for the rehabilitation of offenders in South Africa. The correctional cycle and process of rehabilitation of offenders is looked into, together with a description of who the role players in the rehabilitation process are. The phenomenon of perception is discussed including the different rehabilitation programmes in correctional settings. Barriers to rehabilitation are looked into. Thereafter, the different theoretical frameworks are provided in order to lay the ground for understanding holistically the possible risk factors that account for perceptions of the correctional officials and those of offenders in different South African correctional centres pertaining to rehabilitation.

2.2 THE PHENOMENON OF REHABILITATION IN CORRECTIONAL CENTRES

According to Muntingh (2005: 30) rehabilitation in the South African context and in the correctional settings is viewed as a process that aims to bring together the correction of offending behaviour, human development and the promotion of social responsibility and values. In other words, rehabilitation is a mandate of government and a social responsibility of all citizens including those in direct contact with the offender, together with the active involvement of the offender. The process incorporates aspects of social justice and the empowerment of all those involved.

As posited by Brown and Campbell (2010: 400) within the criminal justice, the term rehabilitation has broad and narrow meanings. The former, sometimes is denoted as resettlement, reintegration or re-entry. It also refers to the process whereby individuals who have broken the law are once again accepted as full members of society, and are provided support in making that transition. The latter refers more specifically to the reduction of re-offending amongst adjudicated offenders (those convicted by the courts) and is also sometimes termed tertiary prevention.

“Within the DCS context, rehabilitation is carried out through a holistic sentence planning process that involve the offenders at all levels which include the social, moral, spiritual, physical, work, intellectual and educational aspects. It is based on the premise that every human being is capable of change and transformation if offered the opportunity and resources to do so” (Department of Correctional Services, 2005: 38).

In the South African context also, restorative justice is regarded as an important component of rehabilitation within DCS. As indicated in the South Africa Year Book (2013/14: 15), restorative justice is a response to crime that tends to lay emphasis on restoring psychologically the losses suffered by victims, by holding offenders accountable for their criminal actions. The main aim is to build peace in the victimised communities. According to Herbig and Hesselink (2013: 32) offenders, especially those having committed economic, sexual assault and aggressive crimes are encouraged to engage with their victims and their communities of domicile in order to make it right. This process of restorative justice can be beneficial to both the offender and victim, in that the offenders in question identify their responsibilities that of promoting healing from both sides. The process equally seeks to restore personal responsibility for criminal behaviour and its results. It attempts to correct, and restore a belief that the justice processes with its anticipated outcomes are fair and just.

For Horst (2005: 30), the starting point of real rehabilitation is when the offender starts realizing that their behaviour and deeds were wrong. It can also be the very first step towards making offenders accountable for their crimes and responsible for their actions. The second step of rehabilitation is to try and turn former prisoners into productive citizens so that they become functional members of society and at the same time reduce the crime rate.

Brown, Esbesen and Geis (2001: 53) looked at rehabilitation in their study as a process designed to change offenders by removing the motivation to engage in criminal behaviour. In their study they found that behaviour can be modified by altering attitudes, values skills or constitutional features that caused the criminal behaviour in the first place.

Sekhonyane (2004: 34) further alluded to the possibility of considering a need-based individualised rehabilitation programme, followed by proper assessment of offenders, coupled with highly committed personnel, and with no overcrowding. Sekhonyane avers that all these ought to be practised within a corruption-free environment which is conducive to rehabilitation.

The implication drawn from the aforementioned explanations of rehabilitation is that it is a process and not an event. At the very centre of the term is the aim of correcting – which is to bring about behavioural changes in the life of the offender. Theorists and researchers above clearly demonstrate the need on the part of the offender to acknowledge that indeed their actions violated the human rights of others and that they need to change their offending behaviour. For effective rehabilitation intervention the active involvement of offenders, correctional officials, significant others, and society as a whole is called for.

The question posed in this research study is: “with such impressive rehabilitation strategies envisaged and in some cases used in the South Africa correctional centres for offenders, what leads to re-offending that is a common phenomenon in prisons generally and in South Africa in particular?”

Based on the above question, a study undertaken by Tanimu (2010:150-151) found that most of the prisons in Nigeria with rehabilitation as their core business are inadequately equipped and obsolete. The study further found that the term rehabilitation is rhetoric and that “the business of confinement still dominates Nigerian prison system. This has led to repressive practices in the name of rehabilitation. In persuading with the ideals of rehabilitation, prisoners are kept in prison until authority says that they have been reformed. This reasoning has resulted in the indeterminate sentence which forces them to behaving normatively in order to please authorities”.

In the South African situation Gaum, Hoffman and Venter (2006: 414-417) revealed the following as possible factors that influence adult re-offending and recidivism:

- Inmates upon release seem to have more responsibilities awaiting them outside prison than they can possibly handle – a probability which set them up for failure. In some cases the family at home expects them to provide an income for large numbers of dependents. Very little attention is often placed on helping families to understand that the newly released member of the family ought to be helped first to take personal responsibility.
- Rehabilitation interventions are often provided too late: Many participants in the study revealed that rehabilitation interventions are provided just prior to the parole hearing dates of the prisoners concerned, meaning that prisoners masquerade good behaviour which cannot be sustained outside prison. Shortage of correctional services staff partly accounts for such late intervention.
- Drug abuse is used as a mechanism of escape and serves as a bad indicator during rehabilitation. The study indicates that on account of a shortage of medical personnel in prison, inmates have to battle to get treatment when they become sick. In the absence of appropriate medication, emotional and physical pain is often eased through the use and abuse of illegal substances that are acquired illegally. Sustaining the illicit use of illegal substances outside prison often is a reason for re-offending.

The findings from the two aforementioned studies indicate the importance of rehabilitation systems involving all intervention levels working in concert – a situation which is rarely the case. On this score this researcher concurs with the recommendations provided by Gaum et al. (2006: 417) that rehabilitation as defined on paper should equally tally with what is practically offered to inmates. That is, it should be a process resulting in behavioural change and not based solely on meeting the requirements of the parole boards. Lastly, for inmates with a history of institutionalisation, reintegration into society may be smoothly accomplished through the establishment of halfway houses, which gradually provide interaction with society whilst retaining part of the prison environment at the same time.

2.3 POLICY GUIDELINES AND LEGISLATIVE PRESCRIPTIONS FOR THE REHABILITATION OF OFFENDERS IN SOUTH AFRICA

2.3.1 The Constitution of the Republic of South Africa

According to Section 7(1) of the Constitution of the Republic of South Africa (Act 108 of

1996), the Bill of Rights stipulates the rights of every person including the rights of offenders, and affirms democratic values of human dignity which should be respected and protected at all times. Also, Section 35(2) (e) of the Bill of Rights states that offenders have the right “to conditions of detention that are consistent with human dignity, including provision, at state expense, of adequate accommodation, nutrition, reading material and medical treatment” This section further indicates that offenders have the right also to communicate with , including being visited by, that offender’s spouse or partner, next of kin, chosen religious consellor, and chosen medical practitioner (Constitution of the Republic of South Africa, 1996). This clearly demonstrates on the part of the entire country, its people, and to service providers, the importance of the developmental approach, and how its principles are to be adhered to in the rehabilitation of offenders.

As an illustration, the Integrated Service Delivery Model (ISDM, 2005: 11) alludes to some of the following as key principles for a developmental approach relevant to the South African setting and essential equally in dealing with offenders as part of the rehabilitation process:

- **Participation**

Offenders are to be fully engaged in their own processes of learning, growth and change, starting from where they are and moving at their own pace related to their capabilities.

- **Self-reliance**

Offenders ought to be connected to each other and with their environment (prison setting and community of origin) in ways that make them more effective as individuals and groups towards their well-being.

- **Empowerment**

Power relations should shift towards vulnerable people (including offenders) attaining ownership of decisions directly affecting their lives.

- **Universal access**

Social developmental services are to be made available and accessible to all, including offenders.

- **Equity**

Disbursement and usage of resources should be need-based.

What stands out then from the ISDM principles of social development is emphasis on the person with their active involvement in the type of development envisaged. In case of offenders the stated principles advocate for a human-centred approach in the rehabilitation process of offenders in South African correctional settings, with their active involvement in the rehabilitation process.

2.3.2 The Correctional Services Act (Act 111 of 1998 as amended)

The Correctional Services Act (Act 111 of 1998 as amended) spells out clearly the role played by DCS which, among others, is to offer custody to all offenders under humane conditions. As stated in Section 2 of the Correctional Services Act (111 of 1998) as amended, the Department must contribute to maintaining and protecting a just, peaceful and safe custody by enforcing the sentences of the courts, detaining all offenders in safe custody and at the same time promoting social responsibility and human development (Correctional Services Act 111 of 1998 as amended: 16).

2.3.3 The 2005 White Paper on Corrections in South Africa

The 2005 White Paper on Corrections in South Africa was adopted by parliament in November 2004, replacing the 1994 White Paper on Correctional Services. The fundamentals of this White Paper are derived from South Africa's Constitution of 1996, and from the Correctional Services Act (Act 111 of 1998). "While safety and security remains at the heart of the core business in Correctional Services, it is informed by strategic imperatives of correcting offending behaviour with rehabilitation as both an individual and a societal responsibility" (White Paper on Corrections, 2005: 7 & 10).

To this end, the White Paper on Corrections 2005 is also underpinned by, though not limited to, the following values and/or rights as enshrined in the Constitution of the Republic of South Africa, including the core values of the DCS: "Human dignity, Equality, Rights underlying humane treatment of every detainee, The right to health care services and other associated rights, Freedom and security of the person, Children's rights, The right to education, Freedom of religion, Intergovernmental relations and Values and principles governing Public Administration" (White Paper on Corrections, 2005:12).

DCS also views “rehabilitation as a process with three objectives, namely: the correction of offending behaviour; human development; and the promotion of social responsibility and positive social values. In reaching its core objective of rehabilitation within a conducive secure environment, DCS focuses on needs-based interventions. This type of intervention balances the common features of an offence with the offence-specific factors unique to the case of the individual offender. The aim of needs-based rehabilitation is to influence the offender to adopt a positive and appropriate norms and value system, alternative social interaction options, to develop life-skills, social and employment-related skills, in order to equip the offender holistically and thus eliminate the tendency to return to crime” (White Paper on Corrections, 2005:20).

From the discussion above, it is clear that in South Africa emphasis for the offender is centered on rehabilitation and correction over and above punishment. What seems to serve as an obstacle from this current researcher’s perspective though is how laws pertaining to the rights of the offender seem quiet on the aspect of responsibility. The emphasized rights can easily be mistaken for entitlements if not qualified. The question is whether or not self-determination is supposed to be overtly and covertly accompanied by limitations, especially when dealing with groups such as offenders.

On this score, this researcher agrees with Biestek (1957) in Dubois and Miley (2010: 130) who point out that legal restrictions, agency rules, standards, eligibility requirements, including a person’s inability to make informed decisions limits the range of choices. The next concern then relates to what the correctional cycle and process of rehabilitation of offenders entail.

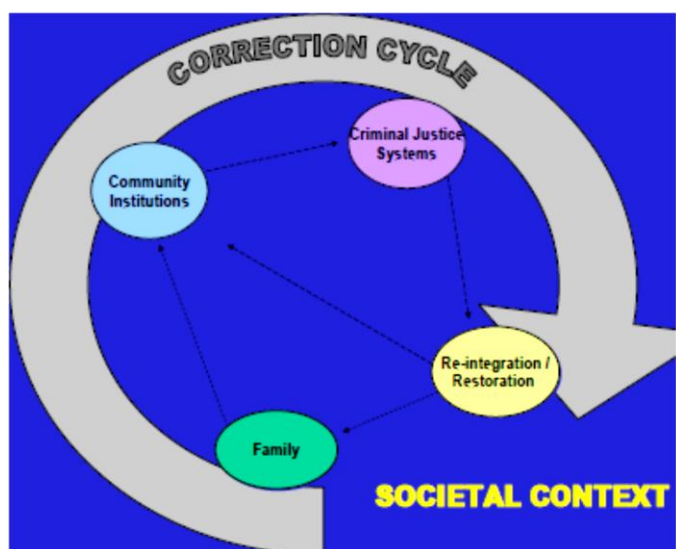
2.4 THE CORRECTIONAL CYCLE AND PROCESS OF REHABILITATION OF OFFENDERS

Worth mentioning in this study is a part of rehabilitation termed the correctional cycle adopted for offenders in the South African situation. This correctional cycle sets major challenges to the broader society and to the DCS as a whole (See figure 1).

According to figure 1, the main aim in the correctional cycle is firstly to restore cohesion at the family level (the primary level of intervention) and secondly at the community level, which includes community institutions (secondary levels). The degree and intensity of dysfunction at these levels calls for intervention if the rate of new convictions is to be

decreased and to some extent possibly eliminated. The criminal justice system makes appropriate pronouncements with the DCS ultimately serving as the tertiary level of intervention - whose intervention ideally has to result in re-integration and restoration of offenders to the societal context (Department of Correctional Services, 2005: 6).

Figure 1: Correctional cycle

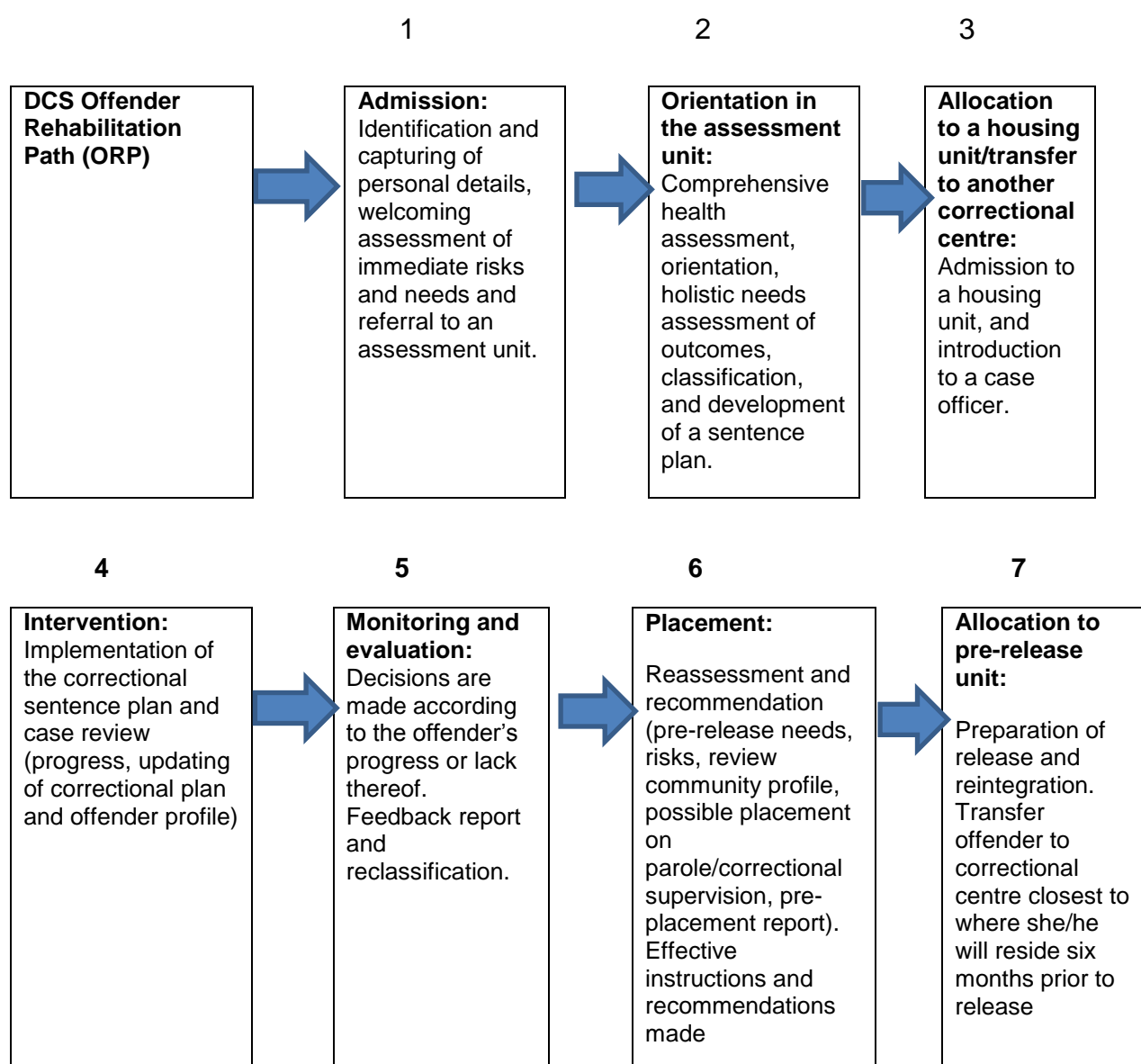


Source: Department of Correctional Services, 2005: 6

The correctional cycle clearly shows how one level of intervention concentrated on in isolation of other intervention levels cannot be credited nor blamed for any successful offender re-integration and restoration or lack thereof within the societal context. There ought to be synchronization of all levels of intervention leading to a holistic intervention, which currently is not the case. For instance, from personal experience, social work practitioners working in DCS mostly practice individual and group intervention. For community work reliance is on the reports by fellow colleagues from other sectors – thus not being able to work with the families of the offender directly. Another difficulty personally encountered is when offenders serve their sentences away from their community of domicile – in such cases rarely do they have contact with family and friends who can play a part in the rehabilitation process. Another obvious example is that of the apparent un-coordinated nature of services of the police (who arrest criminals), the justice system (who sentence them) and DCS (the custodians of sentenced offenders) – leading to the overcrowding of correctional centres with inmates who could otherwise have served their sentences in community centres.

In an attempt to make the correctional cycle relevant at the intrapersonal level, the Offender Rehabilitation Path (ORP) was introduced in the DCS. Herbig and Hesselink (2013: 31&32) explain the ORP as the mandate of the DCS which specifies the path to be followed from the admission of offenders into a correctional centre, through to other stages, ultimately involving the preparation to release an offender which comes after serving one's time in prison (See figure 2).

Figure 2: Offender Rehabilitation Path (ORP)



Source: Herbig and Hesselink (2013: 30&31).

The ORP on paper and as depicted in figure 2 shows that the rehabilitation process of an offender ought to first start when that offender enters the DCS structures and has to continue until a parolee is released back into the community, where such an individual is

still expected to be monitored and in certain situations still be subjected to some rehabilitation programmes and further counseling attempts depending on the identified need.

Much as the main intention of the ORP is to ensure a holistic sentence planning process that engages offenders socially, spiritually, physically, vocationally, educationally and intellectually, the question of feasibility remains a tricky task, given the fact that most correctional centres in South Africa are overcrowded with uneven ratios between inmates and correctional officials such as psychologists and social workers.

On this question of unequal correctional official-prisoner ratio, Jules-Macquet (2014: 17) found that for the period 2012 – 2013, there were 2008 offenders in South African correctional centres for every social worker, 1 565 offenders for every psychologist, and 227 offenders for every educator. Magungxu, Abuya and Moyo (2014:416) equally found in their study that there is indeed a disproportionate prisoner-correctional official ratio specifically at the prison they studied. These researchers further found that this disproportion is symptomatic of a wider institutional deficiency across the South African correctional services system. The above mentioned factor compromises the quality of rehabilitation efforts directed at the offenders.

Herbig and Hesselink (2013: 32) cautions against overgeneralizations especially when one views a correctional centre defect in isolation. From their findings, motivated and focused correctional officials have made rehabilitation practices feasible even in overcrowded correctional centres. Thus, it can be presumed that if staffing shortages are improved, the possibilities of improved work performance and organisational commitment on the part of correctional officials can make feasible the rehabilitation practices which are encompassed within the ORP.

2.5 ROLE PLAYERS IN THE REHABILITATION PROCESS

In order for DCS to undertake the process of rehabilitation, there are various role players that need to be involved in the process. Role players in the case of this study will include the offenders, correctional officials and the community at large.

2.5.1 Offenders

According to the Department of Correctional Services (2005: 49) the political transition in

South Africa generated a lot of material expectations, which appeared to have been beyond what the democratic government could immediately deliver. These very high, and often unrealised, expectations coupled with transition itself in one way or the other contributed to the escalation of crime. On top of that South Africa's violent history has equally left a "culture of violence", which contributes to the high levels of aggressive crimes directed mainly against women and children. Another element which has posed over the years to increasing crime levels is poverty and underdevelopment. "Poverty alone does not directly lead to higher crime levels. However, together with a range of other social, political and cultural ills, coupled with the social wealth differential, contributes to conditions conducive for an increase in crime and the growth of criminal syndicates and gangs" (Department of Correctional Services, 2005: 50).

On the other hand, the youth of South Africa have over the years been marginalized. This, combined with the slow growth in the job market, has contributed to the creation of a large pool of young people who are considered to be "at risk". All these provided factors have contributed towards a profile of the actual and potential offenders in South Africa which constitute of: predominantly: black males, in their youth, from very disadvantaged communities. They are in most cases not functionally literate, with a history of having committed aggressive and sexual crimes (Department of Correctional Services, 2005: 50-51). At the centre of rehabilitation is the offender. As a result of being so central, rehabilitation will not be effective if the offender is not willing to change his or her attitude to become a better person. This is mainly based on the fact that rehabilitation is aimed at addressing the specific history of the individual and as a result his or her full participation and commitment in the problem-solving process is required (Muthaphuli, 2008:68). With all the rights that are afforded to offenders, the onus to ensure that they participate in programmes that will empower them.

2.5.2 The correctional officials/officers

Correctional officers can be the most significant individuals in the life of the inmate. They have an influence in improving or lessening the success of the different types of rehabilitation programmes that a prisoner is expected to attend (Matetola, 2012:136). According to Grieneder (2013:24) correctional officers are trained in two separate methods that fluctuate between punitive and promoting rehabilitation. They are expected to make sure that security is maintained and at the same time be in a position to be responsible for

changing behaviour of offenders constructively. DCS asserts after all that ‘every one of its member is a rehabilitator” (White Paper on Corrections, 2005:112).

The relationship between the officials and the offenders is the key towards correction and rehabilitation, as well as to the management of corrections (White Paper on Corrections, 2005:110). If there is a good staff- inmates relations especially with first line corrections officers’ rehabilitative efforts will be perceived as sincere and as a goal of prisons. In order to strengthen these relations, officials should be trained on interpersonal relations and conflict management (Patrick & Marsh, 2008:60).

A correctional official needs to exemplify the values of the Department as he/she will be the one to facilitate the rehabilitation process of offenders and also have an attitude of serving with quality, a principled way of relating to others and above all a just and caring attitude (White Paper on Corrections, 2005:111). Since every correctional officer has a role to play in the rehabilitation of offenders, there is therefore a need for a good working relationship among all members. The different categories of role players according to Herbig and Hesselink (2012: 34-35) include the following:

- **Social Workers and Psychologists:** Who act as links in maintaining, individual, family, communities, social, and psychological ties.
- **Criminologists:** Who are usually affiliated to academic institutions and students of criminology from honours level play a pivotal role in the assessment, analysis.
- **Health care workers:** Offer health care oriented personal care, including HIV counselling, to awaiting trial and sentenced offenders. Nurses, medical doctors, contracted psychiatrists, dentists, and contracted physiotherapists assist inmates with daily medical problems, medical evaluation, counselling and treatments.
- **Educationalists:** Are tasked with tertiary, primary and post school counselling and education of inmates. Various teaching programmes and schooling projects are offered to offenders. Funding for post schooling programmes are the responsibility of the offenders although the department assists inmates to apply for study bursaries.
- **Non-governmental organisations:** Known NGOs such as faith-based organisations, Khulisa and the National Institute for the Rehabilitation of Offenders (NICRO) assist DCS with counselling, programme delivery, offender rehabilitation and reintegration services. “These organisations focus on spiritual guidance and

support, education, prevention of crime, diversion of youth, personal development, community-based support for children before/after release from awaiting trial or places of safety, behaviour change, crime awareness, community liaison, violence in relationships and conflict management, HIV/AIDS, life skills, pre-release and reintegration, restorative justice, securing employment for inmates about to be released and ex-offenders (economic opportunities project), leadership skills, human rights, including community empowerment” (Herbig & Hesselink, 35).

- **Custodians:** These correctional officers were previously referred to as guards for a very long time and they were associated with maintaining security, internal order and custodial identity. The change in the title custodians led to the introduction of a rehabilitative philosophy (Gatotoh, Omulema & Nssiumo, 2011:263). This role has changed from a purely security role to a human service role where officers are expected to manage rehabilitation programmes (Gatotoh et al, 2011:264).

2.5.3 The community

According to the White Paper on Corrections (2005:111) rehabilitation is a societal responsibility. DCS takes offenders into custody with the aim of rehabilitating them so that they can become good citizens to their communities (Muthaphuli, 2008:73). The community is an important part of the rehabilitation of offender because after incarceration and undergoing programmes that are designed to prepare them for readjustment or reintegration they return to the community.

When there is an open and good relationship between the Department and the community with regards to rehabilitation of offenders, offenders stand a good chance of being easily integrated well in the society. The community will be in a better position to assist the offender with work, spiritual and emotional support because they will understand the conditions of the offender ((Muthaphuli, 2008:73).

2.6 THE PHENOMENON OF PERCEPTION

2.6.1 The meaning of the term perception

Since this study aims at describing the perceptions of offenders and those of correctional officials on rehabilitation, it is proper to provide an explanation of what perceptions are and how they can be influenced.

Perceptions are closely related to attitudes in that from what one perceives conclusions

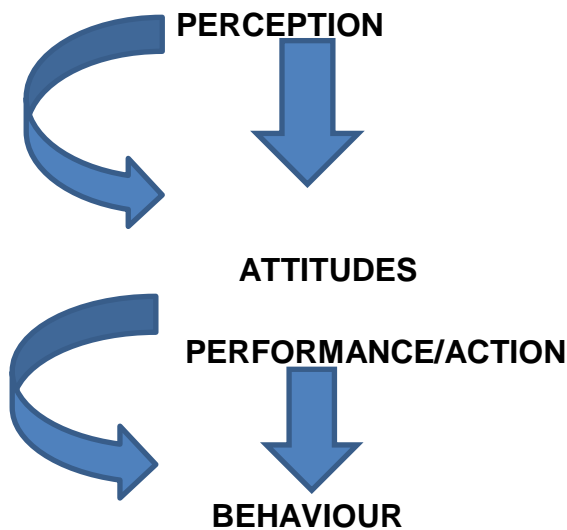
can be drawn resulting in what one firmly believes. Bokowski (2003: 53) sees perception as a process by which an organism interprets and organises sensation in order to produce a meaningful experience of a given situation. In other words, a person confronted with any type of situation interprets that situation and makes it meaningful to him/herself based on prior experiences or present factors. However, what needs to be noted is that what an individual interprets or perceives may be different from the actual reality of the case. Much as a person's perception might be viewed by another as unrealistic from the perceiver this can be realistic and therefore their truth. After all, people's perception of things is ultimately their constructed reality.

Robbins, Judge, Millett, and Boyle (2014: 142) on the other hand offer a similar yet slightly different explanation of perception. The authors explain perception as a process by which individuals organise and interpret their sensory impressions in order to give meaning to their environment. The point in this explanation is that different individuals interpret situations mainly based on their senses, which can include, touch, taste, hearing, seeing, and even smell. The interpretation from the different senses of different individuals produces different viewpoints of the same perceived situation. The question posed in this research study is: does this difference then constitute reality? Should that be the case, whose reality then counts from the different perceptions? An example worth citing in this study is the different perceptions of a correctional setting held by employees working in the same organisation, rendering the same type of services, occupying the same position, and being of exactly the same age group.

Reddy (2004: 13) from yet another angle, looks at perception as a process by which individuals develop insight into and awareness of themselves including the outside world. This means that the key in what is perceived is determined by the already formed opinion of the perceiver, resulting once more in the subjective nature of the perception process.

From the above provided definitions and explanations of perception, one can deduce that perceptions are personal opinions, built over a period of time. Much as the subjective nature of perceptions can account for these being unfounded, perceptions are about people's views that need to be understood. What is imperative and worthy of note also is the fact that the formed perceptions of people develop into attitudes which tend to influence their behaviour towards others, and towards situations (see Figure 3).

Figure 3: How perception can influence behaviour



2.6.2 Factors that influence perceptions

Factors that influence perceptions are varied. As explicitly postulated by Bokowski (2003: 53), the influencing factors follow a continuum across four processes and stages of stimulation, registration, organization and interpretation (see figure 4).

Figure 4: Continuum across four influencing processes of perception

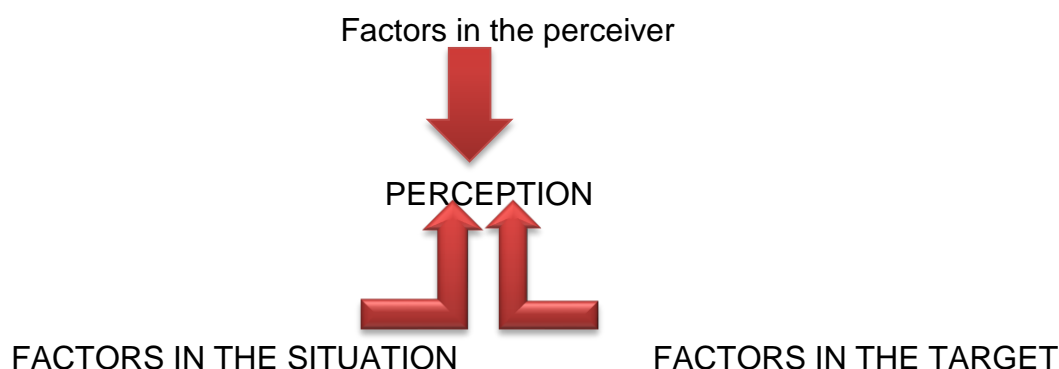


From this continuum of four processes and stages in figure 4, a person's awareness and acceptance of an outside factor (stimuli) plays an important role in how one registers what one sees. Receptiveness to the stimuli then becomes organised and interpreted based on a person's beliefs, attitudes, motivations and personality. Individuals then select ultimately the stimuli that satisfy their immediate needs (perceptual vigilance) and disregard the stimuli that cause psychological anxiety (perceptual defense).

What then comes out from this process is a skewed bias towards the perceiver – people form opinions about others which in most cases makes them feel good about themselves, disadvantaging the perceived who unfortunately cannot at that point in time defend themselves from such an unfounded perception.

Robbins et al. (2014: 142-143) succinctly takes the argument further by pointing out that factors that influence perception can reside in the perceiver, in the object or target of the situation in which the perception is made (see figure 5). The given factors are further discussed below under descriptive headings

Figure 5: Factors that influence perception



Source: Adapted from Robbins et al., (2014: 143).

2.6.2.1 The perceiver

When one looks at a target the attempt to interpret what one sees is influenced by one's personal characteristics. These comprise one's attitude, personality, motives, interests, past experiences and expectations. For instance, as an offender if one expects the correctional officer to be authoritative by virtue of the position occupied, chances are that one's perception of them will be influenced by what one has already formed in one's mind regardless of one's actual traits and dispositions.

2.6.2.2 The target

The characteristics of the observed target can equally affect what people perceive. For instance, a tall correctional officer would stand out in a crowd or a group of other officers of normal height. The point here is that people are not perceived in isolation. This means that the relationship of a target to its background can also influence perceptions, as does people's tendency to group close things together.

On this point, people have often generalized and stereotyped black people or other

members of a group that has distinguishable features and characteristics as being the same. For instance, false assumptions are made against people such as all people with tattoos are gangsters, or that all black men with a darker hue are thieves.

2.6.2.3 The context

The actual time of day or night in which one sees an object, event or a person can equally influence one's attention as can be the very location, coupled with other situational factors. For instance, in a fierce fight of words between an inmate and a chaplain at a correctional centre on a Friday night, one might not remember or perceive the preaching skills of the chaplain but perceive instead one's fighting abilities. Yet, if that same chaplain offers a powerful preaching sermon on a Sunday morning at the same correctional facility, people's perceptions of him might be different from how they were on the Friday night. In this case, neither the perceiver nor the target has changed between the Friday night and Sunday morning but the situation is different (Robbins et al., 2014: 142-143).

What one can draw from the discussion above is that much as perceptions can be a distortion of reality, one cannot dismiss them without ascertaining firstly what informs them, that is their etiology, or even finding out the basis for their manifestations. These can encompass actual motives, past experiences and even expectations. This therefore suggests that any negative perception of a situation arrived at, or about a person's behaviour, need not be dismissed but rather be rigorously interrogated and studied upwards, downwards, and even sideways for possible reasons.

The behaviours pointed out above are the result of attitudes formed over years and informed in turn by people's perceptions. In the context of this study, perceptions can be two-fold: from correctional officers and inmates regarding one another and regarding the rehabilitation process they are both engaged in.

2.6.3 Perceptions of correctional officials and offenders on rehabilitation as a programme in prison

Against the background of what perceptions are and how they are formed, the next question is what have been the perceptions and attitudes of correctional officials and offenders regarding rehabilitation as a programme in different prison settings based on the findings of different researchers?

The results drawn from a study by Rozani (2007: 89) showed that “correctional officials’ attitudes were more positive towards the rehabilitation of offenders than towards treating the offenders with respect and dignity” – principles upon which rehabilitation programmes are based. This therefore provided some explanation for the high rate of ill-treatment of offenders in the research sites.

An explanation provided for the perception was that people regard correctional institutions as schools of crime where offenders learn new ways of committing crime. Until this belief is changed the perception remains pervasive.

Patrick and Marsh (2008: 47& 61) in their research found that “inmate perceptions of punishment and rehabilitation were more independent of one another, at the same time being related to different types of inmate relationships with others in the prison setting”. Additionally, inmate perceptions of punishment (a consequence of not adhering to rules in all rehabilitation programmes provided) appeared related to the physical environment of the prison setting. The researchers concluded that for any rehabilitation programme to be effective, inmates must perceive them as sincere, and believe that the prison sees rehabilitation as a goal.

Whereas Lee (2007: 46) found that as much as policy makers tend to target different genders separately in prison settings based on assumptions and perceptions that males and females have completely different responses, or even different realities which call for gender specific type of programme interventions, the study revealed that both genders tended to respond the same way towards rehabilitation and punishment. It is concluded that policy makers need not be concerned with differences in gender in minimizing rehabilitation and maximizing punishment.

Another study by Gatotoh et al, (2011: 269) showed that correctional officers believed that a correctional counseling programme is an important tool for rehabilitating inmates through behaviour change, yet preferred, based on their beliefs and perceptions, punishment to counseling. The implication of this finding is that there is a need to impress on correctional officers the importance of correctional counseling.

In yet another study by Gideon (2010: 604) it was demonstrated how “participating individuals in rehabilitation programmes realised the importance of both motivation and treatment as channels to their recovery from drug addiction”. Findings from this study

suggest that participants perceived treatment as necessary and important in triggering motivation by helping them identify their substance abuse as a problem but would have little effect on those who are not motivated. The conclusion is that such perspectives are highly important in understanding the difficulties and barriers faced by offenders and the formal support they need to promote through motivation.

From the findings of the different research studies reviewed above, it is evident how perceptions of correctional officials and offenders on rehabilitation programmes and on each other are formed. These include aspects such as people's values and beliefs, the nature of relationships of one to others, assumptions people have of others, lack of trust between correctional officials and offenders and among each other. The question of gender differences also seems to play a part in perceptions, including motivation as well. The question then is: "Are these perceptions realistic? Much as perceptions are innately informed, external factors such as the environment (physical setting) play a part. What needs to be considered is that perceptions can both be positive and negative to the extent of stereotyping.

2.7 REHABILITATION PROGRAMMES IN CORRECTIONAL CENTRES

2.7.1 Rehabilitation programmes in the South African correctional settings

According to Jules-Macquet (2014: 11) and Thinane (2010: 11-12) in South Africa rehabilitation and integration programmes and services are available to inmates serving sentences of 24 months or longer. These services include, among others: Psychological services, Social Work sessions, Religious Care, Education and Training programmes and Sports, Recreation and Arts culture programmes (See Table 1):

Table 1: Some rehabilitation programmes currently recognised and used by DCS in South African correctional centres

Psychological services	Social work services	Religious Care	Education and Training	Sports, Recreation & Arts Culture
Individual therapy	Individual therapy	Religious and church services	Adult Basic Education and Training (ABET)	Soccer
Group therapy	Group therapy	Group sessions	Mainstream education	Drawings
Family therapy	Family therapy	Personal interviews	Correspondence studies	Choir
	Pre-release preparation	Personal religious needs	Technical studies	
		New life behaviour	Vocational Training	
		Crime-free lessons & honest living	Occupational Skills training	
			Entrepreneurial skills training	
			Recreational and library education	
			Computer-based training	

Source: Thinane (2010).

2.7.1.1 Psychological services

Psychological services are implemented in different correctional settings in order to treat the underlying emotional or mental problems that led to the committal of the offence and they are rendered in two ways: individual psychotherapy and group therapy (Muthaphuli, 2008:65). Such programmes are offered by registered psychologists and focus on the different personality types of offenders. Emphasis in their service delivery is on individual sessions over and above group therapy presumably to help offenders to understand themselves intensely so that they could change their behaviour (Jonker, 2011: 55).

“The main functions of the psychologist entail assessment, diagnosis and treatment of sentenced offenders, probationers and persons under correctional supervision. Assessment and diagnosis are continuous functions which come into play directly after an offender has been referred to the psychologist. Assessment is done in order to get a complete picture of the person's general functioning. During evaluation, various methods are used to obtain information such as interviewing, psychometric tests and observation of persons in group situations, feedback from prison officials working closely with them, including consultation with family members and other collateral sources who have the necessary information about the offender in question” (Jules-Macquet, 2014: 13).

Effectiveness of this programme is hampered by shortages of qualified psychologists within DCS, a situation which limits effective therapy, intervention and treatment efforts (Herbig & Hesselink, 2013: 34). On the other hand, some of the gaps pertaining to the scarcity of qualified psychologists in all DCS settings affect all sentenced offenders, probationers or persons under Correctional Supervision who cannot receive adequate psychological treatment. As a result, the limited offerings of psychological services critically affects the following:

- Suicide risks – which tend to escalate.
- Court referrals –possibly leading to the postponements of hearings.
- Persons who have previously received psychiatric or psychological treatment and / or who are mentally ill – who can relapse.
- Young people and women – whose vulnerability can escalate resulting in them re-offending and or becoming victims of crime.
- Aggressive and/or sexual offenders – who can become a danger to themselves and to others (DCS website, nd).

The implication based on the scarcity of qualified psychologists in South African prison settings is that participation in psychological programmes is mainly voluntary, except in cases where the court recommends such services to be offered. Research findings in 2011 (Jonker, 2011: 5) revealed that in 2008 there were only 36 psychologists appointed for offenders in custody in South Africa who could not render their services adequately and as required for rehabilitation. Jules-Macquet (2014: 12) broadens the evaluation by providing

the scenario of psychological service use from 2009-2013 which indicates that an average of 12% of offenders have accessed psychological services – the lowest in comparison to all existing rehabilitation programmes in DCS.

2.7.1.2 Social Work programme

“Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility and respect for diversity are central to social work. Underpinned by theories of social work, social sciences, humanities and indigenous knowledge, social work engages people and structures to address life challenges and enhance wellbeing” (International Federation of Social Workers - IFSW, 2014:1).

The implication from this definition is that much as social work is about theory, practical application of the very theory is important and essential. The aim of this field of practice is to bring about change in the lives of people so that, in turn, people should own and control their problem-solving process. The main point of departure in social work is that people by virtue of being human have rights and responsibilities that ensure their growth in life generally.

Against the aforementioned definition and explanation of social work as a profession, DCS employs social workers to address familial and intimate relationship problems involving in most cases “difficulties among all prisoners and probationers. The service is aimed at maintaining and improving social functioning, and contributing to offender reintegration back to community of origin. Treatment covers a wide spectrum of social problems ranging from supportive services to intensive counseling provided mostly on an individual basis and through case or group work” (Herbig & Hesselink, 2013: 34).

According to Skidmore et al (1994: 219) the social worker aims to assist the offender change his or her present pattern of behaviour to be more constructive and socially acceptable. This goal in a prison setting can be achieved through two avenues which are:

- Working with individuals to help them change through the better understanding of self and by tapping the persons innate strengths, capacities, and capabilities
- Influencing a persons’ environment in order to make it more conducive for change.

As an illustration, to the above points, examples of individual problems of offenders that

social workers often engage in are problems related to low self-esteem, anger, and absence of emotional support from families and friends. In such instances then, the social worker can play the role of encourager. In terms of environmental challenges the worker may help the offender to increase his or her confidence to accept and withstand the societal pressures in order to create an enabling environment (Skidmore et al, 1994: 219).

According to Jules-Macquet (2014: 12-13) the core function of social work sessions in a correctional centre is to assess the offender in order to determine their needs and challenges for the ultimate provision of needs-based services. Such services aim mainly at enhancing their social functioning, with the ultimate aim of their reintegration back to their communities of domicile. In order to ensure a holistic intervention in the lives of offenders, social workers also act as a link in maintaining family and social ties of the offender whilst incarcerated – a function that instils hope in especially hopeless situations (Herbig and Hesselink (2012: 34).

Families of offenders' may experience a crisis at the point of incarceration, with restricted and unclear prison procedures against them – factors that can influence visitations and in turn hamper complete rehabilitation. Also, during the term of imprisonment the family of the offender in most cases are bound to redefine their roles especially when the offender was a breadwinner. Social workers are equally instrumental in providing useful information to facilitate reintegration into communities (Du Bois & Miley, 2010: 305)

The DCS's website (Department of Correctional Services, nd) provides an even clearer picture of the actual social work services offered by the DCS, and these include: Professional assessment of all the cases interviewed and handled; Individual and group therapy; Supportive services offered during crises; Life skills; Substance abuse and misuse; Family therapy and marriage enrichment; Anger management and Sexual offender treatment services.

Regarding the practical usefulness of the social work programme as offered by DCS, a study undertaken by Ngubane (2007:65) revealed that participating offenders in such a programme showed significant behavioural changes which included them gaining insight into the crime committed and acceptance of their wrong behaviour, willingness to change and gaining insight about life in general. The study further indicated that offenders who participated in the programme articulated that after intervention they were able to display the following positive attributes :

- Communicate with fellow offenders freely,
- Contribute ideas that are of benefit and value to others in their interactions with others,
- Face problems with an open mind-set and;
- Educate others about the prevention of HIV and AIDS.

It is clear from the discussion above that the social work programme is being utilised actively by offenders in South African correctional settings, implying availability, popularity, essence and easily understandable services by offenders.

2.7.1.3 Religious Care

Spiritual programmes for offenders are provided by spiritual workers in the form of various church services through various denominations. A communal experience of faith is the main focus of this programme. The services range from:

- Group discussions which are conducted in different sections by various denominations.
- Personal interviews by spiritual workers which are provided voluntarily on the request of offenders
- Bible study is also done by various denominations in different sections of the prison setting (DCS website, nd).

Cilliers and Smit (2007: 87-88) posits also that communal experience of faith in the religious care programme is the focus, especially in the context of larger group gatherings. Offenders' personal spiritual needs receive attention in individual sessions and small group meetings led by the chaplain or spiritual workers. During these meetings and with the aim of rehabilitation, the specific focus is on the offender's experience of their conviction, their adaptation to life in the correctional environment and the process of leading them to a life free of criminality. Attention and support are also provided in the recovery and maintenance of the offenders' view of themselves, their relationship with their families, and in their relationship with friends.

Worth noting is that much as the Christian faith seems to dominate in certain correctional settings the ideal is for the inclusion of all faiths practiced in the South African situation. The DCS also employs full time chaplains and part time spiritual workers from various

religious backgrounds.

The findings from research by Cilliers and Smit (2007: 87) reveal that spiritual sessions (51%) and social work (34%) sessions had by far the biggest attendance in terms of participation. The researchers could not, however, conclusively determine whether these two types of sessions were the most needed among the inmates or whether they were the most readily available to offenders. The implication, however, is that high participation in a programme can be indicative of usefulness of such programmes from the consumers of such services.

2.7.1.4 Education and Training

Education and training is not only a means of supporting offenders in their transition from prison to the practical real world; it serves as a basic right afforded to offenders. Ideally no offender ought to forfeit the utilisation of such a right whilst incarcerated. Education has possibilities of providing people with a source of hope and aspiration for the future, especially in environments of hopelessness (Hawley, Murphy & Souto-Otero, 2013: 9).

“DCS has placed education, and training, at the centre of its rehabilitation agenda. This programme is aimed at eliminating mainly illiteracy, under qualification as well as addressing the absence of critical technical skills and competencies, required for employment or self-employment upon release from” prison (Mhanga & Wolela, 2015:1).

As indicated on the DCS website (DCS, nd) the following services are offered in different South African correctional centres as part of their education programme:

- Education for children of school-going age: Education opportunities are made available to children 15 years and younger who happen to be incarcerated (It must however be emphasised that incarcerating children this young is a last option recommended and under extraordinary circumstances). Learning methodologies and outcomes that aim at meeting their personal needs and eventually contribute towards their personal growth are used. The curriculum as prescribed by the Department of Education is closely followed.
- Pre-Adult Basic Education and Training (ABET) level 1-4: Pre-Abet programmes serve as a compulsory part of the ABET field and provides opportunities to learn the fundamentals of learning and reading. The programme is presented by trained

ABET practitioners comprising qualified educators, functional prison officials and trained offender facilitators.

- Further Education and Training: This programme is offered in cooperation and in conjunction with National and Provincial Departments of Education and the DCS is bound by the directives and curricula of these departments. Free education up to and including grade 12 is provided to all sentenced registered learners.
- Higher Education and Training: All modules/study fields in this band are to be enrolled for through distance learning at the offender's own time and expenses.
- Computer-based learning: In this programme trainees are provided with skills that will enable them to be computer literate.

As an illustration of usage of the education programme widely in South African correctional centres, from 2009 to 2014 more than 108,321 inmates have already participated in formal education programmes. From April 2013, it was made compulsory for every inmate, without a qualification equivalent to Grade 9, to complete Adult Education and Training (AET) level 1 to 4. Offenders are also trained as Literacy Facilitators to teach functionally and totally, illiterate offenders to read, write, spell and study – thus being elevated and empowered to becoming trainers themselves (Mhanga & Wolela, 2015: 1).

Over the years, DCS has not only recorded a satisfactory pass rate among offenders writing educational examinations but there has also been an increase in the number of offenders participating in vocational training and occupational skills programmes. In this regard DCS increased the number of full-time correctional centre schools from one in 2009 to fourteen in 2014. Of those who registered for Grade 12 in all existing correctional centres in South Africa in 2014 their overall pass rate increased from 58.8% in 2013 to 68.9 % in 2014 with an all-time record of 185 offenders sitting for the examinations (Mhanga & Wolela, 2015: 1).

The research conducted by Sarkin (2008:75) revealed that most South African prisons have teaching facilities though they are of poor quality and limited to meet the needs of all offenders wishing to use them. Such prisons have classrooms, library, workshops and computer rooms. Present also, in such prisons are qualified personnel with some form of training in Adult Basic Education and Training (ABET), basic computer skills and in craftwork.

For the 2013/14 financial year the DCS had spent approximately R686, 714,000 on offender development through education. The nature of such budget enabled offenders registered under such educational programmes to benefit in terms of skills through the National Skills Fund. DCS is equally working closely with the Directorate: Facilities Planning and Development to address also its infrastructural needs over the next three years (2015-17), including working on strengthening relations with the National Student Financial Aid Scheme (NSFAS) of South Africa (Mhanga & Wolela, 2015: 1).

Over the past five years (2009-2013) an average of 20% of incarcerated offenders accessed formal education programme (Jules-Macquet (2014: 14), implying committal on the part of the inmates to want to improve their literacy level, and committal on the part of DCS in its provision of material and nonmaterial resources pertaining to educational improvement of inmates.

2.7.1.5 Sports, Recreation and Arts Culture Programmes

The recreational programme entail the training and coaching of inmates in different kinds of sports and cultural activities such as soccer ,volleyball, crafts, knitting and sewing ,drawing, choirs, traditional dance groups and drama groups. These kinds of programmes include both indoor and outdoor activities and are structured in such a manner that they promote good morale, including sound mental and physical health (Cilliers & Smit, 2007:86).

Based on the informality on the delivery of this programme, over the past years (2009-2013), an average of 92% of offenders accessed these activities, which include organised sports and choirs (Jules-Macquet, 2014: 15).

The high average of participation of offenders in sports can be due to its relaxed nature with very few rigid rules to follow. Sports and recreational activities can also be instrumental in enabling participants to “let off steam” – a therapeutic process in itself.

The implication from the discussion of the major rehabilitation programmes in the South African correctional centres is that all the offered programmes though different from each other serve a particular need in the lives of offenders. The programmes are structured in such a way that with effective application a holistic intervention regarding utilisation is a possibility. They are holistic in the sense that they incorporate all aspects of an inmate life that is, intellectual, physical, social, psychological and spiritual aspects.

On the other hand what seem evident though is that access of these programmes is unequal (see Table 2). According to table 2 apart from sports and religious care, social work sessions compared to psychological services and formal education and training was more accessed over the last past 5 years (2008-2012), culminating in the usage of such services at 99% in 2013 (Jules-Macquet, 2014: 11). The discrepancy in the usage of services can also be based on aspects such as choice (service use being optional and not compulsory), ratio of incarcerated offenders to staff being highly unequal (see Table 3), and to an extent professionalism in service delivery by practitioners (Jules-Macquet, 2014: 17).

Table 2: Approximate number of offenders who accessed selected rehabilitation programmes/services in South African correctional centres (2008-2013).

Indicator of offender attending:	2008-2009 (N=109 877)	2009-2010 (N=114 972)	2010-2011 (N=113-571)	2011-2012 (N=112 467)	2012-2013 (N=104 878)	2012=2013 %
Social Work sessions	116, 115	208, 861	134, 358	40, 469	104, 073	99%
Psychological services	9, 073	9, 494	No figures provided	No figures provided	20, 865	20%
Formal Education	15, 130	21, 552	26, 320	25,224	22, 351	21%

Source: Jules-Macquet (2014: 11).

Table 3: Ratio of incarcerated offenders to staff (2012-2013)

Indicator	Ratio 2012-2013
# Social workers	208
# Psychologists	1565
# Educationalists	227

Source: Jules-Macquet (2014: 17).

To be noted however is the commitment of DCS in improving services pertaining to the rehabilitation of offenders. For instance, according to the Department of Correctional Services Annual Report of 2012/2013 (2013: 32) “during the 2012/2013 Budget Vote Speech, the Deputy Minister of DCS announced that the Department of Correctional Services was to design appropriate rehabilitation path for offenders who have committed various crimes, and ensured that appropriate correctional programmes were being

designed to address offences of car hijacking, business robbery and house robbery” DCS has also in the year 2013 finalised a correctional programme on murder-related offences, named “Changing Lanes” which has been made available to regions for implementation. In 2013 equally, a programme on robbery was developed, the finalisation of which is still to be announced. “The Sexual Offender Treatment Programme was approved, with its training schedule developed as well. Twenty three (23) Social Work Managers and supervisors were trained on the programme in February 2013 and training for employees at operational levels was also included in the 2013/2014 plan” DSD is said to have also signed a memorandum of understanding with Foundation of Victims of Crime (FoVoC) with the purpose of tracing victims of crimes for their possible participation during the parole placement considerations of offenders who committed offences against them.

For the effectiveness of all desired changes in the form of enlargement of services, appropriate services coupled with financial resources made available for implementation, committed and motivated service providers and users of such services becomes essential.

2.7.2 Rehabilitation programmes in correctional settings other than in South Africa

It would be interesting at this juncture to briefly review on some of the rehabilitation programmes in other correctional settings other than South Africa for comparison purposes.

- Australia

Howells, Heseltine, Sarre, Davey and Day (2004:91) in their study found that offender rehabilitation programmes available in Australia vary from one area to another for example in South Australia these include anger management, victim awareness, alcohol and other drugs, domestic violence, ending offending and think- first-while-in-Australian. Whereas In the Capital territory these include: drug awareness programme, coping skills, thinking- for- change, power and control and sex offender treatment programmes. The question is: are these programmes geographically and territorially informed over being policy bound and uniform?

- England and Wales

With prisons in England and Wales their offender rehabilitation programmes are somewhat different. According to House of Commons Rehabilitation of Prisoners First Report -

2004/05 (2005:160-161) emphasis is more on offending behaviour treatment programmes and on sex offender treatment programmes. With the offender behaviour treatment programme the core issues addressed are:

- **Enhanced Thinking Skills:** Aim at addresses thinking and behaviour associated with offending. The programme uses a series of structured exercises designed to teach interpersonal problem solving skills. It mainly targets both male and female high risk offenders. It is aimed at sex, violent or drug offenders. The programme is 20 sessions of 2 to 2.5 hours over a 4 to 10 week period (40 to 50 hours in total).
- **Reasoning and Rehabilitation:** Teaches offenders a series of social and cognitive skills. The programme provides a steps of structured sessions, mainly aimed at teaching inter-personal problem solving skills. The programme is 38 sessions of 2 to 2.5 hours each, over approximately 13 weeks at three sessions per week or 19 weeks at two sessions per week (76 hours in total).
- **Controlling Anger and Learning to manage it:** This programme mainly aims at reducing aggressive and offending behaviour that is related to poor anger management, through teaching social skills and anger management techniques. The programme contains 24 sessions of 2 to 2.5 hours plus three individual sessions over a period of about 8 to 24 week period.
- **Cognitive Self-Change Programme:** An intensive programme aimed at reducing instrumental violence and offending behaviour by targeting and addressing behaviours such as lack of insight into violent behaviour and violent tendencies. It is aimed at predominantly adult men aged between 24 and 50 years. The programme ideally extends over 160 sessions of group work lasting from 1 hour 15 minutes, taking place every two weeks, and offered in individual sessions. The programme extends over a period of approximately one year to complete but is dependent on individual progress.
- **Cognitive Skills Booster Programme:** This programme is designed to reinforce learning from general offending programmes through skills rehearsal and the prevention of relapse. The programme lasts between 3 and 10 weeks equivalent to 20 to 25 hours in total (House of Commons Rehabilitation of Prisoners First Report - 2004/05, 2005:160-161).

With the sex offender treatment programme, the treatment goals of this programme include helping offenders develop understanding of how and why sexual offences were committed,

to increase awareness of victim harm issues, and to develop meaningful life goals as part of a relapsed prevention plan. The programme is targeted at male medium- and high-risk sex offenders, and challenges thinking patterns, develops victim empathy and relapse prevention skills. The programme consists of 86 group sessions of 2 to 2.5 hours each, and lasts approximately five months (at four sessions per week).

- Nigeria

The research by Asokhia and Agbonluae (2013: 227 -228) found that not always is rehabilitation dictated by policy but popularity. They found that adult and remedial educational programmes and educational development projects were available in the prison they studied in Nigeria - Edo State. Educational programmes were provided only in prisons with classrooms or lecture rooms. Other rehabilitation services, carpentry and tailoring were in 3 and 4 prisons only based on the popularity of carpentry and tailoring in Nigeria and the ease of establishing carpentry workshop and tailoring shop formed the basis of emphasis regarding the programme. The availability of religious services (Christian and Islamic religious services) in all the prisons in Edo State was based on the availability of churches and mosques in some of the prisons, and the popularity of Christianity and Islam in Nigeria as a whole. The availability of shoe making in 4 of the 6 prisons was given as a result of the availability of facilities for shoe making in the 4 prisons and the fact that a cottage shoe making industry does not need huge amount of capital to establish. The availability of football and indoor games (card, ludo and draft) in all the prisons was given also as a result of the popularity of the sport and football and indoor games in Nigeria (Asokhia & Agbonluae, 2013: 227 -228).

- Ghana

Rehabilitation programmes in most prisons in Ghana are aimed at addressing the education and skills, spiritual, physical and psychological needs of offenders. According to the Ghana Prisons Service Annual Report (2013: 31-33) these rehabilitation and reformation programmes are broken down into the following categories:

- **Chaplaincy Activities:** The prisons in Ghana undertake a number of activities aimed at reforming inmates. These included moral education, counselling, preaching and mentoring.
- **Educational Programmes:** The educational programmes comprise non -formal,

and formal education which also includes skills training. Most correctional centres in Ghana recorded 100% pass in the 2013 educational results, and all of them had placement in various Senior High Schools and Technical Institutes within the Greater Accra Region. Additionally, these centres in 2013 presented thirty one (31) inmates for the National Vocational and Technical Institute

- **Trade Training:** During the year 2013, the centres ran some trade training programmes which included: Auto Mechanics, Welding, Vulcanizing, Carpentry, Tailoring, General Electrical, Shoemaking, Blacksmithing, Ceramics and Draughtsmanship.
- **Sports:** By way of providing some recreation for the offenders, the centres offer football matches, table tennis, volleyball and other indoor games for its inmates. This is mainly aimed at reducing boredom and boosting their health.
- **Counselling:** The Counselling Unit at the different centres offer counselling sessions for the inmates on regular basis. The main activities include: case studies, group work and academic counselling. This is done in collaboration with the Chaplaincy Unit.
- **Religious affairs unit:** Various faith-based organizations visit the different centres to share the word of God with both inmates and officers. On the whole, not less than fifty five (55) churches, thirty nine (39) Islamic faiths made their mark in 2013 country-wide. Other Faith-based, Non-Governmental Organizations and eleven (11) spirit-led individuals were given permit during 2013 in different correctional centres for instance in order to perform ministry with the prisons. The activities of these religious groups aim at enhancing the reformation attempts of the Ghana Prisons Service.

The implication from the provided four scenarios is that rehabilitation is tailor-made in each provided context, over and above being a general practice in a country and blindly followed, without showing any relevance to the people the process is directed to. In Australia for instance, commonality of problems in an area determines the nature of the offence committed and in a way does influence the type of the rehabilitation programme followed. In England and Wales rehabilitation programmes aim at addressing more of the offenders' behaviour including programmes on sex offender treatment – presumably, risk factors for the committal of crime. In Nigeria aspects such as the presence of certain resources (both material and non-material) does influence the choice of rehabilitation

process adopted. In other words the types of rehabilitation processes adopted and used are need-based and contextualised for particular settings. The problem though is lack of uniformity and no clear policy in the concerned country. Meaning that offenders are bound to serve in the prison within their communities or state. The question posed is: “Do all such states and or communities have prison facilities? In Ghana, though the rehabilitation programmes used are not specific they seem general yet holistic in the sense that they attempt to address educational, spiritual, physical and psychological challenges – a seemingly holistic approach with similar South African characteristics.

2.8 BARRIERS TO REHABILITATION

2.8.1 Maximum security prison features

Within maximum correctional settings visits are limited and controlled. Counting of inmates is conducted frequently, with privacy very much absent. There is restriction of movements, with offenders locked up in cells and only allowed to go out when they have to participate in authorized activities (Matshaba, 2007:33). In addition, contact with families in the form of visits is very limited. This negation is coupled with telephone restrictions. Inmates in this security setting are not allowed any type of delicacy during the limited visits and are entitled to very limited purchases of the very basics on provided days (See Annexure 1). The implication in this most restricted type of environment is the learning of illegal survival mechanisms which result in the breaking of rules, with possible repercussions should those who break such rules be caught. In other instances where corruption prevails, the offenders smuggle in prohibited goods with the assistance of correctional officials that they sometimes work in cahoots with (Muntingh, 2006: 121-133).

2.8.2 Overcrowding in the prison setting

Overcrowding is the single most pressing problem facing correctional services around the world and this generates a myriad of problems affecting prisoners in great numbers. In 2011 there were approximately 9.8 million people incarcerated worldwide, with South Africa hosting nearly 916 239 prisoners. About 57% of all those incarcerated are in Sub-Saharan Africa, on average 160 per 100 000, compared to the global average rate of 145 per 100 000 (Scheibe, Brown, Duby, and Bekker, 2011: 51).

South Africa has the highest number of prisoners in Southern Africa. The 2009/2010 annual report of DCS indicated that at the end of March 2010 there were about 164 793

inmates convicted country wide (Scheibe et al, 2011: 51). Under overcrowding conditions, antisocial activities such as sodomy, gang activities, theft of other inmates' personal and private properties becomes the order of the day (Shabangu, 2006: 164). This situation negatively affects the prison environment, causing, in turn, disequilibrium and stress on the part of the prisoners. Learning survival mechanisms (mostly criminal) in order to cope and adapt becomes again a norm.

In an overcrowded correctional setting also the ratio of staff per prisoner declines. Challenges presented by overcrowding can also have a profound impact on the quality of work performed by correctional officials and the attitudes of the inmates. For example in such circumstances staff may take on more authoritative roles projecting less positivity. Negativity can spill over to the recipients of services (offenders) who might bribe their way with hostile staff (UNODC (2011: 11-12).

2.8.3 Prevalence of HIV and AIDS in the prison setting

The scourge of HIV and AIDS is very high in correctional settings in South Africa. Prisoners interact with others and staff on a daily basis and privacy is very much limited. Chances of one's HIV status becoming known to others against the individuals' consent are high. Some identifiers of one's HIV status such as a special diet contribute to the publicity of one's status. Where individual counseling is absent because of lack of staff and overcrowding, group interventions equally become another identifier. The situation may add to the infected offender's stress and fear of being stigmatised with consequences of defaulting on treatment and ultimately resulting in death that could have otherwise been avoided (Rohleder, 2008: 283-284).

2.8.4 Lack of safety and security

In many prison systems in South Africa, the "lack of staff to supervise the growing number of prisoners has often led to selected prisoners being given supervisory and disciplinary roles illegally to keep order and maintain security. This type of practice increases the risk of abuse of vulnerable prisoners by those who are stronger. This also exacerbates corrupt practices" (UNODC, 2011: 12).

2.8.5 Sexual violence

According to Fick (2011: 54) another problem resulting from overcrowding in prison is

violence, specifically sexual violence, which in turn manifest in the high prevalence of HIV and AIDS among convicts. Unprotected sex both consensual and forced takes place often openly within the prison environment. The victims either learn to accept the situation reluctantly, with others joining gangs as a survival mechanism.

From the aforementioned discussion it is very much clear that the environment of most prison settings generally and specifically in South Africa is not conducive to rehabilitation in its holistic form and nature. Overcrowding which is a common phenomenon in most cases does result in a myriad of other problems such as; lack of safety, sexual violence, and to death from the violence and ill-health. Not only has the prison environment have an impact on the offender, offenders also do negatively impact the environment with their reactions to the undesirable situations. Learning illegal survival means in most cases as already demonstrated becomes the order of the day.

2.9 THEORETICAL FRAMEWORKS

The social learning theory, the ecosystems practice perspective and the strength-based perspectives are used as part of the theoretical framework underpinning this study. The rationale for using these theoretical perspectives in this research study are the following: with social learning theory the belief is that crime is a product of learning the norms, values and behaviours associated with any criminal activity (Siegel, 2011: 236). Any type of behaviour, according to the social learning theory, is socially constructed and not biological. Therefore any criminal activity or behaviour which is learned can be unlearned (deconstructed or reconstructed). Ecosystems practice perspective, on the other hand, assists the researcher to understand offenders in a correctional setting holistically focusing on their interrelatedness with their prison environment. The strengths perspective enables the researcher to understand prisoners further by focussing on their innate and inherent strengths, irrespective of the challenges they are facing in the prison setting.

2.9.1 Social learning theory

Learning can be defined as any long-lasting change in behaviour or knowledge that results from having acquired experience, new habits, personality traits, personal preferences and emotional responses (Weiten, 2010:232). The learned behaviour may be deliberate or unintentional for better or worse, conscious or unconscious and acceptable or unacceptable. Behavioural change in most cases results from the interaction between a

person and the environment (Woolfolk, 2010:198).

There are three forms of learning namely learning through direct experience, observational learning and learning through self-regulation. Learning through direct experience whereby there is change in behaviour as a result of performing behaviour for which they are rewarded or punished by someone else (Meyer et al ,2008:306). Observational learning occurs when one learns by observing other people's behaviour (Meyer et al, 2008:307). Learning through self-regulation include the individual's ability to regulate own behaviour particularly their learning processes (Meyer et al,2008:312).

Differential association theory is a social learning theory of crime developed by Sutherland (1947). According to Sutherland "criminal behaviour is learned in much the same way as any other behaviour. This involves learning: the techniques of committing crimes and, the motives, drive, rationalizations and attitudes favourable to violations of the law. Consistent with learning any social patterns – conventional or deviant learning takes place in groups, particularly intimate social groups" (Casey, Day, Vess & Ward, 2013: 7).

According to Siegel (2011: 236) one of the most prominent social learning theories is Edwin Sutherland's differential association theory. To Sutherland, criminality is a result of a learning process that can affect people across all age groups, cultural beliefs and different socio-economic statuses. The following are the principles of Sutherland's differential association according to Siegel (2011: 337):

- **Any criminal or positive behaviour is a social learning process:** which does in any way not encompass a political, or a legal process. Nor is it an inherited trait;
- **Learning is a by-product of closely interacting with others who can include one's family, friends, and peers.** For instance, close relations in most cases have the greatest influence on the behaviour of people who commit crime or on people with the greatest desire to change their lives for the better. In the case of a prison setting relationships with influential people such as close friends and peers determine the way people interpret everyday events. The power of these associations far out-weighs the importance of any other form of communication which includes television, and print media;
- **Criminal techniques are learned:** Learning criminal behaviour involves mastery of the technical part of committing the crime, which can be very complicated, and

sometimes simple. The same applies to any positive behaviour skills such as communication that has to be mastered. The key aspect is constant practice. As a practical example, young adults may meet and associate with criminal mentors who teach them how to beat the system by becoming successful criminals and gain the greatest benefits from their criminal activities. Additionally, novice criminals learn to use the proper and acceptable terminology that will set them apart from others;

- **A perception of the legal code influences motives and drives:** For an example when influential people disobey the law, their proteges in most cases follow suit. Sutherland terms such behaviour “culture conflict.” In other words people imitate the behaviour of influential people in their lives;
- **Differential association may vary based on frequency, duration, priority and intensity:** The point here is that people are more influenced by the quality of their social interactions. Those that last long are the ones that are internalised and appropriated over time. The same goes for frequent contacts which have greater influence than occasional ones (Siegel, 2011: 337)

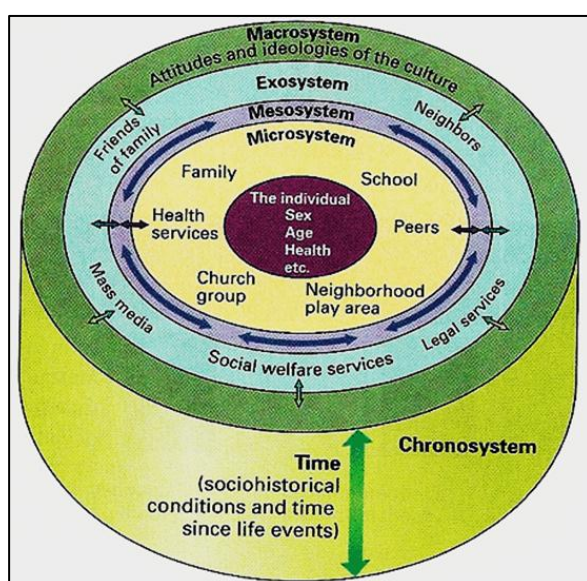
The implication from the discussion on social learning theory is that any behaviour is learned, with a firm belief that a learned behaviour can also be unlearned. Sutherland’s differential association theory puts more emphasis on the people’s interaction and association with others. Learning from the provided perspective is not at all correlated with a specific environment, but leans strongly on association. As an example, crime cannot forever be confined to the type of correctional centre the offender is serving in. Rather emphasis is on aggravating circumstances of the criminal behaviour based on the type of associations, in particular correctional centres. Learning through association then becomes a prime activity. After providing the importance of association, Sutherland did not, however, provide sufficient details on the actual learning process.

2.9.2 Ecosystem practice perspective

Ecosystem practice perspective is a framework from whence people can be viewed holistically, focusing on the interrelatedness of people and their environment. The perspective relies on the ecological aspects and general systems theory. The assumption in this perspective is that components of people, social institutions, and organisations are tied together in a system that is reciprocal (Dorfman, 2013: 236).

The ecosystem practice perspective is a combination of ecology and general systems theory which is developed to arrange, integrate and systematise knowledge and information pertaining to the interrelationships of people with one another and with their environments (Nicholas, Rautenbach & Maistry 2010:170). The different types of environments and systems can range from: microsystems, mesosystem, exosystems, and macrosystems (See figure 6).

Figure 6: Bronfenbrenner's Ecological Systems practice perspective



Source: <http://impactofspecialneeds.weebly.com/bronfenbrennersquous-ecological-systems-theory.html>

2.9.2.1 Ecological perspective

Bronfenbrenner – the proponent of the ecological perspective (Greene, 2008:199) defines the ecological approach to human behaviour as the “scientific study of the progressive, mutual accommodation throughout the life course between an active, growing human being and his/her environment.” As further outlined by Miley, O’Melia and Du Bois (2009:35), the ecological perspective conceptualises and helps explain human behaviour within different environments which include:

- The natural environment

This environment refers to the natural setting or geographical situation in which individuals live and how it impacts in turn on its inhabitants. In the case of this study the natural environment includes the correctional setting with its dynamics within which offenders live

during their term of conviction.

- The social environment

The social environment involves the conditions, circumstances, and human interactions within their environment in order to survive and thrive. (Zastrow and Kirst-Ashman, 2010:28). In the case of the study, this involves mainly the interaction of offenders with each other and with correctional officials. As part of social environment it is important to understand the impact of these interactions.

- The cultural environment

This refers to an environment wherein individuals are socialised into their cultural norms and values. Culture creates taboos and provides a framework according to which people act and react to daily life. In the case of the present study the culture prevailing (for example, the culture of violence, corruption, or the problem of gangsters) in correctional settings is examined and its impact on offenders is analysed.

- The psychological environment (attitudes and cognitions)

This environment consists of people's attitudes and perceptions pertaining to themselves and their environments as well as their responses to those perceptions. In the case of the present study these entail attitudes offenders acquire and display towards others around them, based on life experiences.

The following serve as important concepts of the ecological perspective and are provided by Zastrow and Kirst-Ashman (2010:28):

- Energy

This concept refers to reciprocity between people (offenders) and their environments (correctional centres) and can be in the form of input (energy coming in) or output (energy going out). The absence thereof connotes lack of synergy between people and their environment which can manifest in a stressful situation for both.

- Adaptation

Adaptation refers to the capacity to adjust to one's environmental conditions. The process of adapting to an environment implies change on the part of person in question (new

convict) in order to adjust to the new conditions (prison life) for effective functioning. Lack of adaptation can equally be harmful for both the inmate and the environment within which he/she functions (prison).

- Transactions

“People communicate and interact with others in their environments. These interactions are referred to as transactions. Transactions are active and dynamic because something is communicated or exchanged between an individual and systems in their environment and they may also be positive or negative” (Zastrow & Kirst-Ashman, 2010:28). Ideally it would be expected that there should be positive transaction between inmates and the correctional officials within the prison environment, which is practically absent.

- Coping

Coping is a form of adaptation that can imply a struggle to overcome problematic situations. Although adaptation may involve a form of response to new conditions either positive or negative, coping refers to the way people deal with the negative experiences encountered in the environment within which they live. Effective coping depends on the availability of both personal and environmental resources. Effective coping has possibilities of reducing stress, whereas ineffective coping can result in unrelieved or intensified stress.

In the case of the present study most convicts are influenced by their social, natural, cultural and psychological environments. Lack of synergy among these other environments within the prison setting and the inmate can impede adaptation to the prison setting, manifesting in stress. Should stress continue, the end result can be some form of physical, social, and emotional dysfunction and social disruption for the concerned offenders

2.9.2.2 Systems theory

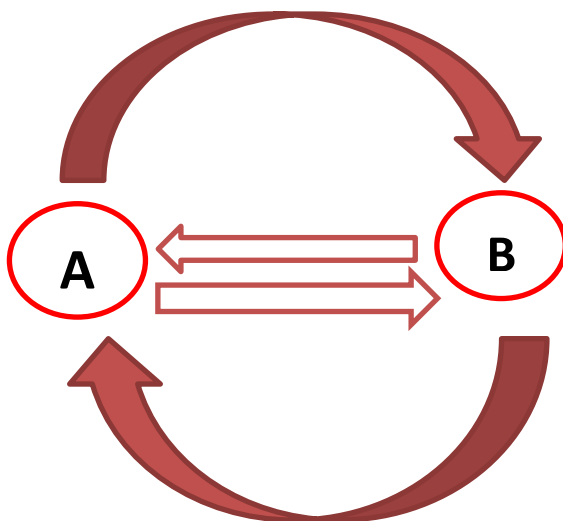
The second aspect of the ecosystems practice perspective encompasses the general systems theory. According to Berger and Ferderico (Greene, 2010:167), the general systems theory provides a conceptual framework for understanding the interactions of individuals as part of systems such as family, friends, and peers. The behaviour of people within this theoretical aspect can be understood as the outcome of the total situation in which an individual subsystem, group or other social unit interacts.

The following serve as concepts associated with the general systems theory, and are

provided by Zastrow and Kirst-Ashman (2010:21):

- Boundary: each system is a unit of wholeness with distinct property or structural limitation that separate it from other systems. The correctional facility can serve as a boundary within which systems flourish. The boundary is what makes each system unique and gives it definition based on the rules governing its operation.
- A subsystem is a secondary or subordinate system that is a component of a larger system. Thus each whole system is a subsystem to a larger component or system. Friends and members of associations can serve as part of the subsystem, of a bigger system (gangs, church). In most cases there is a relation between the system with its subsystem and between and within the subsystems (See figure 7).

Figure 7: Interdependence and interconnection of systems



- “A system grows through an exchange of energy between the system and its environment, a process that is possible only if the boundary possesses permeability. This energy can be tangible or intangible” (Zastrow & Kirst-Ashman, 2010:21). This can imply either open or closed channels of communication within gangs in prison or with different members of associations in prison.
- “The exchange of information between the system and its environment is regulated by a process called feedback, a method of evaluation used to determine whether the system’s outputs are consonant with the perceived outcomes (goals) that the system has established for itself” (Zastrow & Kirst-Ashman, 2010:21). In addition to this internal feedback, the system also has a method of measuring responses

from the external environment. In the case of this research this feedback is expected from families of the convicted offender and from the community where the offenders originate. However, this might not be forthcoming and the situation might lead to a loss of hope over the services of a correctional centre.

It is evident from the presentation above that key to understanding the offender serving time within a correctional setting is through the ecosystems practice perspective which interrogates the interrelationship between people and their environment. The offender becomes understood from within their different environments which are social, cultural, natural and psychological in nature. With the general systems theory every offender in a correctional setting is part of a system and must be understood against how these systems and subsystems function. Adaptation or lack thereof of the systems and subsystems to their boundary set by the prison setting can be a source of problems experienced - leading to learning deviant behaviour as survival techniques. The theory of social learning teaches that whatever is learned can also be unlearned. .

2.9.3 Strength-based perspective

Zastrow (2010:52) indicates the importance of understanding people not from the perspective of their weaknesses but their strength. The strength perspective is related to the concept of empowerment, which is about helping individuals, families, groups and communities to increase their intrapersonal, interpersonal, socioeconomic, and political strength. This means that whatever people engage in, they ought to own and control the process and participate in decisions that ultimately affect them.

This perspective is a shift from the pathological approach which focuses on people's weaknesses and deficits. Focus on deficits leads to an inability to discern people's potential for growth and also tends to reinforce people's poor self-image, manifesting in a loss of independence. With the deficit perspective possibilities for choice, commitment and personal development are limited (Saleebey, 2006: 29).

The following serve as guiding principles of the strengths-based perspective as highlighted by the proponent of the theoretical perspective, Saleebey (2006: 16-19):

- **Every individual, group, family, and community have strengths:**

In social work each and every individual, including people who have committed crimes, have strengths and it is very much important to help people realise, know and use those strengths.

- **Challenges and problems may also be a sources opportunities**

There is dignity to be drawn in having prevailed over obstacles including those of having been convicted. People often grow more from crises that they have handled effectively than from contented and comfortable periods of life.

- **Connect with people's hopes and dreams**

When workers (in the present study these are the correctional officials) connect with people's hopes and dreams, people develop greater faith in themselves and then put forth the kinds of efforts that can make their hopes and dreams become fulfilled.

- **Social workers best serve clients by collaborating with them:**

A worker is more effective when seen as a collaborator to people than when seen as an expert or professional who is distant from the people he/she is supposed to work with.

- **Every environment is full of resources:**

In every environment (no matter how harsh such as in a prison setting), there are individuals, groups, associations and institutions that have something to give and something that others may desperately need (both within and external to the prison situation). The strengths perspective seeks to identify these resources and make them available to benefit the people involved.

It is clear from the brief account of the strength based perspective provided above that the perspective looks beyond visible defects to more innate potentials, capabilities and abilities – latent or developed.

2.9.4 Practical application of the theoretical frameworks

According to Dwyer (2001: 29) the social learning of criminal behaviour as indicated by traditional learning theories is that it is learnt in the same way as all other types of learning, by classical and operant conditioning. In a practical criminal situation

therefore the principle of social learning can be very simple and can involve mainly operant conditioning, which indicates that criminal behaviour is learned and maintained by the rewards it brings. As indicated by Weiten (2010:245) operant responses can be usually established through the gradual process known as shaping which consists of the reinforcement of a desired response. For instance, stealing by an offender of other peoples' goods can bring material rewards to the offender in question, which can include admiration of peers, a feeling of competence in stealing, and sometimes does increase self-esteem and to some extent even thrill – elements that reinforces further learning. On a positive point also, inmates in a practical situation can be rewarded for rehabilitation programmes attended through provision of certificates and their participation is also recognized when their files are being reviewed for parole. In such cases regular attendance become reinforced by the rewards that follow.

The implication then is, practically social learning can be applied through mainly operant conditioning where one looks at what offenders are rewarded and punished for, and the kind of social learning that may result.

The ecosystems practice perspective provides guidance regarding what to look at in a situation over and above the actual intervention. As a result in a practical situation a practitioner can pay attention to the transactions between offenders and ecosystems. As indicated by Pardeck (2015: 138) In this case the concept of transaction practically will be used to advance the practitioner's understanding of the relationship between the ecosystem and the social functioning of the offender. It will move away from the belief and practice of the traditional approach which suggests that a negative environment creates problems in social functioning. In the case of this study the practitioner will realise that that the transactional approach assumes that the contact between the offender and the environment is a transactional relationship in which each is influenced by the other.

Practically the strengths perspective will be about attending not to problems, but to transactional patterns that may be made possible in the process of reshaping an offender's reality. In other words, it will practically drawing away from an emphasis on procedures, techniques and knowledge as the keys to change. In addition, the strengths perspective will be about directing attention also to the many resources

available in the transactional field that may support positive actions. For instance this can be about offenders participating fully in a rehabilitation programme that will enable him or her to realise their strengths and potentials for change (Hammond, 2010: 4).

2.10 CONCLUSION

In this chapter relevant literature was reviewed from different sources. Emphasis has been on eliciting the views of other researchers on aspects such as the meaning of perception and rehabilitation, the process of rehabilitation in a prison setting, together with different rehabilitation programmes in correctional settings. Thereafter, the different theoretical frameworks used helped to understand the phenomena at hand holistically using the eco-systems practice perspective. The learning theory used helped to show that much as criminal behaviour is learned, this very behaviour in a modified and conducive environment can be unlearned. With the strength perspective ground work was laid in which the possibilities were indicated that showed the importance of equally tapping on the inherent strengths of offenders over and above fixating on their deficits. Thereafter, examples were provided on how the theoretical perspectives could be practically applied

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter provides a description of the research methodology employed in this study. It explores the research paradigm that informed the direction pursued in this study, which also includes the nature of the research study. The description of the research design follows, with highlights of the research site and target population. Sampling is clearly indicated, together with the methods that the researcher used to collect data and how the data was analysed. The ethical considerations that guided the study are highlighted, followed by a conclusion of the chapter

3.2 RESEARCH PARADIGM

This study is a qualitative type of research. According to Welman, Kruger and Mitchell (2005:8) qualitative research deals with subjective data that are produced by the minds of the participants. The rationale for using qualitative research is informed by the following advantages as highlighted by Maree and van der Westhuizen (2013: 38):

- Qualitative research attempts to collect descriptive data about a particular phenomenon with the aim of getting a clear understanding of what is observed or studied. This particular study focuses on rehabilitation of offenders in a correctional centre)
- Participants are studied in their natural habitat, which are the correctional centres and focus is on understanding and interpretation of the inmates and the functions of the correctional centres;
- Human events are looked at in a holistic manner that attempts to locate individual action in the cultural context of the prison setting;
- “In qualitative research it is believed that the world is made up of people with their own assumptions, intentions, attitudes, beliefs and values and that the way of knowing reality is by exploring the experiences of others regarding a specific phenomenon”. In the case of the study this entails eliciting the experiences and

perceptions of correctional officials and those of offenders on the rehabilitation of offenders.

3.3 NATURE OF THE RESEARCH STUDY

For the purposes of this study basic research is adopted, sometimes termed pure, theoretical and scientific research. This type of research is primarily interested in deriving new knowledge and is, at most, only indirectly involved with how that knowledge will be applied to specific, practical or real problems (Connaway & Powel, 2010: 2). In other words, some degree of realism with respect to scientific enquiry can be realised in the stated nature of this research. The qualitative nature of this research focuses on the discovery of new ideas that can be used to understand and further explore the phenomenon of rehabilitation in correctional centres generally and specifically in the demarcated area of study.

3.4 RESEARCH DESIGN

“A research design is a strategy which moves from the underlying philosophical assumptions to specifying the selection of participants, the data gathering techniques to be used and the data analysis to be done” (Nieuwenhuis, 2013: 70).

Phenomenology is used as a research design. Delport and Fouché (2009: 264) state that phenomenology is a general description of the phenomena as seen through the eyes of people who have experienced it firsthand. In the case of the study the phenomenon of rehabilitation was examined through the lived experiences in rehabilitation matters of the offenders and correctional officials. The rationale for using phenomenology in this research study was that it in a way enabled this researcher to enter the life world and life setting of participants, in order to get near first-hand information about their situation and experiences (Delport & Fouché, 2009: 264).

3.5 RESEARCH SITE

The South African correctional centres, under the jurisdiction of Department of Correctional Services, have a total of 241 correctional centres country wide. A total of 129 of these correctional centres house males only, while 91 of them house both males and females. The remaining 8 accommodate females, with only 13 for the youth. These centres house about 62,301 offenders at a time. The correctional

centres are in turn managed under 46 management areas which are grouped into six regions. There are six to ten management areas per region (Department of Correctional Services, 2008:8). The six regions comprise Gauteng Region, Eastern Cape (E-Cape) Region, Kwazulu-Natal (KZN) Region, Limpopo, Mpumalanga, and the North-West (LMN) Region, Northern Cape and Free State (NC & FS) Region, and Western Cape (W-Cape) Region (Department of Correctional Services National Offender Population Profile, 2009: 24).

The Rooigrond and Potchefstroom Correctional Centres are in the North-West province under Rooigrond and Klerksdorp management areas - respectively in the LMN Region. Rooigrond Correctional Centre is situated about 30 kilometers away from the town of Mahikeng, the capital city of the North-West province.

Potchefstroom Correctional Centre, on the other hand, is situated on the outskirts of Potchefstroom. These correctional centres are maximum centres in the province, housing both sentenced adults and youth males and females, who are kept in separate sections according to age, schooling needs and medical problems (Department of Correctional Services National Offender Population, 2008: 13).

The rationale for the choice of this setting is informed by the findings of the DCS National Offender Population Profile (2009: 15) (the last released so far with no reports released yet for 2010-2014), which revealed that in 2009 the LMN Region within which the Rooigrond and Potchefstroom Correctional centres are situated in the North-West Province had a total of 6 117 maximum sentenced offenders in custody. This provided figure of maximum sentenced offenders was the third highest from the six regions of correctional centres in South Africa (See table 4).

During that same period (2009) it was also noted that when the totals of crime categories were compared, the majority of sentenced offenders were incarcerated for aggressive crimes, and they constituted 55% of the total sentenced. Aggressive crimes range from: murder culpable homicide, child murder, common assault, damage to property, etc. The LMN Region retained again third position of such aggressive crimes which also included sexual offences –See Figure 8 (Department of Correctional Services National Offender Population Profile, 2009: 25). The question that needed to be answered was with such high numbers of offenders in maximum security, and also incarcerated for aggressive crimes “what are the

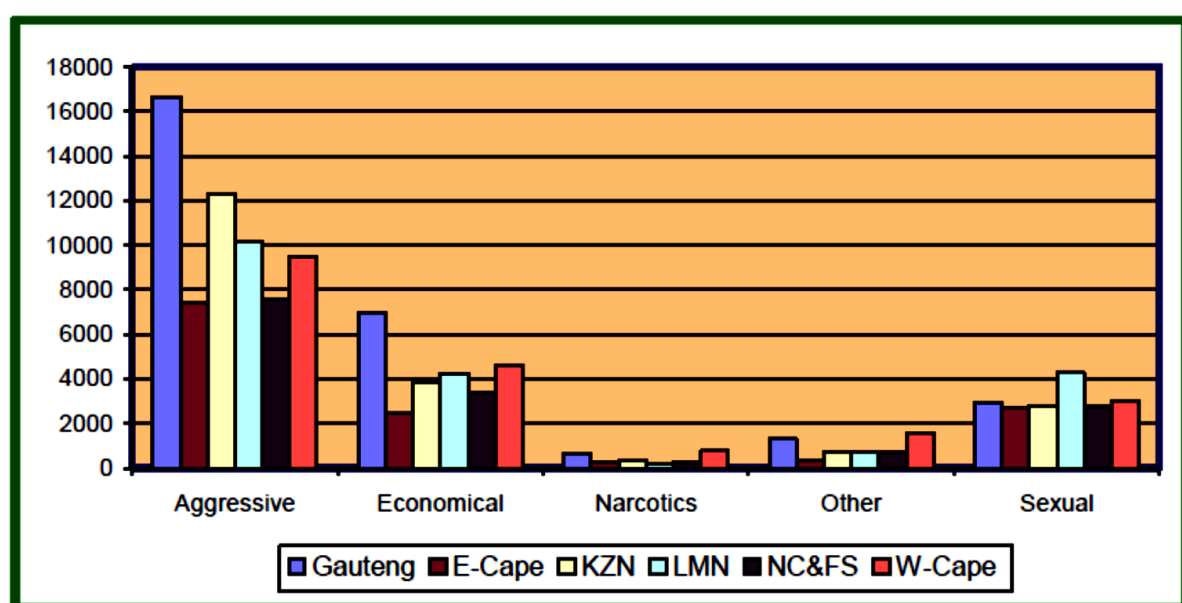
perceptions of those very offenders and the perceptions of correctional officials in maximum security regarding rehabilitation processes and rehabilitation programmes”?

Table 4: Provincial sentenced offender statistics: Security Classification as in 2009, with totals of 2006, 2007, 2008 & 2009 included.

Region	Maximum	Medium	Minimum	Non-Board	Unclassified	Total
Gauteng	7 866	18 355	963	907	385	28 476
E-Cape	2 831	7 740	1 819	570	255	13 215
KZN	6 762	11 037	1 248	528	420	19 995
LMN	6 117	11 307	1 319	618	292	19 653
NC&FS	4 583	7 449	2 204	397	152	14 785
W-Cape	2 729	14 123	1 841	511	155	19 359
Total June 09	30 888	70 011	9 394	3 531	1 659	115 483
Total Dec 08	31 489	69 882	8 046	3 079	1 964	114 560
Total Jun 08	33 020	68 141	5 332	3 822	3 018	113 333
Total 2007	34 155	63 974	1 920	12 335	18	112 401
Total 2006	37 292	60 110	1 242	14 551	14	113 209

Source: Department of Correctional Services National Offender Population Profile (2009: 24).

Figure 8: Sentenced offender statistics: Crime categories as on 30/06/2009



Source: Department of Correctional Services National Offender Population Profile (2009: 25).

3.6 TARGET POPULATION

Blankenship (2010:82) defines a population as a group of all individuals, organisations or artefacts that could be involved in a particular study. The target population in the case of the present study comprised offenders and correctional officials at Potchefstroom and Rooigrond maximum correctional centres in the North-West Province

3.7 SAMPLING

Nieuwenhuis (2013: 79) explains sampling as the process used in order to select a portion of the population to be studied, bearing in mind that in the case of the current study the large sizes of the selected correctional centres made it impossible for the entire population to be studied. This situation then scientifically pointed to the need for a small portion of the population to be studied and therefore sampled.

3.7.1 Sampling procedure

Qualitative research generally is based on non-probability rather than on probability approaches (Nieuwenhuis, 2013: 79). According to Strydom (2009: 201), in non-probability sampling the odds of selecting a particular individual are not known.

For the purpose of this study purposive sampling was employed which means that participants (offenders and correctional officials) were selected on account of some defining characteristic that makes them the holders of the data needed for the study (Nieuwenhuis, 2013: 79). Purposively selected participants had undergone rehabilitation programmes in a correctional centre of maximum security. This type of sampling as Nieuwenhuis, (2013: 80) further indicates is entirely based on the judgment of the researcher. This means that based on this researcher's knowledge of the population a judgment was made about which participants were ideal in providing experiential information related to rehabilitation. For instance in the present study it was important to interview offenders and correctional officials with first-hand experience in the rehabilitation of offenders – either as participants or providers of those services in maximum security than a sample of all offenders and correctional officials in correctional centres.

3.7.2 Sampling criteria

Each member of the sample had to comply with the following eligibility criteria for inclusion in this study:

3.7.2.1 For sampled offenders

- **Duration of stay of an offender in a correctional centre**

Those offenders who had stayed consecutively for more than five years in the correctional centre – this is a reasonable duration within which rehabilitation would have been experienced in one way or the other.

- **Gender**

Both male and female offenders in targeted correctional centres qualified for inclusion – offenders in correctional centres of DCS involve both genders. Eliciting information from both genders was considered essential and inclusionary.

3.7.2.2 For sampled correctional officials

- **Years of work experience of officials at the correctional centre, and involved in the rehabilitation of offenders**

Officials with more than five years practical experience working in a correctional centre implementing rehabilitation programmes would presumably have firsthand experience in the practices and implementation of rehabilitation programmes.

- **Gender**

Both male and female correctional officials in targeted correctional centres qualified for inclusion – correctional officials working in correctional centres of DCS involve both genders. Eliciting information from both genders was considered essential and inclusionary.

3.7.3 Sampling size

As rightfully purported by Strydom (2009: 195) “there is no rule for sample size in qualitative inquiry. The sample size depends on what needs to be known, the

purpose of the inquiry, what is at stake, what is useful, ,what provides case credibility and what can be done with available time and research”.

From the three existing correctional centres in the North-West province, two were selected based on their housing of men and women in order to get a balanced view from both genders. The two correctional centres are Rooigrond and Potchefstroom Correctional Centres under Rooigrond and Klerksdorp management areas. As in 2013 there were approximately 1 800 incarcerated offenders at Rooigrond maximum security, with about 80 officials directly involved in the rehabilitation process of these offenders. At the Potchefstroom Maximum Correctional centre a population of 1 400 offenders was recorded, with 60 officials involved in their rehabilitation. From these figures, a total of 25 participants were interviewed in all. This number was made up of 5 offenders per correctional centre participated in in-depth interviews, 5 offenders from one correctional centre made up one focus group. The remaining 10 comprised prison officials from two correctional centres.

The total number of participants arrived at was based purely on the judgment of the researcher who has the experience of having worked as a social worker in one of the selected correctional centres. Also, the final number interviewed was based on the basis of the saturation criterion, which is defined by Greeff (2008: 294) as the point where the researcher stops interviewing more participants once the same information is provided repeatedly with nothing new forthcoming.

3.8 METHODS OF DATA COLLECTION

To realize the aim of this research study semi-structured interviews in the form of in-depth interviews, focus groups, and key informant interviews were used (See Annexure 2). According to Nieuwenhuis (2013: 87) the advantages of using a semi-structured interview are the following:

- It is used in research to corroborate data from other data sources’
- In most cases a semi-structured interview calls the participant to answer a set of predetermined sample questions;
- It does allow for probing for the ultimate clarification of answers;
- Semi-structured interview schedules also define the line of inquiry.

The interviews consisted of two sections. The first section was questions about the biographical data of the participants in order to get a picture of who the participants are. With the second section concentration was mainly on their perceptions of offender rehabilitation in South African correctional centres.

Interviews in this study were based on provided interview guides (See Annexure 2, 3 & 4). Such interview guides were used to maintain focus and a particular pattern of interviewing, and also to serve as prompts to the interviewer. The structure of the guide was made very flexible in order to permit the themes to be covered in the order most suitable to the participant. The questioning style was equally flexible with no pre-stated order.

Responses to the interviews were both manually transcribed and also using a tape recorder which was declared, with permission obtained for usage from prison management and from the participants.

The following factors obtained regarding each data collection tool:

3.8.1 In-depth interviews

According to Nieuwenhuis (2013: 87) in-depth interviews (conducted with the offenders in the case of this research) which are semi structured, were used to corroborate data emerging from other data sources which in this research are books, research papers, and other official documents mentioned above as secondary data. In-depth interviews were used for the following advantages: they enable face to face discussion, they allow an opportunity for clarity seeking to unclear questions, and also allow for follow- up on interesting answers (Rubin & Babbie, 2007:125).

The question posed to offenders was: What type of rehabilitation programme have you ever participated in? Thereafter the following sub-questions emerged

- What is the goal of the correctional facility you are presently serving in?
- What is your perception of rehabilitation?
- What are the main issues that act as barriers to rehabilitation at your prison?
- What is your perception of Correctional Officers involved in rehabilitation programmes? (See Annexure 2).

3.8.2 Focus groups discussions

According to Nieuwenhuis (2013: 90) “the focus group interview strategy is based on the assumption that group interaction can be productive in widening responses”.

Participants engaged in discussion with each other rather than directing their comments to the researcher (Nieuwenhuis, 2013: 90). Participants (in the case of this study the offenders) “in focus group discussions were able to build on each other’s ideas and comments to provide an in-depth view not attainable from individual interviews” (Nieuwenhuis, 2013: 90). The focus group discussions were used for the following advantages: they are inexpensive, generate speedy results for a group of people and offer flexibility for probing (Rubin & Babbie, 2010:221).

Focus group interview can also help the researcher identify the conditions that encourage interaction and open discussion. Also, this type of interview can help the researcher in the analysis of the data through the firm understanding of what is obtaining in a group including the reason why it might have happened (Nieuwenhuis, 2013: 90).

Group discussions were facilitated around a particular topic such as: From your perception, what is the level of commitment from prison officials in terms of strengthening and enhancing rehabilitation of offenders? The topic further developed into the following sub-topics (see Annexure 3):

- From your perception what type of environmental factors are conducive to effective rehabilitation of offenders or repressive of such, at your correctional centre?
- What would you recommend as a way of enhancing and establishing the culture of rehabilitation at your maximum security prison?

3.8.3 Key informants interviews

Key informant interviews were used as another data gathering technique. The use of key informants means asking the opinion of a small number of people that are in contact with the target population and have special knowledge of its problems, needs as well as about the current gaps in service delivery to that population (Rubin & Babbie, 2007:127).

.Key informants in this study were selected because of their expertise in the relevant area of service, which is expertise in the area of offender rehabilitation in correctional centres of DCS. They were also selected because they wield power in the environment where decisions have to be made (De Vos et al, 2005:375). For the purpose of the research the following categories of officials comprised the key informants: social workers, a psychologist, religious workers, educationalists, and those in custodial care, that is all those involved in rehabilitative processes in a correctional centre.

Key informants or respected and knowledgeable people in a setting under study are valuable for a number of reasons: First, informants can provide crucial knowledge that can lead to a better understanding of a setting under study. In other words they can facilitate entrance into an area of operation (the prison setting for instance), as well as into an organisation. In addition, key informants can also be used to identify emerging themes in the interview process, based on their expertise and insight of the subject matter (Schurink, 2002: 285).

With key informants the question posed was: What type of rehabilitation programme/s do you render? Thereafter the following sub-questions emerged (See Annexure 4):

- What type of policy framework guides the implementation of your rehabilitation programmes?
- What factors would you cite as examples showing that rehabilitation programmes are implementable and need- based?
- How are offenders monitored during and after completion of programmes – a form of follow up
- Based on your perception what are the strengths and weaknesses of rehabilitation programmes at your correctional centre?

3.9 TRUSTWORTHINESS

According to Nieuwenhuis (2013: 80) it is accepted that using multiple methods of data collection can contribute to trustworthiness. Trustworthiness in qualitative research is similar to validity and reliability in quantitative research. It is about

ensuring that the research truly measured that which it intended to measure. De Vos (2009: 346-347) clearly purports that the terms credibility, transferability, and conformability are key criteria of trustworthiness and are briefly explained below:

- **Credibility:** The goal is to demonstrate that the research study was conducted in a manner that ensures that the participants were accurately identified and described.
- **Transferability:** It ought to be explained on this aspect that a qualitative study's transferability which is similar to generalising research findings might be difficult to achieve based on its small sample that in most cases is not representative of its population. The usage of multiple sources of data can enhance the study's generalisability by corroborating findings – thus strengthening the study's usefulness for other settings.
- **Conformability:** Here, the researcher tries to capture some elements of objectivity in the research study. The qualitative criterion can then be derived from asking the question of whether the data can help confirm the general findings and lead to the implications (De Vos, 2009: 346-347).

The next question is: How was trustworthiness ensured in this research study? (See Table 6):

Table 5: Summary of how trustworthiness was applied

	CREDIBILITY	TRANSFERABILITY	CONFORMABILITY
RESEARCHER	Had clear selection criteria of participants, which were adhered to: 3.7.2.	Descriptive data is provided and corroborated through the use of different data collection methods Annexure 14	Probing was done without being too personal and not to satisfy personal inquisitiveness. Annexure 14
PARTICIPANTS	Only those eligible for selection finally were included in the investigation. 3.7.2	Participants were diverse – They comprised of In-depth interviewees, focus group discussants, and key informants. Annexures 2,3, & 4	Strict adherence to ethical requirements Annexures 5,6 & 7. 3.13.
RESEARCH INSTRUMENT	Non probability sampling was used to select participants purposefully. 3.7.1.	Three data collection methods were used consistently Annexures 2, 3,& 4	Sampled questions were semi structured for all selected participants 3.8
DATA ANALYSIS	Content analysis was used following the provided steps. 3.11.	Researcher followed the described method of data analysis 3.1.1	Audit was carried out through member checking

3.10 RESEARCHER'S ROLE IN THIS STUDY

In this study, the researcher singlehandedly was involved in interacting with the participants through the interviews. The researcher was also involved in recording the field notes, and was the sole collector of data in this study. The main reasons for being the sole collector of data were based on the facts that the number of participants in the sample was small enough to make data collection manageable, and again the researcher wanted to personally share at first hand in the experiences of participants during their answering moments.

3.11 WAYS OF RECRUITING PARTICIPANTS

Permission was first requested and obtained from the NWU Ethics Committee in order to first conduct this research study ethically (See Annexure 5). Permission was also requested and obtained from DCS Management – Nationally, and in the province (See Annexures 6 &7). After obtaining permission two meetings were arranged with the provincial DCS, in order to explain the purpose of the study to management and to ask permission for secured venues that were going to be used for the interviews. During the second meeting permission was sought from the sampled officials and offenders. The purpose of the meeting among others was done to alleviate doubt and fears among the participants. Participants were also made aware that participation in the study was voluntary and they may withdraw from the study at any time if they wished to do so. Thereafter the purpose of the consent form that they had to complete was also explained to them. A follow-up letter with dates and venues for interviews was sent to the Area Manager (DCS).

3.12 DATA ANALYSIS

Content analysis was used in the study to analyse data. Content analysis is a research technique for making replicable and valid inferences from texts (or other meaningful matter) to the contexts of their use (Krippendorff, 2004: 18). For the purpose of the study qualitative data was practically used following the given steps as outlined by Creswell (2009; 189).

- **Step 1:** Organise and prepare the data for analysis

The filed notes gathered were first transcribed into text before it could be analysed.

- **Step 2:** Read through all the data

The researcher read through all the data available and arranged for analysis in order to get the general sense of the information and to reflect on its overall meaning. This process involved checking the general idea of the participants and the meaning they attached to the phenomena under study.

- **Step 3:** Analysis process was used to generate a description of the people as well as categories.

A number of themes or categories were developed, which at the end often appear as major findings and used to create headings in the findings section of the study.

- **Step 4:** Advance how description and themes will be represented in the qualitative narrative.

For the purpose of this study narrative passages were used to convey the findings of the analysis.

- **Step 5:** Making an interpretation or meaning of the data.

This included lessons learned and presented in the form of the researcher's personal interpretation of the data. It also involved the meanings derived from the comparison of the findings with information gathered from the literature or theoretical frameworks. The researcher also checked whether the findings of the study confirmed or were divergent from the assumptions stated in chapter 1 (Creswell, 2009:189).

3.13 PROCEDURES USED IN ACCESSING THE STUDY POPULATION

The researcher made preliminary visits to the selected sites – which are the selected correctional centres in the demarcated area of study. The aim of these visits was to inform the management of the centres about the purpose of the intended research and to apply for permission, and also to answer any questions they might have had concerning the anticipated study. . After getting permission the selected participants were also provided with information about the purpose of the study and to get their

cooperation as well. All the information was imparted in languages understood by both the selected offenders and the correctional officials (Setswana & English).

3.14 ETHICAL ASPECTS

It is important to highlight firstly the importance of ethics in research. As indicated by Maree and van der Westhuizen (2013: 41) ethics in any scientific study concerns itself with what is wrong and what is right in the conduct of research. Strydom (2009: 56) on the other hand explain the term ethics as a set of moral principles guiding behaviour of an individual or group, over others.

Ethical approval was obtained for the study - nr NWU –00247-14-A9 (See Annexure 5), from the Ethics Committee of the North-West University. Ethical clearance was also obtained from the National DCS and from management of the selected correctional centres (See Annexures 6 & 7).

The following ethical considerations were adhered to in the case of the present study:

❖ Informed consent and voluntary participation

Strydom (2009: 59) indicates that “obtaining informed consent implies that all possible and adequate information on the goal of the investigation, the expected duration of the participants involvement, the procedure which will be followed during the investigation, the possible advantages, disadvantages and dangers to which participants may be exposed as well as credibility of the researcher be rendered to potential participants”. All the participants in the study were informed about the objectives, procedures, including the duration of the study. The briefing sessions were followed by the completion of consent forms (See Annexure 8). For the purpose of the study the aims and objectives of the research were clearly communicated, so as to give them choice to participate or not, even the choice to withdraw any time during the interviewing process without fear of any form of threat and or intimidation.

❖ Privacy, confidentiality and anonymity

Every individual has the right to privacy and it is his/her right to decide when, where, to whom and to what extent parts of his/her private life can be revealed, (Strydom,

2009: 61). In this research study firstly the interviews were held in secured rooms away from any form of distractions, with privacy afforded to all participants. Also, participants were assured of confidentiality, in that their information was not to be revealed to any third party. The answering was anonymous in that no real names were used. For the purpose of the research, information obtained from the participants is to be kept as confidential as possible for a stipulated period of time. All tools utilised to gather information will be destroyed after consolidation of information. This will be done for a simple reason which is to curb a situation whereby information received is not traced back to individual participants.

❖ **Protection from harm**

According to Babbie (2007) as cited in by Strydom (2009: 58), the fundamental ethical rule of social research is that it must bring no harm to participants. In the case of this research study, participants were not harmed in any way – be it physical and psychological. Debriefing sessions were held at the end of the interview session in order to rectify any misrepresentation which might have arisen in the minds of some participants. The researcher at all times strived to be honest, respectful and sympathetic to all the participants in order to avoid exposure to undue physical and psychological harm.

3.15 CONCLUSION

The main aim of this chapter was to outline clearly the research methods and research designs employed in the study in order to come to an understanding and clarification of perceptions of offenders and correctional officials on the rehabilitation programmes in maximum correctional centres. As demonstrated in this chapter, all methods employed helped in order to realise the stated aim. Care was taken to choose the research methods and research designs that best respond to the research questions and objectives.

CHAPTER 4

DATA PRESENTATION, INTERPRETATION AND ANALYSIS OF RESEARCH FINDINGS

4.1 INTRODUCTION

This chapter provides the research findings emerging from data collected. The data was obtained from ten participants through in-depth interviews, with five participants constituting one focus group, and from ten key informant interviews on the perceptions of correctional officials and offenders on the rehabilitation programmes in maximum correctional centres. In Presenting, interpreting, and analysing the research findings reference will be made from time to time to literature review and theoretical framework as provided in chapter 2. This section of the study is also about providing answers to the objectives of the study which are:

- To describe perceptions of offenders and correctional officers regarding rehabilitation.
- To determine the phenomenon of rehabilitation programmes for offenders in correctional centres.
- To analyse the constraints of the rehabilitation process.
- To explain how implementable existing rehabilitative programmes are.
- To establish from participants what they recommend to the existing rehabilitation programmes in the maximum correctional centres of the North-West province.

The chapter is divided into the following: biographical data of in-depth interviewees and focus group discussants on aspects of gender, age, and educational level, number of years in custody and religious affiliation of participants. Thereafter, the biographical data of the key informants is presented. Narrative discussions then follow under ten emergent themes: rehabilitation programmes offered and whether participants participated in these, participants' perception of rehabilitation and whether rehabilitation is a goal of the correctional facility sentence is served at, perceptions of offenders towards correctional officers involved in rehabilitation

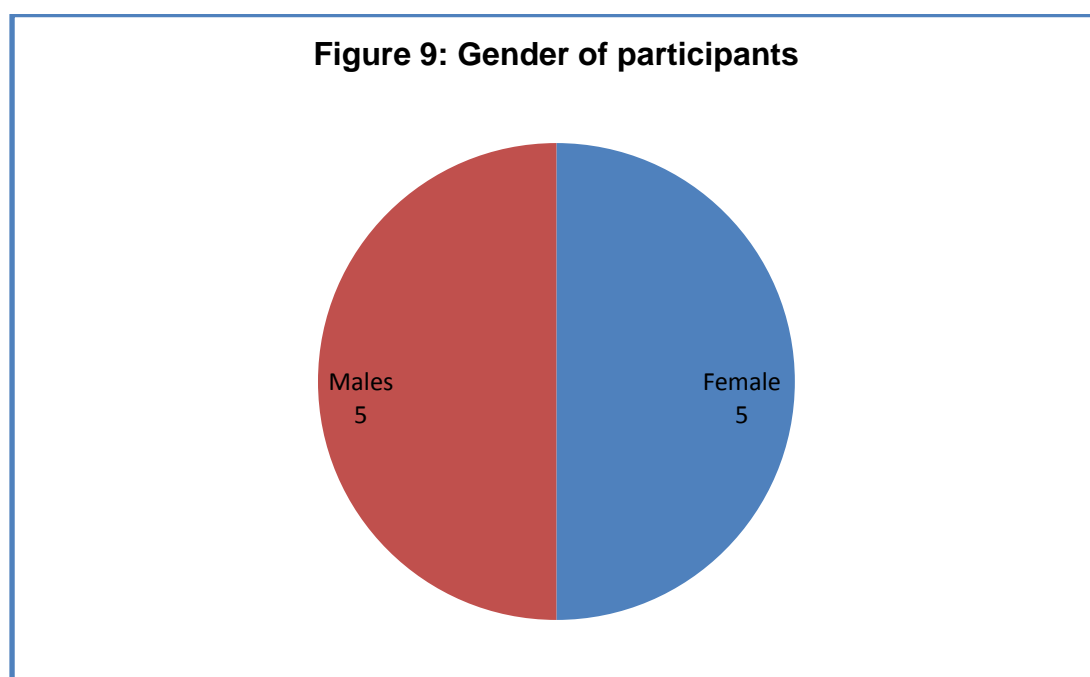
programmes, perceptions of correctional officials with regard to strengths and weaknesses of the rehabilitation programmes, barriers to rehabilitation, how implementable are the rehabilitation programmes, how offenders are monitored during and after the rehabilitation process, whether correctional officials have training in the rehabilitation programme they render, how secure and conducive is the prison environment for rehabilitation, recommendations to enhance and establish the culture of rehabilitation:

4.2 BIOGRAPHICAL DATA OF PARTICIPANTS

4.2.1. In-depth interviewees

4.2.1.1 Gender of the participants

Figure 9 below shows an equal sample of both women and men offenders at 5 participants per category. Much as the inclusion of both genders was in line with sample requirements, this also dispels the myth that crime is only committed by men and that offenders are only men. The study by Lee (2007: 46) found both genders in custody as offenders. It was further revealed in that study that much as policy makers were inclined to even want to target them separately in prison settings based on assumptions and perceptions that they have completely different responses, the study revealed that both genders tended to respond the same way towards rehabilitation and punishment.



4.2.1.2 Age of the participants

From the total number of in-depth interviewees, 6 from a total of 10 of those participants fall within the age range 26-35 years (See Table 6). The age category of participants is indicative of the fact that, the most heinous and serious crimes in South African communities are committed by young people still in their prime years. This can be linked to the findings by the Department of Correctional Services (2005: 50-51) which revealed that “the youth of South Africa have over the years been marginalized. This, combined with the slow growth in the job market, has contributed to the creation of a large pool of young people who are at risk”. All these provided factors, the findings further revealed contributed towards a profile of the actual and potential offenders in South Africa which constitute of: predominantly: black young males, from very disadvantaged communities.

Table 6: Age of participants

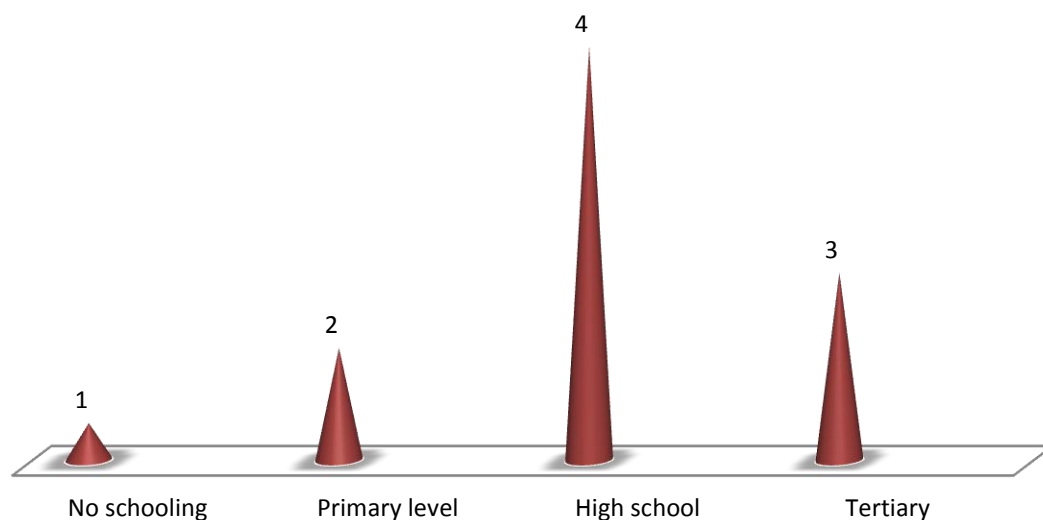
Age Category	Number
26-30	3
31-35	3
36-40	2
41-45	1
46-50	1
Total	10

4.2.1.3 Educational level of participants

Figure 10 below demonstrates that 5 participants from a total of 10 have obtained high school education, meaning that they have passed their grade 12. About 9 participants indicated that they acquired their formal schooling whilst incarcerated, based on the privileges, opportunities and motivation afforded to them at the correctional centres. Literature also revealed that over the years, DCS has not only recorded a “satisfactory pass rate among offenders writing educational examinations but there has also been an increase in the number of full-time correctional centre schools from one in 2009 to fourteen in 2014. Of those who registered for Grade 12

in all existing correctional centres in South Africa in 2014 their overall pass rate increased from 58.8% in 2013 to 68.9 % in 2014 with an all-time record of 185 offenders sitting for the examinations” (Mhanga & Wolela, 2015: 1).

Figure 10: Educational level of participants



4.2.1.4 Total number of years sentenced to custody

Figure 11: Total number of years sentenced to custody

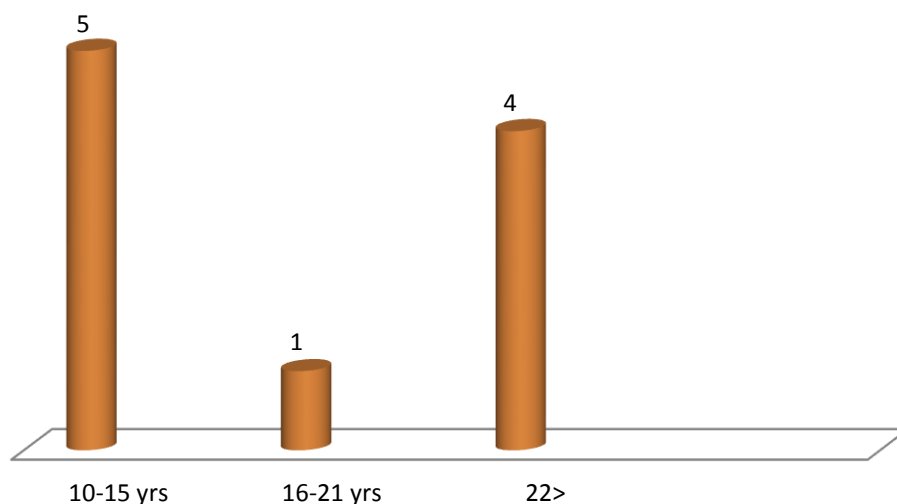


Figure 11 above indicates that 5 participants are serving a maximum sentence of between 10 and 15 years, with 4 serving 22 years and above which include life sentences and only 1 participant was sentenced for 16 – 21 years. Much as all the

participants are those in maximum prison, the number of years in custody is determined by the nature of crimes committed. The study by Jules-Macquet (2014: 5) revealed that the majority of these sentenced offenders are serving sentences for aggressive crime, followed by economic offences, such as fraud and theft. These crimes are then followed by sexual offences. The South African Police Services National Crime Statistics (2013/14: 9) equally confirms that contact crime in South Africa has been “the biggest contributor to the total number of reported crimes (34%) during the 2013/14 financial year. This broad category includes: murder, attempted murder, sexual offences, assault with the intent to cause grievous bodily harm, common assault, common robbery and robbery with aggravating circumstances”. These findings imply that violence and aggressive crimes are endemic in the South African situation. The long term of 22 years and above can also serve as demotivation for inmates from participating in rehabilitation programmes.

4.2.1.5 Religious affiliation of participants

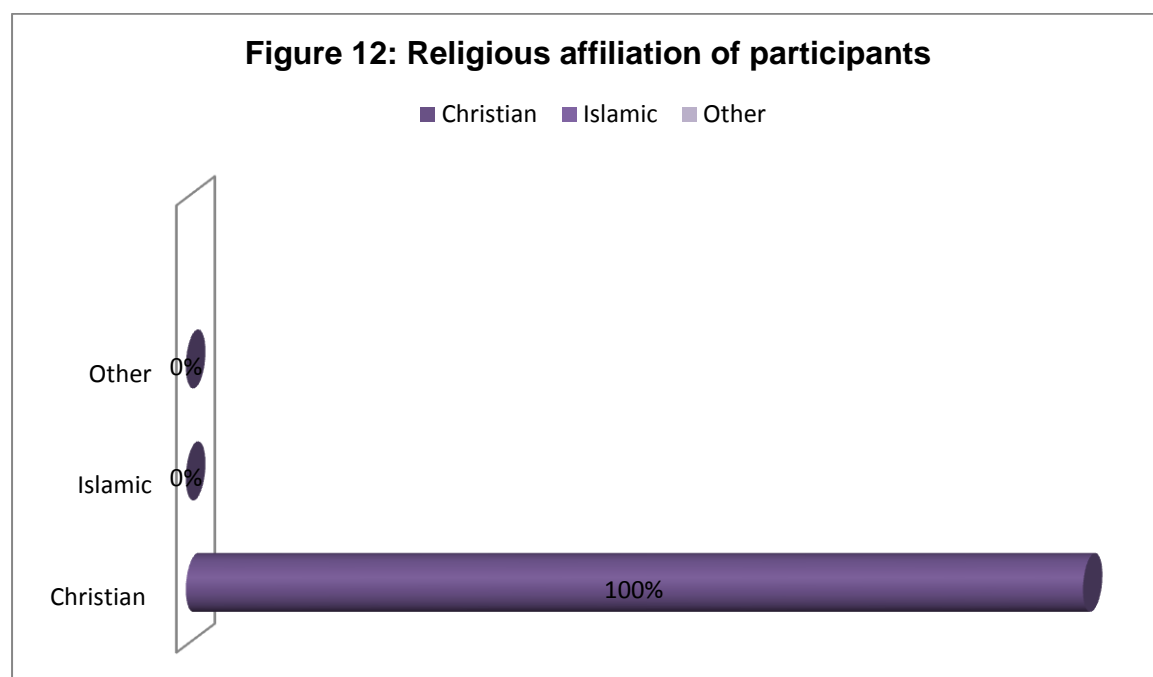


Figure 12 above indicates that all the participants are affiliated to the Christian religion. One can be born within a family practicing a particular faith with a member of that family becoming a follower not by choice but by birth, resulting in the practices and lifestyles not being adhered to and not followed. In the case of this study, all affiliates openly indicated that they revived their spiritual believes and position whilst

incarcerated, meaning that it is not only about what their families affiliated to, but instead their own personal stand based on personal convictions.

Literature confirmed that indeed in the year 2007 in most correctional centres in South Africa spiritual sessions (51%) had by far the biggest attendance in terms of participation by offenders (Cilliers & Smit, 2007: 87).

Literature further indicated that the methodology adopted and used for rehabilitation in this programme account for its popularity. For instance offenders' personal spiritual needs receive attention in individual sessions and small group meetings. During such meetings also, specific focus is laid on the offender's experience of their conviction, their adaptation to life in the correctional environment and the process of leading them to a life free of criminality. Attention and support are also provided in the recovery and maintenance of the offenders' view of themselves, their relationship with their families, and in their relationship with friends (Cilliers & Smit, 2007: 88).

4.2.2 Focus group discussants

All the participants bore the same qualities as those of in-depth interviewees. They were however all men based on the fact that the correctional centre from where they were selected housed only men. Four participants from a total of 5 were within the age range 21-30 – implying that all were still in their youth. They have acquired high school education which indicated that they were in possession of grade 12 certificates. From the total number of the participants, 3 out of a total of 5 were serving sentences of more than 22 years including being convicted for life. The long term of sentences can also be indicative of the problem of re-offending after being released presumably the first time.

Literature reviewed on this aspect (Gaum, Hoffman & Venter, 2006: 414) showed that illegal drugs in most correctional settings in South Africa are easily obtainable among offenders. These illicit drugs are used and abused as a mechanism of escape from environmental pressures of prison violence. Also, on account of a shortage of medical personnel in the prison environment, inmates have to battle to get treatment when they become sick. In the absence of appropriate medication as a form of coping - emotional and physical pain is often eased through the use and

abuse of illegal substances. Sustaining the illicit use of illegal substances outside prison often is a reason for re-offending.

The ecological practice perspective in the literature clearly shows also, that convicts can be negatively influenced by the prison environment (socially, physically, culturally and psychologically) and that they in turn can influence the prison environment and its systems negatively. That lack of synergy among these types of environments can impede adaptation to the prison setting, manifesting in stress (a form of aversive relationship with the prison environment), and leading to an abuse of substances (Zastrow & Kirst-Ashman, 2010:28). Ideally also, the main aim in the correctional cycle is firstly to restore cohesion at the family level (the primary level of intervention) and secondly at the community level, which includes community institutions (secondary levels). The degree and intensity of dysfunction at these levels calls for intervention if the rate of new convictions is to be decreased and to some extent possibly eliminated. In most cases such intervention especially after release is absent (Department of Correctional Services, 2005: 6).

4.2.3 Key informant interviewees

In a practical setting they are termed correctional officials/officers and are the most significant individuals in the life of the inmate. They have an influence in either improving or lessening the success of the different types of rehabilitation programmes that a prisoner is expected to attend (Matetola, 2012: 136). Literature (Grieneder, 2013:24) further indicates that correctional officers worldwide are trained in two separate methods that fluctuate between punitive and promoting rehabilitation. They are expected to make sure that security is maintained and at the same time be in a position to be responsible for changing behaviour of offenders constructively through rehabilitation.

In this study the following key informants were included:

Key informant 1: He is a middle aged male. Has passed grade 12 (matric), is legally married and he termed himself a staunch Christian who lives by bible principles. He has been in the service of DCS for twenty seven years and six months.

Key informant 2: Is a young female, who has attained a Master's degree and currently studying towards her Doctoral degree. She is married and is affiliated to the Christian religion. She has been in full time service with DCS for six years.

Key informant 3: Is a middle aged male, who has passed grade 12 (matric) and currently studying towards a degree in theology. He is married and he is a Christian. He has experience of 5 years in the field of corrections.

Key informant 4: Is a male in his prime years, He has a degree in his field of study and also obtained an honours degree in a different related field to the one he is functioning in. He is married and he is a Christian. He has ten years of experience to his credit in the field of corrections.

Key informant 5: He is a middle aged male, who is in possession of degree in his field of practice. He is married and affiliated to the Christian religion. He has been in the field of corrections for a period of ten years.

Key informant 6: Is a female in her middle aged years, and in possession of a degree in her field of functioning. Is married and an active affiliate of the Christian faith. She has experience of 16 years in the field of corrections.

Key informant 7: She is a middle aged female, with a diploma qualification, and currently studying towards a degree in her field of functioning. She is married and is an affiliate of the Christian faith. She has been working in the field of corrections for 15 years.

Key informant 8: He is married male and middle aged. The highest qualification he obtained is grade 12 (matric). He is a Christian. He has been working in the field of corrections for eight years.

Key informant 9: Is a young female, in possession of a degree. She is single and of the Christian faith. She has been working for seven years in corrections.

Key informant 10: He is a middle aged male, who He attended school up until high school and has passed grade 12 (matric). He is single and a Christian. He has attained work experience of 17 years in the field of corrections.

The key informants are those currently serving in the fields of: Social Work, Custodial, Religion, Education, Psychology, and Sports, Recreation, Arts and Culture. The majority of the key informants - 6 participants out of a total of 10 were men as opposed to only 4 females. The main contributing factor can be that there are fewer females in maximum security centres than males. A total of 8 participants are middle aged, with work experience in the rehabilitation of offenders of over 5 years to their credit. The implication is that they started working for DCS in their prime years – an indication of steadiness, commitment, and love for what they are doing. A total of five participants have tertiary qualifications commensurate with their professional demands, with the remaining five having passed their grade 12. On top of their high qualification levels all of the participants also indicated to be actively involved in workshops, seminars and training camps related to the nature of their jobs in order to constantly improve their performance at work.

These formal qualifications acquired by the selected key informants can be indicative of their professional acumen of wanting to keep abreast with developments in their area of service, in line with the changes presented by the different profiles of offenders they serve. All the participants indicated to being active and participating Christians. Much as they indicated not to be imposing their believes to the offenders they render services to, they did emphasise however that through their acquired principles from their Christian doctrine their values help them especially on the aspect of being compassionate even when presenting circumstances do not warrant such.

Literature confirms that a correctional official needs to also exemplify the values of the Department as he or she will be the one to facilitate the rehabilitation process of offenders and also have an attitude of serving with quality, a principled way of relating to others and above all a just and caring attitude (White Paper on Corrections, 2005:111).

4.3 NARRATIVE THEMES

4.3.1 Rehabilitation programmes offered by correctional officials

Social workers indicated that they render services ranging from anger management, life skills to dealing with substances. Custodial officials said that they mainly monitor

the behaviour of the inmates throughout the process of rehabilitation. The psychologist pointed out that they render individual, group, and family therapy, including parole assessments and behavioural education. The chaplain indicated that their services are mainly centred on self-image, with emphasis on moral regeneration. The educationalists said they are more involved in various literacy education and training – ranging from Adult Basic Education and Training (ABET) to helping offenders register with various institutions of higher learning. In the sports and recreation programme, the key informants indicated that they use sporting activities, including arts, as some form of therapy for offenders. This programme they further indicated is divided into indigenous programmes (diketo, dibeke and kgathi), indoor programmes (Ludo, cards and fingerboard), sports (soccer, volleyball and handball), Culture (choirs and traditional dance), Arts (fine arts and drawing) and library programmes which include reading and book club also form part of the recreation programme”.

Literature confirms that indeed, in South Africa rehabilitation programmes are made available to inmates serving sentences of 24 months or longer. These services include, among others: Psychological services, Social Work sessions, Religious Care, Education and Training programmes and Sports, Recreation and Arts culture programmes (Jules-Macquet, 2014: 11; Thinane, 2010: 11-12).

Comparing rehabilitation programmes in South African Correctional settings with those in other countries, Ghana compares favourably. Literature showed that rehabilitation programmes in most prisons in Ghana are equally aimed at addressing the education and skills, spiritual, physical and psychological needs of offenders, with the exception of social work programmes though (Ghana Prisons Service Annual Report, 2013: 31-33). This is contrary to the situation in the West –which in this study refers to correctional settings in England and Wales. In the two settings rehabilitation programmes aim at addressing more of the offences responsible for conviction, such as sexual offences through sex offender treatment programmes.

All the participants (**key informants**) said that they are knowledgeable of the pieces of legislation that guides the implementation of their rehabilitation programmes.

Some participants (**Key informants 1 & 4**) specifically mentioned their knowledge of the pieces of legislation that guides their implementation of the rehabilitation. Over

and above the Correctional Services Act 111 of 1998, there is the Offender Rehabilitation Path , B Order, and White paper on Corrections.

“I particularly know and from time use the policy on National Libraries, Occupational Health and Safety policies” (Key informant 7).

“With me the Youth policy, Children’s Act 38/2005, and Child Justice Act are most relevant” (key informant 3)

Other participants (**Key informant 2 & 9**) mentioned that they know and always refer in their work to the Criminal Procedure Act, Spiritual Care policy and to the Standard minimum rules.

Over and above those policies the common thread that ran through all their responses was the mentioning of the Constitution of the Republic of South Africa (Act 108 of 1996) on which all other policies are based. Chapter 2 which addresses the Bill of Rights was cited as providing a framework for their practice. The following sentiments were expressed:

Key informant 4: *“Yes not only am I knowledgeable of what our Constitution says, I equally tries to implement that day by day. I however have a serious problem with some offenders who tend to abuse these rights. They sometimes out rightly refuses to participate in some sessions during scheduled times based on the rights not to”*

Key informant 7: *In respecting the rights of offenders, I always emphasise to them the importance of responsibilities as well. To instill this in their minds during my small group sessions I reward through praises all those offenders who conduct themselves responsibly”*

Key informant 5: *With me I have come to discover that if you treat offenders with dignity and respecting their rights, they will also respect you in return. Also, if you treat them as animals, they do behave like animals”*

Literature shows that in a practical situation there are other two very important policy documents that guide the rehabilitation process. These policy documents are: The Correctional Services Act (Act 111 of 1998 as amended). It spells out clearly the role played by DCS which, among others, is to offer custody to all offenders under

humane conditions that are safe, whilst also promoting social responsibility and human development (Correctional Services Act 111 of 1998 as amended: 16).

The implication is that in all the correctional centres studied, various programmes are offered and aim at addressing the problems of offenders holistically (socially, morally, spiritually, physically, educationally and mentally). These rehabilitation programmes compare favourably to correctional centres in Ghana. The execution of such rehabilitation programmes are informed by various policies which include mainly prescripts from the South African Constitution. It can be concluded that key informants are knowledgeable of their fields of practice which also include the main policy governing implementation – factors that enhance service delivery.

4.3.2 Rehabilitation programme/s the offenders have participated in

All the participants (**In-depth interviewees**) indicated that they have been exposed to rehabilitation programmes which range from social work programmes, religious programmes (often rendered by both external and internal stakeholders), recreational programmes, vocational programmes, educational programmes, pre-release programme and HIV and AIDS programmes.

Participants (**in-depth interview participants 4 & 6**) indicated that the programmes they attended are part of their sentence plan which they developed together with their case managers (Custodial workers). Yet others (**in-depth interview participants 3 & 8**) further indicated that even though programmes are not part of their sentence plan, if an opportunity presents itself they attend those programmes and at the end they find these useful for survival purposes in the correctional centre and hopefully also when they are released.

As one offender participant indicated:

In-depth interview participant 3 *“During the first few days of our incarceration we are all expected to participate in the orientation programme which does provide us with information regarding what is on offer in programmes, including available services which can benefit us. To tell the honest truth very few do attend the orientation programme, including myself. My personal reason for not having attended the orientation programme is mainly because I felt hopeless with a twenty-year*

prison term behind me and did not see the need then of participating, until I was motivated by one correctional officer. This made me want to try it out"

Herbig and Hesselink (2013: 31&32) indicates that the orientation programme serves as a foundation of the "Offender Rehabilitation Path (ORP)" which was introduced in the DCS in order to specify the path to be followed from the admission of offenders into a correctional centre, through to other stages, ultimately involving the preparation to release an offender which comes after serving one's time in prison. Missing the orientation programme, can mean missing foundational aspects of rehabilitation which can include: a comprehensive health assessment, orientation of how the rehabilitation programme ought to unfold, holistic needs assessment of outcomes, classification, and development of a sentence plan.

In-depth interview participant 8: *"I am furthering my studies regardless of the heavy sentenced imposed on me with the hope that one day I will be released and with the qualifications acquired I will be in a position to start my own company".*

All the in-depth interviewees indicated that they have been exposed to some form of rehabilitation programmes and that their different needs dictated the type of programme they have engaged in. Six in-depth interview participants made it explicitly clear that the programme they have actively participated in is social work (**In-depth interview participants: 1,2,5,7, 8 & 9**). The reason cited is that it is need-based, and aims at addressing the risk factors that led to their incarceration, and also, that it even spelled out the value of all other rehabilitation programmes.

Jules-Macquet (2014: 12-13) showed the core function of social work sessions in a correctional centre as being: to assess the offender in order to determine their needs and challenges for the ultimate provision of needs-based services. Such services would then be used to mainly enhance offenders' social functioning, with the ultimate aim of integrating them back to their communities of domicile.

The implication is that participants have been exposed to rehabilitation programmes in one way or the other based on their provided sentence plan even when most have missed the orientation phase. The key motivating factor the findings showed was linked to the knowledge displayed by the key informants of their fields of practice. The Social Work programme is the most used programme in that it aims at

addressing the risk factors that led to their incarceration, and also, that it does spell out the value of all other rehabilitation programmes.

4.3.3 Perceptions of both correctional officials and offenders with regard to strengths of rehabilitation

All the key informants indicated that there are strengths and weaknesses in rehabilitation and they alluded to the following:

Key-informant: 2 *“Offenders are provided with skills and guidelines for life in general if they choose to implement a programme”*

Key informant 10: *“Programmes on the whole are also needs-based and they address reasons for incarceration both social and psychological”*

Key informant 4: *“There is integration of services among different officials rendering such rehabilitation programmes accounting for their holistic approach”*

Key informant 7” *There is support from management regarding also the logistics in putting the rehabilitation programmes in operation.”*

All the sentiments echoed by the 4 key informants on their perceptions with regard to strengths of rehabilitation were equally confirmed by in-depth interviewees when asked about their perception of rehabilitation.

All participants (**In-depth interviewees**) unanimously agreed that rehabilitation as a process and goal has value for them, and had positive perceptions of the rehabilitation process. They explained that these values even replicate to and are experienced by significant others such as friends, family members, communities of origin and domicile of offenders which in the past suffered the consequences of crimes committed by the offender in question, including the victims that the offenders committed crimes against. These sentiments were echoed as follows:

In-depth interview participant 4: *“Rehabilitation is valuable as it brought attitudinal changes in me and I gained insight into lots of things that I used to take for granted, such as respecting myself, let alone others. Through rehabilitation I realised that I have been provided with a second chance in life to change my life around and never commit further crimes against people and property. For instance throughout my*

teenage and early adult life I was unable to control my anger. Prior to attending the anger management programme everybody at the centre knew how dangerous it was to cross my path. These days after completing the anger management programme coupled with the information I am equipped with I am able to control my anger, and live peacefully with others. My group members always tell me how stunned they are of my exemplary new behaviour especially when I choose to walk away from violent situations. Let me confess though that I am still not perfect, but more now in control of situations”.

Horst (2005: 30) confirms this point of behavioural change, pointing out that real rehabilitation is when the offender starts realizing that their behaviour and deeds were wrong. It can also be the first step towards making offenders accountable for their crimes and responsible for their actions. The second step of rehabilitation is to try and turn former prisoners into productive citizens so that they become functional members of society and at the same time reduce the crime rate.

Saleebey (2006: 16-19) from the literature, demonstrated also, that involvement in a rehabilitation programme and personally realising one's capacities and capabilities, is a strength in itself as indicated by the strength based perspective. This theoretical framework purports that when the correctional officials connect with the offenders' hopes and dreams during rehabilitation, offenders' develop greater faith in themselves and then put forth the kinds of efforts that can make their hopes and dreams become fulfilled.

In-depth interview participant 5: *With me it is more of a behavioural change. My family and friends never use to trust me with anything as I was a professional thief. I would steal other people's possessions including stealing from my family and would even get away with it. One of the principles that I learned from some of my rehabilitation sessions is honesty and its value”*

In-depth interview participant 10: *I am presently convicted for two counts of murder. I and my two men friends were trying to rob security guards transiting cash. As a woman my task was to distract them. The robbery went drastically wrong with both of my friends being brutally gunned down. I managed to get away alive but after gunning down two of the guards. After being convicted I refused to attend any rehabilitation session until out of curiosity I attended a church service where the*

sermon was about love. I got tempted to attend every Sunday, until I started becoming a member of a small bible group. Today, I sometimes lead discussion groups which prepare me to preach one day. This change has instilled confidence in me. I am thinking of going back to school and at least get a grade 12 certificate as I want to be a full time preacher. My next immediate goal is to ask for forgiveness from the family members of the innocent men that I murdered – I am praying for the courage”.

The South Africa Year Book (2013/14: 15), indicates that In the South African context also, restorative justice is an important component of rehabilitation within DCS. It is a response to crime that tends to lay emphasis on restoring psychologically the losses suffered by victims, by holding offenders accountable for their criminal actions. The main aim is to build peace in the victimised communities. Literature (Herbig & Hesselink, 2013: 32) further pointed out that offenders, especially those having committed economic, sexual assault and aggressive crimes are encouraged to engage with their victims and their communities of domicile in order to make it right. This process of restorative justice can be beneficial to both the offender and victim, in that the offender identifies his or her responsibilities that of promoting healing from both sides. The process equally seeks to restore personal responsibility for criminal behaviour and its results. It attempts to correct, and restore a belief that the justice process with its outcomes is fair and just.

In-depth interview participant: 3 *“With me the life skills sessions that I have been attending are helping me on how to control my sexual desires, instead of releasing these inappropriately as I used to. I am convicted for rape and now living with the HI virus I have come realise that there is more to life than engaging in non-consensual sex that is reckless, and can last only a few minutes with life-long negative results”. The social worker during our group sessions always remind us that we are not our mistakes and I believe”*

In-depth interview participant 2: *“I have learned to be patient while at the centre, because outside of the centre I wanted quick things in life and I was very impatient. I am glad that I received guidance through the rehabilitation sessions I attended, which to change in my attitude and behaviour. Rehabilitation to me is like bringing a car for panel beating so that it can be the best”*

In-depth interview participant 10 *“My life was hectic and I did not even have time to go to church but now I acknowledge the presence of GOD in my life. Through rehabilitation I have gained information on how to live better with others, and the importance of giving over and above taking from others and”*

Literature demonstrated that every environment is full of resources, no matter how harsh it is, such as a prison setting. There are individuals, groups, associations that have something to give and something that others may desperately need (in this case it can be love and acceptance). The strengths perspective seeks to identify such resources and make them available to benefit offenders. By engaging in a rehabilitation programme come to realise that they have strengths and it is very much important to be helped to realise, know and use those strengths (Saleebey, 2006: 298).

The strengths alluded to by some of the key informants are in line the information as provided in the White Paper on Corrections (2005:20) about rehabilitation programmes. “DCS views rehabilitation as a process with three important objectives, namely: the correction of offending behaviour; human development; and the promotion of social responsibility and positive social values. In achieving its core objective of rehabilitation within a humane and secure environment, DCS focuses on needs-based interventions”. The aim of needs-based rehabilitation is to influence the offender to adopt a positive and appropriate norms and value system, alternative social interaction options, to develop life-skills, social and employment-related skills, in order to equip him or her holistically - thus eliminate the tendency to return to life of crime.

4.3.4 Weaknesses related to the rehabilitation process

In terms of the weaknesses encountered so far participants (**Key Informants 3 & 5**) were honest enough to allude to the fact that the programmes themselves have no weaknesses, but the weaknesses are based on external factors which interfere in how the rehabilitation programmes are carried out.

Key informant 1 *“ For instance, there are contradictions in practice, in that involvement in rehabilitation programmes is not supposed to be compulsory, yet on*

the other hand offenders are not recommended for parole if they do not attend the offered rehabilitation programmes.

Key informant 9 *“Support and cooperation from custodial officials is minimal, there is no working together. There is no shared vision among us as officials”*

Key informant 3 *“There is shortage of personnel, which accounts for some programmes not offered fully”*

Key informant 8 *“The daily activities are not well structured to accommodate all programmes you will find that one offender is expected to be in various programmes in one day and end up dropping out on other programmes”*

Some of these articulated weaknesses do interfere with the goal of the correctional centre where sentence is served from. In-depth interviewees when asked the goal of their correctional centre, some of the offender participants (**In-depth interview participants 4, 6,**) indicated that the goal of the correctional centres they are currently serving their sentences from is indeed rehabilitation, and that they are constantly motivated to participate in the different programmes

On this very score, others openly indicated that much as they have come to know the value of rehabilitation with the policy of the correctional centre being rehabilitation, some correctional officials still practice punishment over rehabilitation (**In-depth interview participant 7, 8, 9**). This view is captured in the remarks of participants below:

In-depth interview participant 8: *“Punishment though not physical is still instilled by some officials. If one offender has made a mistake in a section of which others are part of, the privileges of all in that section are withdrawn sometimes for unnecessarily a long time, instead of dealing with the person who misbehaved. What makes it a problem is that in certain instances it has come to be a norm”.*

In-depth interview participant 9: *The unfair part is that some officials often bear grudges against other offenders. In worse scenarios we are even suspecting that they are competing with us especially when you start making improvement in areas of education based on the negative treatment they would direct against you.”*

In-depth interview participant 7 *“Training manuals that are sometimes given to us have more information that is helpful but only for those who can read benefit, what about all others who cannot, because they never went to school. Also, some officials undermine their efforts of rehabilitating us because there is a lot of mistrust from their side towards us.”*

The conclusion is that on the whole offenders agreed that rehabilitation as a process and goal has value for them and that much as correctional centres ascribe to rehabilitation of offenders lack of consistency in practice coupled with lack of resources does dampen the spirit of some correctional officials who end up not functioning as required.

In support to these findings, the study undertaken by Tanimu (2010:150-151) found that most of the prisons in Nigeria have rehabilitation as their core business yet are inadequately equipped and obsolete. The study further found that the term rehabilitation is rhetoric and that the business of confinement still dominates Nigerian penal practices. “This has led to many repressive practices under the guise of reform and rehabilitation. Convicts are kept in prison until authority says that they have been reformed. This reasoning has brought about the indeterminate sentence which forces the convict into behaving normatively just to massage and meet the expectations of the authorities” (Tanimu, 2010:151).

4.3.5 Perceptions of offenders towards correctional officers involved in rehabilitation programmes

In-depth interview participants expressed different views on their perceptions of correctional officers involved in rehabilitation programmes.

In-depth interview participant 1 *“To me I would say my positive views are purely dependent on some personal experiences I had with correctional officers. Social workers in most cases are the ones who encourage me to participate in programmes and to also ask for assistance whenever I need to. They comfort us at all times especially when stressed about our children. They struggle a lot as they reprimand us from time to time as some inmates are sometimes stubborn”.*

In-depth interview participant 6: *“On the whole I would classify them as good people, who motivate us to be better and responsible human beings. Because they*

are human beings they have their days and as offenders we have learned to give them space when they have their days. Most do their job as expected; they are able to identify us when we have problems and refer us to other professionals for help that they might not be able to offer”.

In-depth interview participant 10 *“They treat offenders with respect they call us sisters and younger sisters. They respond to our requests. They are always willing to assist us, and treat us like fellow women and make us feel at home at all times”.*

In-depth interview participant 2 *“One official positively encouraged me when I was on the verge of committing suicide and will never forget that as long as I am still alive*

Literature reviewed (Gideon, 2010: 604) demonstrated that participants in rehabilitation programmes perceive the importance of both motivation and positive treatment by correctional officials as vehicles to their recovery and to their views of correctional officials.

The perceptions of other in-depth interview participants were not very positive and their views are expressed as follows:

In-depth interview participant 9; *“Some officials still have the mentality of prison warden and not correctional officials. In my opinion this behaviour might stem from the fact that the training they had was more military and is no more applicable. They still believe in punishment rather than rehabilitation.”*

In-depth interview participant 7 *“We are supposed to participate in recreational activities on Wednesdays and Fridays, and that is not happening as officials will be saying that they are busy when they are not. We therefore miss out and that makes me angry”*

In-depth interview participant 9: *“Correctional officials sometimes treat and speak to us like children forgetting that we have emotions. Most officials do not allow us to complain about them, they oppress us and we live with the hurt because we are afraid that if we voice out our concerns it will be recorded in our files.”*

It can be concluded that in-depth interview participants expressed both negative and positive perceptions towards correctional officers involved in rehabilitation programmes. On the positive side the participants indicated that they are constantly

encouraged, are motivated and respected by correctional officials. Yet others blamed the military background of some officials who do not show respect, are not truthful to the offenders. The perceptions appeared to be based on their opinions and experiences of either a process or an event.

Reddy (2004: 13) from literature reviewed, confirmed that indeed perception - negative or positive is a process by which individuals develop insight into and awareness of themselves including the outside world. This means that the key in what is perceived is determined by the already formed opinion of the perceiver, resulting in the subjective nature of the perception process.

4.3.6 Barriers to rehabilitation

All the participants (**In-depth interviewees**) alluded to the fact that much as rehabilitation is a valuable process to them from their perspective it is not without challenges that are many, different and do pose a negative effect mostly on the offenders. The barriers are said to range from: ineffective and non-uniform implementation of the privilege programme where others benefit to the detriment of others; overcrowding with its accompaniments in the form of gangs where people by association learn deviant behaviour and the prevalence of violence – sexual violence in particular; to the limited duration of rehabilitation sessions. The offender participants provided the following accounts:

In-depth interview participant 10: *There is lack of communication between management and us as sometimes due to lack of communication, educational activities are usually interrupted without our knowledge. When changes are made that affect us rarely does this information get communicated to us in good time. As a result these disruptions to our programmes sometimes discourage a person for a long time and one can even give up by discontinuing attendance”.*

In-depth interview In-depth interview participant 7: *“With us in this correctional centre there is lack of vocational programmes. There are no training centres here for skills development. Not all of us have the capacity to engage in formal education programmes we are desperately in need of short courses such as training on beauty care and hair grooming, to enable us to open our hair and beauty salons upon our release. Two years ago the Department of labour offered some skills training on*

computers but it was short lived and it takes long time for programmes to be revived irrespective of demand”.

In-depth interview participant 4: *“Here in maximum security, recreational activities are so short, as a result most of the time we have practically nothing to keep ourselves busy with. We even term our centre “eet en slaap” – meaning eat and sleep, and as a result our sentence moves slowly, a situation that does have psychological and emotional negative effects on one. One hour of exercise is not sufficient”.*

In-depth interview participant 8: *“The most valuable programmes are provided to us late during the sentence especially when we have to appear before the parole board. So we have no option but to play the game knowing fully well that we are still inadequate in our challenging areas. For instance late provision of restorative justice and other programmes can lead to litigation of the state and has equal possibilities of triggering anger from the offender based on the belief that the act is deliberate in order to punish them. If provided late the complainants also sometimes drag their feet in cooperating making it impossible for the offenders to be released on parole timeously.”*

Most of the participants (**In-depth interviewees 1, 2, 5**) openly declared their frustrations around the challenges they personally experience based on overcrowding in the correctional centres. Most alluded to the fact that this overcrowding makes them live like animals and as a result of that treatment they have no option but to behave like animals. Overcrowding they indicated contribute in the formation of gangs where they protection from and equally learns the survival tricks that are in most cases illegal

Coupled to the human challenges, participants (**In-depth interviewees 3, 5**) also pointed to the non-human barriers such as phones that are in most cases not in working order prohibiting them in turn from communicate with family members outside the prison walls.

Still others (**In-depth interviewees 7, 8**) lamented about irregular postal services where they sometimes stay for five months not getting letters, preventing them equally from communicating effectively with their family members.

Others pointed out that rehabilitation is also made difficult by the type of diet offered in prison.

In-depth interview participant 1 “Food is monotonous and it is not accommodating special diet of other inmates who do not eat other things such as eggs and fish. We eat porridge for 365 days with same vegetables spinach, carrot and cabbage, the diet is unbalanced, we are still human beings and crave for different foods as well. Cereals such as oats are a delicacy offered only on very special occasion otherwise we eat “pap” Monday to Monday. Some of us as a result would smuggle in food illegally”.

It can be concluded that most of the problems alluded to by in-depth interviewees those of lack of vocational training programmes at some correctional centres, lack of recreational activities, offered too late during the sentence term of an offender, and to poor diets - all point to the problems related to overcrowding.

Literature shows that in an overcrowded correctional setting the ratio of staff per prisoner declines. Overcrowding can also have a profound impact on the quality of work performed by correctional officials and the attitudes of the inmates. For example in such circumstances staff may take on more authoritative roles projecting less positivity. Negativity can spill over to the recipients of services (offenders) who might bribe their way with hostile staff (UNODC (2011: 11-12).

Literature has further shown that in such a restricted type of environment, there is social learning of illegal survival mechanisms which result in the breaking of rules by some offenders with possible repercussions should those who break such rules be caught. It was also shown that in other instances where corruption prevails, the offenders even smuggle in prohibited goods with the assistance of correctional officials that they sometimes work in cahoots with (Muntingh, 2006: 121-133).

4.3.7 How secure and conducive is the prison environment for rehabilitation

All the participants (**Focus group discussants**) offender participants indicated that the prison environment is not secure and conducive for rehabilitation. To support their views they alluded to the following:

Focus group discussant 3 “Newly admitted inmates are bringing instability in the centre, they are still aggressive and they have the mentality that correctional centres are dangerous”

Focus group discussant 1 “If there is a fight among offenders at night it takes long for officials to resolve the matter due to shortage of staff. They need to wait for backup and this might pose a risk. As a result from not relaxing enough after such episodes you feel tired to attend a rehabilitation programme”.

Focus group discussant 2 “Inmates who are suffering from infectious diseases are housed in the same cells as those that are well because of overcrowding and as a result they do pose as a health hazard to others.

Literature has confirmed that the lack of staff to supervise the growing number of prisoners in many South African correctional centres has often led to selected prisoners being given supervisory and disciplinary roles illegally to keep order and maintain security. This type of practice it has been demonstrated increases the risk of abuse of vulnerable prisoners by those who are stronger. This also exacerbates corrupt practices (UNODC, 2011: 12).

It can be concluded that structurally the prison environment is non-conducive to rehabilitation generally based on lack of safety and does pose as a health hazard. Literature has shown that this situation can even be further compromised when offenders are granted supervisory roles illegally .

4.3.8 How implementable are the rehabilitation programmes

Most participants (**Key informants 3, 4, 6, 8, 9, 10**) indicated that the programmes on offer are indeed implementable, based on their expertise, commitment, knowledge especially pertaining to policy issues and love for what they are doing which is to restore the functioning of people they are serving.

Key informant 3: *“Yes because I am conversant with the content and on how to impart the information. The programmes are also user friendly for both the inmates and us rendering the programme. Most programmes are simple and the language is understandable. An in-depth need assessment is conducted prior to including an*

offender in the programme to identify the level of understanding of the offender which then informs the approach to be applied”

Key informant 8 added this: *“The programme is implementable though written in English. Now since most inmates are Setswana speaking time and again I have to translate so that they can follow what is said or implied. I usually ask the inmates to recap on what the lesson was all about in order to check on their comprehension and understanding. I take my time when conducting the programme there is no need to rush it, I sometimes take two hours for one session.”*

Key informant 2: *“The programmes are implementable as I am the one that designs and offers it, in line with the specific needs identified and articulated by the participants of that very programme on offer. There are no standardised programmes for my field”*

Key informant 10: *“Programmes are implementable because there are budgets for most of the activities internally and externally and there are sites identified for the programmes to be offered and implemented”.*

Key informant 4: *“There are different versions of the same programme. About 70% of the old versions are implementable and the revised programmes are not easily implementable taking into consideration the quality of the content and the fact that they are not practical”*

The implication is that indeed rehabilitation programmes are implementable based on the fact there are both financial resources set aside for such, and commitment on the part of correctional officials.

4.3.9 How offenders are monitored during and after the rehabilitation process

All the key informants indicated that offenders are monitored differently based on the frequency and the types of tools used:

Key informant 2 *“They are monitored continuously as the programmes are used. The progress is recorded by case officers in the offender’s file and progress reports are compiled for the parole board after completion of the programme. I also use an attendance register, evaluation form and group evaluation form.”*

Key informant 5 *“I use the impact measurement tool during and after completion. There is a questionnaire completed by case officers and a seating is held with all relevant parties before the formal case review session to check on the progress made and about 60% success rate has been reported over the last three years. Those not progressing well are put again in the programme with a different facilitator.”*

Key informant 7 *“A questionnaire is used prior to engagement in the programme, tasks are given during the programme and an evaluation form is used at the end of the programme in order to determine among others its success rate.”*

It can be concluded that there is constant monitoring of offenders during and after the rehabilitation process. Different monitoring tools are used such as: attendance registers, individual and group evaluation forms, including impact measurement

4.3.10 Recommendations on how the culture of rehabilitation can be enhanced

Participants (**Focus group discussants**) had different suggestions:

Focus group discussant 1: *“I would want more external stakeholder to be involved in the rehabilitation to help inmates to adjust in the centre”*

Focus group discussant 5: *“With me more awareness to be carried in communities in order to teach them about the dangers of crime and its repercussions as a preventive mechanism. This will stop prisons from being so overcrowded”;*

Focus group discussant 3: *I would suggest that should be continuous inspection on offenders preparing food, to check their neatness and that the nutritious of food should also be determined by the very inspectors on a continuous basis”;*

Recommendations on how to enhance and establish the culture of rehabilitation were made and these ranged from: more involvement of stakeholders, to awareness campaigns to be carried out in communities on crime prevention.

On the question involving stakeholders more stakeholders in the rehabilitation programmes literature does confirm that very well-known NGOs such as “Khulisa and the National Institute for the Rehabilitation of Offenders (NICRO) assist DCS with counselling, programme delivery, offender rehabilitation and reintegration

services. These organisations focus on spiritual guidance and support, education, prevention of crime, diversion of youth, personal development, community-based support for children before/after release from awaiting trial or places of safety, behaviour change, including crime awareness” (Herbig & Hesselink, 2012: 34-35).

It can be concluded that recommendations are more preventive than treatment based. These recommendations also show that rehabilitation ought not to be the sole responsibility of the correctional officers, offenders, and

4.4 CONCLUSION

In this chapter data was presented, interpreted, and analysed. With the biographical data, the presentation was statistical through the use of numbers and further enhanced through graphical presentations. Thereafter, narratives in the form of themes were presented through descriptive data.

CHAPTER 5

SUMMARY OF FINDINGS, CONCLUSIONS, LIMITATIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

This study set out to explore perceptions of offenders and correctional officials on the rehabilitation programmes in maximum correctional centres in the North-West province. The main aim was to come up with more clarification pertaining to these perceptions for further research on rehabilitation of offenders.

In this chapter discussions of the findings are presented, conclusions are drawn, limitations are presented and recommendations for further research are made in the field of rehabilitation programmes for offenders in correctional settings.

5.2 DISCUSSIONS OF THE RESEARCH FINDINGS

In this discussion of the research findings, the following conclusions are made pertaining to following themes regarding the sampled participants:

5.2.1 Age of offenders and period of conviction

The study revealed that young people of both genders, within the age range 26-35 years are incarcerated in the maximum correctional centres of the demarcated area of study. In addition, the study found that these young offenders committed aggressive crimes in their youth, suggesting a possibilities of having been marginalised, unemployed, and from disadvantaged communities as indicated in the literature review. As demonstrated in the ecosystems practice perspective in chapter 2 it can be deduced that there was no reciprocity between these young people and their environments (exosystem, mesosystem, and microsystem). Not only has their environment had negative impact on them leaving them as victims, the offenders in question equally negatively impacted their environment as perpetrators of these crimes – a transactional relationship

These results substantiate previous findings. The study by Pelsier (2008) found that crime in South Africa is a function of the development and replication over 30 years of a “culture of violence” among the so called “under class” of poorly socialised

youth. In Pelser's own words "the children of yesterdays' lost generation have not, as yet been found and given relief. Rather they are now learning to be lost" (2008: 1).

du Toit (2003) also revealed that unemployment among the youth in South Africa has indeed been a serious cause of concern. This situation has over the years affected these young people in all spheres of their lives

The study further revealed that the sampled offenders were serving sentences from 10 years to life imprisonment, suggesting the possibilities of re-offending after having been released without complete rehabilitation, particularly for those serving 22 years to life imprisonment. The study by January (2007) extends the current findings by revealing from their findings that young offenders could not accurately identify the factors leading to their re-arrests. They cited the family and community circumstances under which they lived. The factors they mentioned ranged from unstable family life to community conditions not being conducive to their adjustment. The study also found that there was lack of support from outside NGOs in assisting these young people with their adjustment once they left prison.

Recommendation

As a preventive strategy, compulsory education is recommended in South Africa. This should be a concerted effort of government, the parents and the communities. At the school level the curriculum should include subjects on entrepreneurship, in order to produce job creators over job seekers. Awareness campaigns can be conducted on anti-crime in schools with ex-offenders highlighting the consequences of life full of crime in an effort to curb young people from being involved in criminal activities. Strengthening of families is also recommended in order to enhance their social functioning to enable them to execute their roles towards children especially in vulnerable and disadvantaged communities.

In terms of healing the already convicted offender together with the wounded community restorative justice should be applied. Concurring with the views of Herbig and Hesselink (2013: 32) offenders, especially those having committed economic, sexual assault and aggressive crimes should be encouraged to engage with their victims and their communities of domicile in order to make it right. The process

should equally seek to restore personal responsibility for criminal behaviour and its results

The implementation of the pre- release programme used to prepare the offenders for reentry into the community of origin and domicile it is recommended should be intensified. There should also be steps taken towards creating cohesion and interaction between the offenders and their families and their communities while still in custody in preparation for release.

The establishment of halfway houses is also recommended in order to address the problem of re-offending. These can be in the form of a structured house which serves as a home and prison for gradual adjustment. Within this period reconstruction services can also be carried out within the family in which the young offender will be discharged to. The community of domicile should also be educated on how to support ex-offenders in readjusting back to community. Within the prison environment peer education can be used to complement the rehabilitation process executed through rehabilitation programmes.

5.2.2 Credentials of the sampled correctional officials

There is evidence of high credentials from the sampled correctional officials involved in rehabilitation programmes. For instance they reported having acquired work experience of over 5 years, with formal qualifications commensurate with their fields of practice. There is evidence that much as these correctional officials displayed commitment in their job it is evident that these jobs are stressful and performed under demanding and sometimes stressful conditions. A previous study (Mohoje, 2006) confirmed the issue of pending stress. According to this study correctional officers were likely to be victims of burnout and consequently suffer ill health when an increase in job demand is not matched with an increase in job resources. The study also found that the availability of job resources and job satisfaction lead to work-related wellbeing, which will turn into organisational commitment.

Recommendation

Benefits such as remuneration packages need to be reviewed and aligned to that of counterparts in the same field in other Departments especially for professionals. The provision of incentives such as official of the month and ultimately of the year can

enhance morale. Also, there should be a review of the performance management development system for officials as a form of rewarding excellent performance for all officials who go an extra mile. The current procedure is that only a certain percentage of officials are awarded in cash regardless of excellent performance by many.

5.2.3 Knowledge on the functioning of the rehabilitation programmes

All the sampled correctional officers the study revealed are knowledgeable on how their individual rehabilitation programmes are functioning. Correctional officials also demonstrated knowledge on some pieces of legislation governing these programmes. One common policy they all mentioned was the Constitution of the Republic of South Africa, particularly Chapter 2 which deals with the Basic Human Rights.

Offenders (in-depth interviewees) corroborated this. The study found that they had each attended a rehabilitation session as part of their sentence plan, with Social work programme as the most attended programme. The implication is that “when people feel competent, autonomous, and related to others with whom they have opportunities to share knowledge, it is expected they will value and enjoy the process of sharing their knowledge more (that is, they will adopt identified and/or intrinsic motivation toward sharing, a process which in turn can motivate the receiver of that knowledge” (Gagne, 2009: 575). The big attendance of the social work programme can also point to how uneven rehabilitation programmes are, in most South African correctional settings.

Recommendation

There should be a recruitment drive concentrating on professionals from programmes in their short supply such as professional psychologists. DCS can also train their own staff in these scarce fields by awarding bursaries and recommending sabbatical leave, equal to the period of full-time study

5.2.4 The strength of rehabilitation

Both correctional officials and offenders alluded to the strength of rehabilitation as a process in corrections. Correctional officers reported: skills provision and transfer,

the need-based and integrated nature of rehabilitation. Offenders reported the values of: behavioural and attitudinal changes, confidence that is acquired, together with patience through mastering of life skills. These values are confirmed by the White Paper on Corrections (2005: 20) which views “rehabilitation as a process with three important objectives, namely: the correction of offending behaviour; human development; and the promotion of social responsibility and positive social values”.

The study further revealed that through the involvement of offenders in these rehabilitation programmes they come to realise their innate strengths and potentials for change by engaging fully in a rehabilitation programme.

Correctional officials in this study also reported some practice related problems that interfere with the process of rehabilitation. These range from contradictions in practice. This is where programmes are not supposed to be compulsory, yet failure to attend might jeopardise recommendation for parole; No shared vision among officials; Shortage of personnel which account for some programmes not fully offered and daily activities not well structured in order to accommodate all functional programmes. Offenders confirmed these practice weakness which they reported would include: some correctional officials bearing grudges against offenders, and officials distributing training material which is in most cases in English to offenders, disregarding those who are not literate

Recommendation

DCS can further train offenders who are active in rehabilitation programmes and who display the required changes as peer educators. The research by Devilly, Sorbello, Eccleston and Ward (2005) found that the benefits of utilising offenders in the rehabilitation process as peer educators far outweighs the associated risks, especially when accompanied by careful planning, implementation, and proper monitoring processes.

5.2.5 Perceptions of offenders towards correctional officers involved in rehabilitation programmes

Different views were expressed by offenders regarding how they perceive the correctional officials. On the positive side offenders indicated that they are constantly encouraged, are motivated and respected by correctional officials. The finding also

supports the views of offenders who in 5.2.3 mentioned how knowledgeable correctional officials are. Yet others blamed the military background of some officials who do not show respect, are not truthful to the offenders.

Recommendation

Since trust is key toward building and strengthening relations, dialogues are to be encouraged where both offenders and correctional officials can debate their problems and differences on a common platform

5.2.6 Barriers to rehabilitation

A major structural barrier identified through findings is overcrowding, which negatively impact on the quality of work performed, is linked for violence and all negative practices. This was also reported in a previous study (UNODC, 2011: 11& 12).The study indicated that “overcrowding impacts also on the quality of nutrition, sanitation, prisoner activities, health services and the care for vulnerable groups. It affects the physical and mental well-being of all prisoners, generates prisoner tension and violence, exacerbates existing mental and physical health problems, increases the risk of transmission of communicable diseases and poses immense management challenges” In such an environment there is social learning of illegal survival mechanisms.

In an overcrowded centre as the social learning theory indicated in chapter 2 criminal techniques are learned. This does involve offenders learning to master the technical part of committing the crime. Offenders may meet and associate with criminal mentors who teach them how to beat the system by becoming successful criminals and gain the greatest benefits from their criminal activities (Siegel, 2011).

Recommendation

Alternative sentencing measures can be considered for minor offences which can include community sentencing and supervision, in order to curb the problem of overcrowding in correctional centres. Also, the three departments: DCS, South African Police Service, including Justice should integrate their services and seek a common solution to the problem of overcrowding.

5.2.7 The prison environment not being secure and conducive for rehabilitation

The offenders reported violence among offenders which in most cases is not contained. Since those who are ill with infectious diseases are not isolated because of space infection is rampant in the selected correctional centres. The correctional officials confirmed this finding of lack of security. Previous research (Ncoyo, 2013) confirms this finding. The research revealed that safety and security issues are a concern for the majority of correctional officers as they believe HIV-positive inmates are a threat to them. The study further shows correctional officers had no understanding of the significance of adherence to antiretroviral medication. Again, these officers displayed neutrality when it comes to issues of confidentiality regarding disclosure of an HIV positive status of an inmate.

It can be concluded that structurally the prison environment is non-conducive to rehabilitation generally based on lack of safety and does pose as a health hazard. Literature has shown that this situation can even be further compromised when offenders are granted supervisory roles illegally. . It was further found that amidst the nature of the prison environment which is not conducive to effective rehabilitation, it can be concluded that there is constant monitoring of offenders during and after the rehabilitation process. Different monitoring tools are used such as: attendance registers, individual and group evaluation forms, including impact measurement

Recommendation

The implementation of the WHO Guidelines on HIV infection and Aids in prison (1999) should apply, particularly the aspect dealing with the management of HIV-infected prisoners. HIV infected offenders should not be segregated nor isolated unless it is recommended by the medical staff in terms of public health standards and regulations. Offenders' rights should not be compromised in the process

5.2.8 Recommendations on how the culture of rehabilitation can be enhanced

Recommendations on how to enhance and establish the culture of rehabilitation were made by some offenders and these ranged from: more involvement of stakeholders, to awareness campaigns to be carried out in communities on crime prevention. On the aspect of stakeholder involvement a previous study supports this

recommendation. The study by Muthaphuli (2008:73) revealed that the community is an important part of the rehabilitation of offender because after incarceration and undergoing programmes that are designed to prepare them for reintegration they return to the community of domicile. The study further revealed that when there is an open and good relationship between the DCS and the community with regards to rehabilitation of offenders, offenders stand a good chance of being easily integrated well in the society. The community will be in a better position to assist the offender with work, spiritual and emotional support because they will understand the conditions of the offender

5.3 DISCUSSIONS OF THE FINDINGS PERTAINING TO THE OBJECTIVES OF THE STUDY

5.3.1 The meaning of perceptions generally and specifically those of offenders and correctional officials regarding rehabilitation

The first objective was to explore the meaning of perceptions generally and specifically those of offenders and correctional officials regarding rehabilitation. This objective was realised in this research. Literature review showed that perceptions are personal opinions that are built over a period of time. Irrespective of their subjective nature, perceptions are about people's views that can influence attitudes and ultimately behaviour. It is concluded that perceptions should not be dismissed as unrealistic but should be understood in terms of their origins and motives with the aim of being ultimately addressed.

The results from this study equally revealed that perceptions of offenders and correctional officials regarding rehabilitation are more positive than negative. This is based on the fact that rehabilitation is more about correcting than punishment, which manifests itself in behavioural change, attitudinal change, the acquiring of life skills which help in instilling confidence, and patience in offenders. . The study further revealed that through the involvement of offenders in these rehabilitation programmes they come to realise their innate strengths and potentials for change by engaging fully in a rehabilitation programme.

The conclusion from the literature review is that these positive perceptions of both correctional officials and offenders are and can be influenced by people's values and

beliefs, the nature of relationships of one to others, assumptions people have of others, including trust between correctional officials and offenders and among each other.

5.3.2 The phenomenon of rehabilitation programmes in the correctional centre

The second objective was to explore the phenomenon of rehabilitation programmes in the correctional centre. This objective was achieved in that literature reviewed showed that rehabilitation is a process and not an event. At the very centre of it is its aim of correcting and not punishing. It is about behavioural changes in the life of the offender. Theorists and researchers have clearly demonstrated the need on the part of the offender to acknowledge that indeed their actions violated the human rights of others and that they need to change their offending behaviour. For effective rehabilitation intervention the active involvement of offenders, correctional officials, significant others, and society as a whole is called for.

5.3.3 Constraints to the rehabilitation process

The third objective was to analyse the constraints of the rehabilitation process in a correctional centre. This objective was realised in this study. Study results show that much as rehabilitation is a valuable process from both the perspective of the correctional official and offender there are obstacles that impede the effectiveness of these rehabilitation processes. The obstacles range from lack of training on the part of some correctional officials regarding rehabilitation matters, with the situation manifesting in arrogance, inefficiency, and unfriendliness. Staff shortages also negatively affects staff-offender-ratios – resulting in the uneven utilisation of certain rehabilitation programmes. From the offender's side, obstacles range from lack of motivation based on the long term of imprisonment, non-uniform implementation of the privilege programmes – where others unfairly benefit to the detriment of others. The manifestation then becomes apparent in the smuggling of illegal goods into correctional centres, including learning criminal techniques as a way of survival.

The conclusion is that much as obstacles to rehabilitation are varied the more serious one identified was overcrowding in the correctional settings. Overcrowding contributes to the formation of gangs, sexual violence which is reflected in the high prevalence of HIV and AIDS. Poor health, including the spreading of infectious

disease such as tuberculosis, becomes the other challenge. With such dread diseases passed on to inmates, prison centres become sites of contagion rather than rehabilitation. Offenders see this as a high risk and therefore perceive their committal to prison as uncomfortable and valueless.

5.3.4 How implementable are existing rehabilitative programmes

The fourth objective was to explain how implementable existing rehabilitative programmes are. This objective was reached. These results reveal that most correctional officials see rehabilitation programmes as implementable based on their expertise, commitment, knowledge especially regarding their knowledge of policy issues, coupled with the love for the work that they are doing. It can be concluded that though existing rehabilitative programmes are implementable, implementation is and can be impeded by the prison environment not being conducive to rehabilitation generally based on lack of safety and does pose as a health hazard. Literature has shown that this situation can even be further compromised when offenders are granted supervisory roles illegally.

5.3.5 Recommended strategies that can effect existing rehabilitation programmes in maximum correctional centres of the North-West province

The fifth objective was to recommend strategies that would make effective existing rehabilitation programmes in the maximum correctional centres of the North-West province. This objective was realised. The recommendations range from a broadened inclusion of external stakeholders in order to assist new convicts, thus balancing external demands with internal offerings. Communication of correctional officials with offenders is another area that was also earmarked and recommended for change. Food and vocational programmes also need improvement, enhancement and change. Continuous food inspection is also another recommendation.

It is concluded that the recommendation from offenders for more qualified educators to be employed over and above using unqualified fellow offenders as facilitators pointed to an appreciation of education as an empowering mechanism that limits illiteracy and transmits culture from one generation to the next.

5.4 ASSUMPTIONS OF THE STUDY REVISITED

All the assumptions on which this study was based as provided in chapter 1 are accepted confirming indeed that:

A positive relationship between the correctional officials and offenders is a precursor to rehabilitation: This current study revealed that offenders who expressed positive perceptions towards correctional officers involved in rehabilitation programmes, indicated that they are constantly encouraged, are motivated and respected by correctional officials – factors that contribute to their active participation in rehabilitation programmes and the value they they attach to these programmes (Chapter 4). Reddy (2004: 13) from literature reviewed, confirmed that indeed through such positive perceptions individuals develop insight into and awareness of themselves including the outside world.

There is no significant relationship between offenders' rehabilitation and their formal educational attainment. This current study showed that 5 participants from a total of 10 have obtained high school education, meaning that they have passed their grade 12. About 9 participants indicated that they acquired their formal schooling whilst incarcerated, based on the privileges, opportunities and motivation afforded to them at the correctional centres. This means therefore that offenders participated in rehabilitation irrespective of their previous lack of formal education.

There is a significant relationship between the motivation of correctional officials and the level and quality of the rehabilitation process of offenders.

This current study revealed that offenders indicated that they have been exposed to rehabilitation programmes in one way or the other based on their provided sentence plan even when most have missed the orientation phase. The key motivating factor the findings showed was linked to the knowledge displayed by the key informants of their fields of practice.

5.5 LIMITATIONS OF THE STUDY

- Self-reporting could have influenced the responses provided by participants contributing either to over or under report for social acceptability of such answers.

- Though considerable and clear explanations were provided pertaining to the purpose of the study, participants could have mistaken the researcher for a parole board member and as a result provided answers based on authority desirability over and above trustworthy and credible answers.
- Questions were phrased in English, and then translated into the Setswana language for participants who could not follow in English. Answers were then written and presented finally in English. Valuable information might have been lost in the process of translations

5.6 THEORETICAL FRAMEWORKS OF THE STUDY REVISITED

Edwin Sutherland's theory of social learning was used, and it helped understand that any type of criminal behaviour is learned more by association. The implication is that in a correctional setting more other dangerous criminal techniques can be acquired and learned merely by association. The very behaviour with more positive associations can be unlearned.

Bronfenbrenner's ecological practice perspective on the other hand provided a holistic view of offenders in relation to their interdependence with their environment – physical (the prison setting), cultural (beliefs and values), and social (interactions with others). With the general systems theory, the key was an understanding that every offender in a correctional setting should be viewed as part of a bigger system of a family, friends, or an association. Offenders therefore ought to be understood against the functioning of these systems and subsystems which relate to each other. The implication is that adaptation or lack thereof of the systems and subsystems to the prison setting boundary can be the source of stress and that permeability should be ensured between the prison setting in terms of its rules and regulations and the functioning of the systems and subsystems. In real and practical situations these boundaries of systems together with those of the correctional settings have proven to be non-permeable resulting in tension experienced by most offenders.

With Saleeb's strength-based perspective this theoretical framework emphasises the importance of people's innate capacities over and above concentration on their limitations in people. The implication is that when offenders' innate capabilities and abilities are enhanced, the possibilities are positive spin-offs on their personality and

ultimately behaviour. In that imprisonment can be viewed as being afforded a second and subsequent chance in life.

5.7 RECOMMENDATIONS FOR FURTHER RESEARCH

Based on the findings of this research, the following recommendations are made for future research:

- That perceptions of significant others such as families and friends of offenders who underwent rehabilitation including the perceptions of victims and or survivors of crime should be examined in order to determine the effectiveness or lack thereof of the rehabilitation programmes.
- What rehabilitation generally means from the prison management's (policy makers') perspective.
- How constraints of the rehabilitation process in a correctional setting can be overcome
- Ways and means of ensuring that all rehabilitation programmes in a correctional centre are implementable
- Strategies and guidelines that can be developed to address the question of overcrowding and its accompanying problems in correctional settings.

5.8 CONCLUSION

This study has contributed in pointing out clearly what perceptions are and how they are formed. Both the perceptions of offenders and correctional officials were explored and the results pointed out that overall, there is a positive perception of rehabilitation programmes which are regarded equally as being beneficial to offenders, significant others in their families and communities of domicile. The valuable rehabilitation programmes the study indicated are not without shortcomings. Overcrowding, with its negative accompaniments, proved to be the main barrier to effective rehabilitation in the correctional centres studied. The theoretical frameworks used which is the learning theory, ecosystems practice perspective and strength-based perspective provided clear directions that can be used to further understand

the offenders holistically, how their learning takes place and about recognition of their innate capacities.

It is hoped that these findings enrich and provide further clarification on the rehabilitation of offenders in correctional settings globally, in South Africa, in the LMN (Limpopo, Mpumalanga and the North-West) Region, including in the North-West province in particular - thus contributing to an existing body of knowledge.

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ANNEXURES

ANNEXURE 1

SOME SPECIFICATIONS REGARDING AMMENITIES FOR DIFFERENT CATEGORIES OF INMATES IN CORRECTIONAL CENTRES OF SOUTH AFRICA

Visits

	Minimum	Medium	Maximum	Super Max	C-Max
A-GROUP	45 visits of 60 minutes each per year will be allowed. At most five visits per month will be allowed. The prisoner is in any case entitled to at most two visitors per occasion.	45 visits of 60 minutes each per year will be allowed. At most five visits per month will be allowed. The prisoner is in any case entitled to at most two visitors per occasion.	Contact visits (availability of facilities). Three hours of visit per month. Not more than two adult persons at a time. 60 minutes each/6 visits of 30 minutes.	Contact visits (availability of facilities). Three hours of visit per month. Not more than two adult persons at a time. 60 minutes each/6 visits of 30 minutes.	Contact visits (availability of facilities). Three hours of visit per month. Not more than two adult persons at a time. 60 minutes each/6 visits of 30 minutes.
B-GROUP	36 visits of 45 minutes each by at most two visitors per occasion may be granted. At most four visits per month will be allowed.	36 visits of 45 minutes each by at most two visitors per occasion may be granted. At most four visits per month will be allowed.	Non-contact visits. Two hours of visits per month. Two adult persons. 45 minutes each/4 visits of 30 minutes.	Non-contact visits. Two hours of visits per month. Two adult persons. 45 minutes each/4 visits of 30 minutes.	Non-contact visits. Two hours of visits per month. Two adult persons. 45 minutes each/4 visits of 30 minutes.
C-GROUP	24 visits of 30 minutes each by one person may be granted. At most two visits per month will be allowed.	24 visits of 30 minutes each by one person may be granted. At most two visits per month will be allowed.	Non-contact visits. One hour of visits per month. One adult person. 30 minutes each.	Non-contact visits. One hour of visits per month. One adult person. 30 minutes each.	Non-contact visits. One hour of visits per month. One adult person. 30 minutes each.

Delicacies during visits

	Minimum	Medium	Maximum	Super Max	C-Max
A-GROUP	Visitors are allowed to purchase delicacies, which should be consumed during visits together with the prisoners, at the tuck-shop where available. Prisoners will not be allowed to take any of these delicacies to their cells after visits.	Visitors are allowed to purchase delicacies, which should be consumed during visits together with the prisoners, at the tuck-shop where available. Prisoners will not be allowed to take any of these delicacies to their cells after visits.	None	None	None
B-GROUP	None	None	None	None	None
C-GROUP	None	None	None	None	None

Making telephone calls					
	Minimum	Medium	Maximum	Super Max	C-Max
A-GROUP	A telephone call instead of a visit over weekends and public holidays within office hours where telephones are available. 24 additional telephone calls per year. Recording on G367 card. Maximum 10 minutes per call.	A telephone call instead of a visit over weekends and public holidays within office hours where telephones are available. 24 additional telephone calls per year. Recording on G367 card. Maximum 10 minutes per call.	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. 24 additional telephone calls per year. Recording on G367 card. Maximum duration of 10 minutes per call.	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. 24 additional telephone calls per year. Recording on G367 card. Maximum duration of 10 minutes per call.	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. 24 additional telephone calls per year. Recording on G367 card. Maximum duration of 10 minutes per call.
B-GROUP	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. Six additional telephone calls per year. Recording on G367 card. Maximum 10 minutes per call.	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. Six additional telephone calls per year. Recording on G367 card. Maximum 10 minutes per call.	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. Six additional telephone calls per year. Recording on G367 card. Maximum duration of 10 minutes per call.	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. Six additional telephone calls per year. Recording on G367 card. Maximum duration of 10 minutes per call.	A telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available. Six additional telephone calls per year. Recording on G367 card. Maximum duration of 10 minutes per call.
C-GROUP	The making of a telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available.	The making of a telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available.	The making of a telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available.	The making of a telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available.	The making of a telephone call instead of a visit only over weekends and public holidays within office hours where telephones are available.

Purchases					
	Minimum	Medium	Maximum	Super Max	C-Max
A-GROUP	R200.00 - Only toiletries, smoking requisites, postage stamps, stationery, eatables and batteries for radio/cassette player, a battery operated shaver, telephone cards and cassettes. No food which needs further preparation is allowed.	R200.00 - Only toiletries, smoking requisites, postage stamps, stationery, eatables and batteries for radio/cassette player, a battery operated shaver, telephone cards and cassettes. No food which needs further preparation is allowed.	R150.00 - Only toiletries, smoking requisites, postage stamps, stationery, eatables, telephone cards, batteries for radio, batteries for razors. No food which needs further preparation is allowed.	R150.00 - Only toiletries, smoking requisites, postage stamps, stationery, eatables, telephone cards, batteries for radio, batteries for razors. No food which needs further preparation is allowed.	R150.00 - Only toiletries, smoking requisites, postage stamps, stationery, eatables, telephone cards, batteries for radio, batteries for razors. No food which needs further preparation is allowed.
B-GROUP	R150.00 - Only toiletries, smoking requisites, postage stamps, stationery, eatables, telephone cards, batteries for radios and batteries for razors. No food which needs further preparation is allowed.	R150.00 - Only toiletries, smoking requisites, postage stamps, stationery, eatables, telephone cards, batteries for radios and batteries for razors. No food which needs further preparation is allowed.	R100.00 - Only toiletries, smoking requisites, postage stamps, stationery and batteries for razors. No food which needs further preparation is allowed.	R100.00 - Only toiletries, smoking requisites, postage stamps, stationery and batteries for razors. No food which needs further preparation is allowed.	R100.00 - Only toiletries, smoking requisites, postage stamps, stationery and batteries for razors. No food which needs further preparation is allowed.
C-GROUP	R100.00 - Only toiletries, smoking requisites, postage	R100.00 - Only toiletries, smoking requisites, postage	R50.00 - Only toiletries, smoking requisites, postage stamps,	R50.00 - Only toiletries, smoking requisites, postage stamps,	R50.00 - Only toiletries, smoking requisites, postage stamps,

Source: Muntingh (2006: 121-133)

ANNEXURE 2

IN-DEPTH INTERVIEW SCHEDULE

2.1 Biographical data of inmates

Kindly tell me about yourself in terms of:

Gender N

Male	
Female	

Age

N

21 - 25yrs	
26 –30yrs	
31 – 35y	
36 –40yrs	
41 –45yrs	
46 –50yrs	
51yrs>	

Educational level

N

No schooling	
Primary level	
High school	
Tertiary	

Total number of years in custody (sentenced)

N

10-15yrs	
16- 21yrs	
22yrs>	

Religious Affiliation

N

Christian	
Islamic	
Other	

2.2 In-depth interview sample guide questions

- What type of rehabilitation programme have you ever participated in?
- What is the goal of the correctional facility you are presently serving in?
- What is your perception of rehabilitation?
- What are the main issues that act as barriers to rehabilitation at your prison?
- What is your perception of Correctional Officers involved in rehabilitation programmes?

ANNEXURE 3

FOCUS GROUP INTERVIEW SCHEDULE

3.1 Biographical data of inmates

Kindly tell me about yourself in terms of:

Gender N

Male	
Female	

Age

N

21 - 25yrs	
26 –30yrs	
31 – 35y	
36 –40yrs	
41 –45yrs	
46 –50yrs	
51yrs>	

Educational level

N

No schooling	
Primary level	
High school	
Tertiary	

Total number of years in custody (sentenced)

N

10-15yrs	
16- 21yrs	
22yrs>	

Religious Affiliation

N

Christian	
Islamic	
Other	

3.2 Focus group sample guide questions

- From your perception what type of environmental factors are conducive to effective rehabilitation of offenders or repressive of such, at your correctional centre?
- What would you recommend as a way of enhancing and establishing the culture of rehabilitation at your maximum security prison?

ANNEXURE 4

KEY INFORMANT INTERVIEW SCHEDULE

4.1 Biographical data

Please tell me about yourself in terms of:

- Gender
- Age
- Educational level
- Religious affiliation
- Years of experience in the rehabilitation programme
- Your area of function

4.2 Sampled questions

- How would you describe the rehabilitation programme that you render?
- What type of policy framework guides the implementation of your rehabilitation programmes?
- What factors would you cite as examples showing that rehabilitation programmes generally are implementable and need- based at your correctional centre?
- How are offenders monitored during and after completion of programmes – a form of follow up
- Based on your perception what are the strengths and weaknesses of rehabilitation programmes at your correctional centre?

ANNEXURE 5: NWU ETHICS APPROVAL OF PROJECT



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT

Private Bag X6001, Potchefstroom
South Africa 2520

Tel: (018) 299-4900
Faks: (018) 299-4910
Web: <http://www.nwu.ac.za>

Ethics Committee
Tel +27 18 299 4849
Email Ethics@nwu.ac.za

ETHICS APPROVAL OF PROJECT

The North-West University Research Ethics Regulatory Committee (NWU-RERC) hereby approves your project as indicated below. This implies that the NWU-RERC grants its permission that provided the special conditions specified below are met and pending any other authorisation that may be necessary, the project may be initiated, using the ethics number below.

Project title: Perception of offenders and correctional officials on the rehabilitation programmes in maximum correctional centres - North West Province

Project Leader: Dr NG Phetho Thekisho
Student: PM Manganye

Ethics number:

N	W	U	-	0	0	2	4	7	-	1	4	-	A	9
Institution			Project Number						Year		Status			

Status: S = Submission, R = Re-Submission, P = Provisional Authorisation, A = Authorisation

Approval date: 2014-06-05

Expiry date: 2019-06-04

Special conditions of the approval (if any): None

General conditions:

While this ethics approval is subject to all declarations, undertakings and agreements incorporated and signed in the application form, please note the following:

- The project leader (principle investigator) must report in the prescribed format to the NWU-RERC:
 - annually (or as otherwise requested) on the progress of the project;
 - without any delay in case of any adverse event (or any matter that interrupts sound ethical principles) during the course of the project.
- The approval applies strictly to the protocol as stipulated in the application form. Would any changes to the protocol be deemed necessary during the course of the project, the project leader must apply for approval of these changes at the NWU-RERC. Would there be deviated from the project protocol without the necessary approval of such changes, the ethics approval is immediately and automatically forfeited.
- The date of approval indicates the first date that the project may be started. Would the project have to continue after the expiry date, a new application must be made to the NWU-RERC and new approval received before or on the expiry date.
- In the interest of ethical responsibility the NWU-RERC retains the right to:
 - request access to any information or data at any time during the course or after completion of the project;
 - withdraw or postpone approval if:
 - any unethical principles or practices of the project are revealed or suspected,
 - it becomes apparent that any relevant information was withheld from the NWU-RERC or that information has been false or misrepresented,
 - the required annual report and reporting of adverse events was not done timely and accurately,
 - new institutional rules, national legislation or international conventions deem it necessary.

The Ethics Committee would like to remain at your service as scientist and researcher, and wishes you well with your project. Please do not hesitate to contact the Ethics Committee for any further enquiries or requests for assistance.

Yours sincerely

Prof Amanda Lourens
Chair NWU Research Ethics Regulatory Committee (RERC)

ANNEXURE 6: APPROVAL LETTER FROM DCS



correctional services

Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA

Private Bag X136, PRETORIA, 0001 Poyntons Building, C/O WF Nkomo and Sophie De Bryn Street, PRETORIA
Tel (012) 307 2770, Fax (012) 328-5111

Ms. P.M Manganye
588 Lofeelo Street
Unit 14
Mmabatho
2735

Dear Ms. P.M Manganye

RE: FEEDBACK ON THE APPLICATION TO CONDUCT RESEARCH IN THE DEPARTMENT OF CORRECTIONAL SERVICES ON "PERCEPTIONS OF OFFENDERS AND CORRECTIONAL OFFICIALS ON THE REHABILITATION PROGRAMMES IN MAXIMUM CORRECTIONAL CENTERS NORTH WEST PROVINCE"

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:

- 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 **Mr. N. Veldman, Acting Social Work Manager: Rooigrond Management Area.**
- You are requested to contact him at telephone number **(018) 2911 011 /185 /156** 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 National Commissioner of Correctional Services before publication 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 CO-ORDINATION & RESEARCH

DATE: 27/08/2014

ANNEXURE 7:

AGREEMENT REGARDING CONDITIONS APPLICABLE TO RESEARCH DONE IN CORRECTIONAL CENTRE WHICH ARE UNDER THE AUTHORITY OF THE NATIONAL COMMISSIONER OF CORRECTIONAL SERVICES



DEPARTMENT OF CORRECTIONAL SERVICES

AGREEMENT REGARDING CONDITIONS APPLICABLE TO RESEARCH DONE IN CORRECTIONAL CENTRES WHICH ARE UNDER THE AUTHORITY OF THE NATIONAL COMMISSIONER OF CORRECTIONAL SERVICES

I... (Name & surname) wish to conduct research titled **Perceptions of offenders and correctional officials on the rehabilitation programmes in maximum correctional centres –North-West Province.**

in/at institutions which falls under the authority of the National Commissioner of Correctional Services. I undertake to use the information that I acquire in a balanced and responsible manner, taking in account the perspectives and practical realities of the Department of Correctional Services (hereafter referred to as “the Department”) in my report/treatise. I furthermore take not of and agree to adhere to the following conditions:

1.1 INTERNAL GUIDE

The researcher accepts that an internal guide, appointed by the Department of Correctional Services will provide guidance on a continual basis, during the research. His/her duties will be:

- 1.1.1 To help with the interpretation of policy guidelines. He/she will therefore have to ensure that the researcher is conversant with the policy regarding functional areas of the research.
- 1.1.2 To help with the interpreting of information/statistics and terminology of the Department which the researcher is unfamiliar with.
- 1.1.3 To identify issues which could cause embarrassment to the Department, and to make recommendations regarding the utilization and treatment of such information?
- 1.1.4 To advise Correctional Management regarding the possible implementation of the recommendations made by the researcher.

With regard to the abovementioned the research remains the researchers own work and the internal guide may therefore not be prescriptive. His/her task is assistance and not to dictate a specific train of thought to the researcher.

1.2 GENERAL CONDITIONS WHEN DOING RESEARCH IN PRISONS

- 1.2.1 All external researchers; before conducting research must familiarize themselves with guidelines for the practical execution of research in prisons as contained in the handbook (see par.11 of Research Policy).
- 1.2.2 Participation in the research by members/offenders must be voluntary, and such willingness must be indicated in writing.
- 1.2.3 Offenders may not be identified, or be able to be identified in any way.
- 1.2.4 Research Instrument such as questionnaires/schedules for interviews must be submitted to the Department (internal guide) for consideration before they may be used.
- 1.2.5 The Department (Internal Guide) must be kept informed of progress and the expected completion dates of the various phases of the research and progress reports/copies of completed chapters furnished for consideration to the Department should this be requested by the Department.
- 1.2.6 The Research Ethics Committee of the DCS must be provided with soft copy and two hard copies of the researcher's report.
- 1.2.7 The Researcher's report must be submitted for evaluation two months prior to presentation and publication for the National Commissioner's approval (see par.9 of Policy).
- 1.2.8 Research findings or any other information gained during the research may not be published or made known in any other manner without the written permission of the Commissioner of Correctional Services.
- 1.2.9 A copy of the final report/essay/treatise/thesis must be submitted to the Department for further use.
- 1.2.10 Research will have to be done in the researchers own time and at his own cost unless explicitly stated otherwise at the initial approval of the research.

1.3 CONDUCT IN CORRECTIONAL CENTRES

- 1.3.1 Arrangements to visit a correctional centre (s) for research purposes must be made with the Area Manager of that particular centre. Care should be taken that the research be done with the least possible disruption of offender's routine.
- 1.3.2 Office space for the conducting of tests and interviews must be determined in consultation with the Area Manager of that particular centre.
- 1.3.3 Research instruments/interviews must be used/ done within view and hearing distance of a member (s) of the South African Correctional Services.
- 1.3.4 Documentation may not be removed from files or reproduced without the prior approval of the Area Manager of the Centre.
- 1.3.5 Any problem experienced during the research must be discussed with the relevant Head of the Correctional centre without delay.
- 1.3.6 Identification documents must be produced at the centre upon request and must be worn on the person during the visit.

- 1.3.7 Weapons or other unauthorized articles may not be taken into the correctional centre.
- 1.3.8 Possession of the Researcher taken into the correctional centre and other necessary articles that are worn on the researcher's person are at his own risk. Nothing may be handed over to the offenders except that which is required for the process of research; e.g. manuals, questionnaires, stationery, etc.
- 1.3.9 The research must be done in such a manner that offenders /members cannot subsequently use it to embarrass the Department of Correctional Services.
- 1.3.10 Researchers must be circumspect when approaching offenders with regard to their appearance and behavior, and researchers must be careful of manipulation by offenders. The decision of the Head of Centre in this regard is final.
- 1.3.11 No offender may be given the impression that his/her co-operation could be advantageous to him/her personality.

2. INDEMNITY

The researcher waives any claim which he may have against the Department of Correctional Services and indemnifies the Department against any claims, including legal fees at an attorney and client scale which may be initiated against the latter by any other person, including an offender.

3. CANCELLATION

The National Commissioner of Correctional Services retains the right to withdraw and cancel authorization or research at any time, should the above conditions not be adhered to or the researcher not keeps to stated objectives. In an event of the researcher deciding to discontinue the research, all information and data collected from the liaison with the Department must be returned to the Department and such information may not be published in any other publication without the permission of the National Commissioner of Correctional Services. The National Commissioner of Correctional Services also retains the right to allocate the research to another researcher.

4. SUGGESTIONS

The researcher acknowledges that no other suggestions except those contained in this agreement; were made which had led him/her to the entering into this agreement.

Signed at _____ on the _____ day of _____
_____ month
_____ year.

RESEARCHER: _____

WITNESSES

Above-mentioned researcher signed this agreement in my presents.

Name & Surname: _____ Date: _____

ANNEXURE 8

CONSENT FOR PARTICIPATION IN THE RESEARCH STUDY

I volunteer to participate in this research study conducted by Ms Manganye from the North-West University, Mafikeng Campus. I understand that the study aims at exploring: Perceptions of offenders and correctional officials on the rehabilitation programmes in maximum correctional centres - North-West Province

1. My participation in this study is voluntary. I understand that I will not be paid for my participation. I may withdraw participation at any time without penalty.
2. I understand that if during the interview session I feel uncomfortable in any way, I have the right to decline to answer any question or to end the discussion.
3. The interview will last approximately 60 minutes. Notes will be written during the interview. In certain instances a tape recorder will be used. If I don't want to be taped, I will not be able to participate in this study.
4. I fully understand that the researcher will not identify me by name, and that my confidentiality as a participant in this study will remain anonymous.
5. I fully understand the explanations provided to me, and have had all my questions answered to my satisfaction.
6. I voluntarily agree to participate in this study

.....

My Signature/Thumbprint

.....

Date

.....

Signature of the Researcher

.....

Date

ANNEXURE 9

PROFILE OF SAMPLED IN-DEPTH INTERVIEWS: CORRECTIONAL CENTRE – A

Name of correctional centre	Number of Participants	Age category	Gender of the participants	Education level of participants	Total number of years in custody	Religious affiliation
Correctional centre A	1	36-40 years	Male	Tertiary education	10 -15 years	Christian
	2	31-35 years	Male	High School	22 - Life sentence	Christian
	3	41-45 years	Male	Tertiary education	22 - Life sentence	Christian
	4	31-35 years	Male	High School	22 - Life sentence	Christian
	5	36-40 years	Male	High School	10 – 15 years	Christian

ANNEXURE 10

PROFILE OF SAMPLED IN-DEPTH INTERVIEWS: CORRECTIONAL CENTRE - B

Name of correctional centre	Number of Participants	Age category	Gender of the participants	Education level of participants	Total number of years in custody	Religious affiliation
Correctional centre B	6	46-50 years	Female	No schooling	10-15 years	Christian
	7	26-30	Female	Primary Education	10-15 years	Christian
	8	26-30 years	Female	High School	16-21 years	Christian
	9	31-35 years	Female	High School	10-15 years	Christian
	10	26-30 years	Female	Primary school	22 years – Life	Christian

ANNEXURE 11

PROFILE OF SAMPLED FOCUS GROUP CORRECTIONAL CENTRE A

Name of Correctional centre	Number of the Participant	Age category	Gender of the participants	Education level of participants	Total number of years in custody	Religious affiliation
Correctional centre A	1	21-25 years	Male	High School	22 – Life sentence	Christian
	2	26-30 years	Male	High School	10-15 years	Christian
	3	21-25 years	Male	High School	10-15 years	Christian
	4	36-40 years	Male	High School	22-Life sentence	Christian
	5	21-25 years	Male	High School	22-Life sentence	Christian

ANNEXURE 12

PROFILE OF SAMPLED KEY INFORMANT INTERVIEWS: CORRECTIONAL CENTRE A

Name of Correctional centre	No of Participants	Age	Gender	Marital status	Education level of the participant	Years of experience in rehabilitation programmes
A	1	Middle aged	Male	Married	Tertiary education	11-16 years
	2	Aged	Male	Married	High School	27 years
	3	Middle aged	Male	Married	Tertiary education	5 years
	4	Middle aged	Male	Married	High School	7 years
	5	Middle aged	Male	Married	High School	6 years

ANNEXURE 13

PROFILE OF SAMPLED KEY INFORMANT INTERVIEWS: CORRECTIONAL CENTRE B

Correc tional Centre	Partic ipant	Age	Gender	Marital Status	Education	Years of experience in rehabilitation programmes
B	6	Middle aged	Female	Married	Tertiary education	6 years
	7	Middle aged	Female	Married	Tertiary education	15 years
	8	Young	Female	Married	Tertiary education	6 years
	9	Middle aged	Female	Married e	Tertiary education	10 years
	10	Middle aged	Female	Single	Tertiary education	7 years

ANNEXURE 14: SAMPLE OF FIELD NOTES

Interviewer: Good Morning Madam

Participant 3: Good morning madam

Interviewer: My name is Patricia Manganye and I am conducting a research study in your centre, are you still willing to be part of the study?

Participant 3: Yes I am

Interviewer :There is no need for you to indicate your name to me, what I like to do at this stage is to go through the consent form with you so as to ascertain your willingness to participate in the study.

Participant 3: Okay mam

Action: The consent form was read aloud to the participant and he was also given a chance to go through the consent form.

Observation The participant agreed to the contents of the consent form and endorsed that by attaching his signature on the consent form.

Interviewer: I am going to ask you several question and further request that you answer them honestly as no information will be traced back to you.

Participant 3: It is okay Aju, I will.

Interviewer: I heard you saying am Aju, what is the meaning of that?

Observations The participant then laughed and then said it is how were address our female officials, it is a symbol of the relationship we have with them.

Interviewer: Okay I understand now, but just wanted to assure you that I am not an official but if you are comfortable in addressing me like as such feel free to use the name?

Interviewer: Kindly tell me about yourself, in terms of gender, age, educational level, your religious affiliation, and total number sentenced to?

Interviewer: Have you ever participated in any rehabilitation programme and if yes which programmes?

Participant 3: Yes, social work programmes(life skills),computer course, anger management, Chatsec ,Beauty therapy, bead work graduated in during the Corrections week at the National celebration, religious programmes,financial planning and I am a member of the book club(were read books and debate of certain topics). According to the offender the programmes are need based,

Interviewer: Do you think the programmes you attended where need based

Participant 3: The programmes were need based because I learned a lot, I realized that I can do better than stealing, the programmes are rendered by officials who are trained and they are giving it their all.

Interviewer: Is rehabilitation a goal of the correctional facility you are presently serving in?

Participant 3: Yes, a lot officials encourage us and comfort us when we are hurt, they address all areas of the our needs wholeheartedly because was made to realize that I can do better rather than being involved in crime, officials are encouraging us to participate in programmes and when they are hurt they are willing to assist us.

Interviewer: What expectations do prison officials have on you regarding rehabilitation?

Participant 3: They believe that we can change for the better, they expects me to be disciplined, behave with gratitude and respect and a sign of appreciation.

Interviewer: What is the value of rehabilitation to you?

Participant 3: Rehabilitation is valuable, it starts from within and it works a lot for many who want to participate. I am determined to change because of programmes I attended. I did not know that such programmes existed and because of rehabilitation I managed to realize that even outside there are services that are vital that I did not have time for and while at the centre she realized the importance of such services e.g. social workers. I did not know that am capable of certain skills such as bead work, the skill of beadwork I obtained can assist me to lead a crime free life upon my release. I was unable to forgive but due to programmes attended I am gradually getting there.The rehabilitation programmes opened my mind on lots of things.

Interviewer: What is the main issue that acts as a barrier to rehabilitation in your prison?

Participant 3: Security is too much on us preventing us to reach certain things during our stay in the centre, I have done a course in gardening but I am not allowed to implement the skill. I also have a computer skill and due to non-availability of a computer the skill I possess will erode, with computers practice makes it perfect.

Male offenders are given first preference at the centre in terms of many things, have more information on lots of things unlike us.

The food is monotonous; we eat porridge for 365 days with same vegetables spinach, carrot and cabbage. Unbalanced diet, they are still human beings and crave for certain things.

Interviewer: You said you have a skill in gardening but you are not allowed to practice it, are reasons explained on why you are not allowed to do gardening.

Participant 3: When we want to go out we are always told that there is shortage of staff members.

Interviewer: What is your perception of Correctional Officers involved in rehabilitation programmes?

Participant 3: They encourage us to participate in rehabilitation programmes and usually tell us that we can still make it in life, through their encouragement I managed to pass her grade 12 after she threw in the towel in 1997 after not making it. They regard us as human beings. The presence of the officials is much appreciated and recognized by offender. They make a difference in our lives. They take our wellbeing seriously including our health. On the whole I would classify them as good people, who motivate us to be better and responsible human beings. Because they are human beings they have their days and as offenders we have learned to give them space when they have their days. Most do their job as expected; they are able to identify us when we have problems and refer us to other professionals for help that they might not be able to offer”.