

**An exploration of the impact of corruption on traffic policing in KwaZulu-Natal**

by

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## DECLARATION

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I declare that the entirety of the work contained in the dissertation is my own original work and that I am the sole author thereof. All sources that I have used or quoted have been clearly indicated and acknowledged by means of complete references.

I further declare that I have not previously submitted this work, or part of it, for examination at Unisa for another qualification or at any other higher education institution.

I further declare that I submitted the dissertation to originality checking software and that it falls within the accepted requirements for originality.

I further declare that the study was approved by the Ethics Committee of the College of Law and was allocated a Project ID: 4089. Guidelines set out in the Research Ethics Policy of the University of South Africa were adhered to during the study.

A photograph of a handwritten signature in black ink on a light-colored surface. The signature is stylized and appears to be 'N. Sangweni'.

Signature

10 June 2025

Date

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## **DEDICATION**

Acknowledgement of parental sacrifices goes to my beloved parents:

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## **ABSTRACT**

Corruption is a persistent issue and has far-reaching effects that affect not only South Africans' quality of life but also the country's social cohesion and economic growth. Its presence in the traffic police departments serves as evidence of this reality. This study assumed the possibility that road carnage, rampant lawlessness, and a high level of impunity may stem from corruption. In light of this context, the study sought to show the impact of corruption on traffic policing in KwaZulu-Natal. The objectives of the study were to explore the impact of KwaZulu-Natal Provincial Traffic Police corruption on service delivery, to gain an in-depth understanding of contextual causes of corruption, to explore individual experiences of the efficiency of corruption combating strategies within the selected Traffic Police departments, and to formulate recommendations for further research on corruption-combatting strategies within Traffic Police departments.

A qualitative research approach was adopted to examine the perceptions and experiences of members of the public who have had past interaction with traffic police officers. Using purposive sampling, 14 participants were selected from a target population of 25 individuals. The study's participants included one unemployed individual, two students, six traffic officers, and five individuals from various sectors of formal employment. Semi-structured interviews and a comprehensive literature review facilitated data collection. Findings revealed an existing culture of corruption within traffic policing, underscored by a shared understanding among community members and traffic officials that such practices are detrimental. Further analysis indicates that several socio-economic conditions contribute to the perpetuation of corruption within traffic police departments. Key factors identified include low economic development, low pay, urgent need for money, peer pressure, and financial distress. This study exposes the intricate relationship between socioeconomic challenges and corrupt practices in traffic policing, providing insights and recommendations that may inform policy interventions intended to mitigate corruption and enhance the integrity of general traffic law enforcement.

**Key terms:** Traffic Police Officer, Corruption, Service delivery, Extortion, Bribery, Favoritism, Embezzlement, KwaZulu-Natal, Road Traffic Management Corporation, Traffic Policing.

## LIST OF ACRONYMS AND ABBREVIATIONS

<b>AG</b>	Auditor General
<b>APP</b>	Annual Performance Plan
<b>AU</b>	African Union
<b>CCTV</b>	Close Circuit Television
<b>COVID-19</b>	Corona Virus Disease – 2019
<b>CPA</b>	Criminal Procedure Act 51 of 1977
<b>DLTC</b>	Driving Licence Testing Centre
<b>DPCI</b>	Directorate for Priority Crime Investigation
<b>DPSA</b>	Department of Public Service and Administration
<b>EAP</b>	Employee Assistance Programme
<b>EPWP</b>	Expanded Public Works Programme
<b>EPMDS</b>	Employee Performance Management and Development System
<b>eNaTIS</b>	Electronic National Traffic Information Systems
<b>GPSJS</b>	Governance, Public Safety and Justice Survey
<b>HSRC</b>	Human Sciences Research Council
<b>IFP</b>	Inkatha Freedom Party
<b>IPID</b>	Independent Police Investigative Directorate
<b>KZN</b>	KwaZulu-Natal Province
<b>MEC</b>	Member of the Executive Council
<b>MPS</b>	Municipal Police Service
<b>NACF</b>	National Anti-Corruption Forum

<b>NACS</b>	National Anti-Corruption Strategy
<b>NDP</b>	National Development Plan
<b>NPA</b>	National Prosecuting Authority
<b>NRTA</b>	National Road Traffic Act 93 of 1996
<b>NTACU</b>	National Traffic Anti-Corruption Unit
<b>OECD</b>	Organisation for Economic Co-Operation and Development
<b>POPI</b>	Protection of Personal Information Act 4 of 2013
<b>PRECCA</b>	Prevention and Combating of Corrupt Activities Act 12 of 2004
<b>RTI</b>	Road Traffic Inspectorate
<b>RTMC</b>	Road Traffic Management Corporation
<b>SADC</b>	Southern African Development Community
<b>SIU</b>	Special Investigating Unit
<b>SANS</b>	South African National Standards
<b>SAPS</b>	South African Police Service
<b>TTIU</b>	Traffic and Transport Investigation Unit
<b>UNISA</b>	University of South Africa
<b>WPTSPSD</b>	White Paper on Transforming Public Service Delivery 1459 of 1997

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## **CHAPTER 1**

### **GENERAL ORIENTATION**

#### **1.1 INTRODUCTION**

Chapter one introduces the study by presenting its background and tracing the historical development of the Traffic Police in South Africa. It also provides a synopsis of traffic police corruption, which has become an epidemic within traffic departments. It further indicates the research problem that hinders the attainment of effective traffic law enforcement, even with the implementation of various interventions aimed at curbing it. The research aims and objectives, research purpose and significance, literature review, and the main operational concepts applied in the study are also discussed.

Traffic police were established primarily to enforce the rules of the road, manage traffic flows, and promote safe driving practices among motorists, for example, traffic law enforcement. Over time, the traffic law enforcement function has transformed into a service, and its significance to the public is undeniable. The mandate of traffic police department is to provide a reliable and high performing traffic law enforcement service, aiming to promote road safety and save lives. The protection of human life is critical, as the right to life is a core entitlement provided by the constitution of the Republic of South Africa (RSA) to its citizens. Therefore, it becomes the duty of the traffic police to ensure public safety and serve the people so that this fundamental right is realised.

Traffic police departments must strive to maintain a balance between safeguarding human rights and delivering effective service to the people. However, the widespread corruption that has infiltrated many traffic departments makes the attainment of this balance particularly troublesome. The KwaZulu-Natal (KZN) Provincial Traffic Police is not an exception to this scourge. According to Statistics South Africa (2022:11), KZN ranks as the province with the second largest population in South Africa, with

approximately 12.4 million residents. This large population places significant pressure on the provincial traffic police to provide efficient and equitable service delivery. The high demand for traffic policing services can create conditions in which corruption is more likely to flourish. Given these challenges, it is therefore important to ascertain the extent of corruption within the traffic police and understand its impact on service delivery in the province. Corrupt practices by provincial traffic police which erode public trust and subsequently impact service delivery must be identified in order to develop effective measures to counter and eliminate them. If this is achieved, a positive image of the traffic police will be generated, and the citizens' confidence in the organisation will be enhanced, positioning the South African Traffic Police on an international level.

## **1.2 BACKGROUND TO THE STUDY**

In South Africa, traffic policing functions came into being in the early 20th century, when motor vehicles started to show up on the country's roads. The earliest traffic law to be formulated and which had to be enforced by traffic law authorities was promulgated in Durban in 1906 (Hector, 2022a:331). The author further pronounces that the law intended to impose a traffic obligation on a driver involved in an accident and who fled the accident scene; for example, it wanted to curb hit-and-run accidents as prescribed in Reg 13i of Motor Car and Cycle Regulations—Proc 136 of 1906, published in Natal GG 3571 of 1906-10-23 (Hector, 2022a:332).

Historically, enforcing traffic laws has been one of the responsibilities of the SAPS, previously known as the South African Police (SAP). This mandate was later delegated to traffic departments that were established at the local government level during the 1930s. Subsequent to those developments was the formation of traffic departments across the country (Raunch, Shaw & Louw, 2001:5). Local government in the 1930s refers to the four provinces that constituted the RSA at the time. The four provinces of the RSA were Natal, Transvaal, Orange Free State, and Cape Province. The Natal Province established its traffic police department in 1938 and tasked its officers with regulating traffic flows and making provincial roads safer.

At their establishment, traffic police in South Africa were solely tasked with conducting traffic control duties. However, the development of the Road Traffic Ordinance in 1966 increased the scope of traffic police duties to include road traffic-related offences. These changes meant that traffic matters in each province would be dealt with according to the Road Traffic Ordinance of 1966. The Road Traffic Ordinance Act of 1966 set out uniform traffic rules for the then four provinces of the RSA (Hector, 2022b:332). This legislation resulted in traffic officers being empowered to prosecute road traffic-related matters and offences. The authority to prosecute traffic matters, which included issuing traffic fines and executing arrests, created a pathway for corruption to infiltrate the system. Lack of oversight by traffic departments and public scrutiny has, over the years, exacerbated the problem.

Recently, another area of concern has been the great increase in the number of vehicles on South African roads, which has rendered the initial core function of traffic police obsolete. To address the dynamics of traffic conditions and the ever-changing road traffic circumstances in South Africa, the National Road Traffic Act 93 of 1996 (NRTA) was developed. The Act repealed the old statutes, such as the National Road Act (Act 42 of 1935), the Road Traffic Ordinance 21 of 1966, and Road Traffic Act (Act 29 of 1989), that laid the foundation for formal traffic policing.

The NRTA (Act 93 of 1996) has widened the scope of traffic policing to include traffic law enforcement as well as prevention of traffic-related crimes. The Act introduced sections and regulations that provide criteria for the appointment of officers (traffic police officers, examiners of driving licences and of motor vehicles, etc.), driver fitness, vehicle fitness, registration, licensing, and rules of the road for road users.

Furthermore, the post-apartheid South Africa consists of three spheres of government namely, the national, provincial, and local governments. Traffic police departments span across these three spheres. There are national traffic police, provincial traffic police, and local traffic authorities, with all having been provided the powers to make and implement road traffic-related legislation by the Constitution of South Africa (Act No. 108 of 1996).

The Road Traffic Management Corporation (RTMC) was established to consolidate and ensure the practical functioning of traffic police across the three spheres of government. du Plessis, Jansen and Siebrits (2020:343) states as follows:

*This division of responsibilities across the levels of government has complicated road traffic management in South Africa, hence RTMC was established in 1999 to pool powers and resources and to eliminate the fragmentation of responsibilities for road traffic management across the various spheres of government.*

This was done to ensure that good traffic law enforcement service is rendered to the citizens. In contrast with the past, the focus of traffic policing in South Africa has become more of a service and has fundamentally shifted towards saving lives, curbing road accidents, and changing driver behaviour with the ultimate motive of improving road safety. The obstacle to achieving these goals is the widespread nature of corruption within traffic police institutions.

### **1.3 AN OVERVIEW OF POLICE CORRUPTION**

South Africa ranks among the countries with some of the most corrupt public services in the world. In its 2022 Corruption Perceptions Index, Transparency International gave the country a score of 43 out of 180, with lower scores indicating a greater degree of perceived corruption. Rotberg (2019:8) reinforces this view by noting that the world levels of corruption were lower during the 1990s compared to the present day, even though precise figures are difficult to establish.

Although most literature broadly discuss corruption within the public service, police organisations in South Africa and globally have topped the corruption indices. Supporting this, Lee-Jones (2018:5) stated that the police force is often perceived by people as one of the most corrupt government institutions. Furthermore, Bello and Steyn (2019:68) found that unprofessional misconduct and corruption have consistently confronted the police since its formation.

In this study, corruption is conceptualized as the unlawful and intentional misuse of legitimate authority granted to public officials for personal gain. Furthermore, it may compromise the ability of traffic police officials to remain impartial and could potentially hinder them from performing their statutory responsibilities ethically.

### **1.3.1 Traffic Police Corruption**

Policing as a form of social control continually evolves to respond to shifting social behaviours. However, one element that has stayed largely constant is police corruption (Benson, 2008:1). Vilakazi (2015:4) states that police corruption occurs when police officials deliberately breach their responsibilities for personal benefit. Similarly, Singh (2022:2) describes it as an act either committed or omitted by a police official that breaks legal rules, thereby placing their personal gain ahead of duty.

The persistence of traffic police corruption indicates a deeper problem within law enforcement. It may also suggest that existing strategies for fighting corruption are not working as intended thereby highlighting the need to assess their effectiveness. By extension, this problem undermines the integrity and functionality of the traffic police. This is particularly concerning, as the trust and attitude of people towards traffic police are significantly shaped by institutional processes and the contextual factors surrounding how they establish, grant, withhold, and revoke traffic police functions. When traffic officials fail to perform their police function and instead engage in corrupt practices, they do not only break the oath of the office but also act against the general interest of the public.

The common traffic police corruption practices include bribes paid for traffic offences committed on the road to ensure that an offender escapes liability; extortion; irregular testing and issuing of driving licences, learner's licences, and professional driving permits; as well as irregular testing and issuing of motor vehicles' roadworthy certificates and operating licences.

In the context of this study, the researcher assents to the definition of corruption as described by Bello and Olutola (2016: 223), who argue that Newham (2004: 232) offers

a more suitable definition. According to Newham (2004: 232) police corruption occurs when a police officer serves personal interests rather than those of the country.

### **1.3.2 Classification of traffic police corruption**

Corruption practices among traffic police are defined based on the frequency of occurrence of a specific corruption act and the magnitude and seriousness of the corruption act committed and are hierarchical in nature, with number one being the least serious and last being the most serious (Singh, 2022:3). Noticeable is the provision by Lee-Jones (2018:3), who also categorised police corruption into four types as follows:

#### **1.3.2.1 Petty Corruption**

This type of corruption is frequently observed among lower-ranking police officers and typically involves actions such as bribery, extortion, gratuities, opportunistic corruption, and traffic police unprofessional conduct. Prenzler's study conducted in 2002 on international trends in police corruption compared the findings of the 1972 Knap Inquiry with those of the 1997 Wood Inquiry. The study identified several common police corruption practices, including gratuities, opportunistic corruption, process corruption, corruption linked with criminal groups, and unprofessional conduct by police officers (Prenzler, 2009:5–7).

- **Bribery**

Although bribery is no longer classified as a distinct offence under the Prevention and Combating of Corrupt Activities Act 12 Of 2004 (PRECCA), this does not imply that a traffic police officer accepting a bribe from an offender to avoid accountability for an unlawful act is legally permissible. Instead, traffic police officers who take bribes can be charged under the provisions of Section 3 and/or Section 4 of the PRECCA, which deal with corruption by public officers. In terms of Section 3 of the PRECCA, any individual who either accepts or offers any form of gratification with an intent to improperly influence another person's conduct in the performance of their duties is considered to have committed the offence of corruption.

Over the years, there has been a growing number of high-ranking police officials in South Africa that have been charged and convicted of corruption. The well-known case is that

of Jackie Selebi, the former SAPS National Commissioner who served from year 2000 to 2009 and was convicted of corruption, fraud, and racketeering for violating Section 4(1)(a) of the PRECCA (Act 12 of 2004). He was found guilty of accepting bribes from drug dealer Glen Aglioti in return for, among other things, access to classified police intelligence reports (Peiffer, Marquette, Armytage & Budhram, 2019: 2).

The researcher defines bribery as an unlawful and intentional act on the part of a law enforcer that overlooks the delegated legal duty for self-enrichment.

- **Extortion**

Armstrong and Meyer (2023:192) define extortion as one party illegally pressuring another to give up either monetary or non-monetary benefit by threatening them, leading them to offer a bribe. Extortions are predatory acts whereby traffic police officers use their occupational power or position to make threats and thereby gain involuntary benefits from coerced individuals (Andvig & Fjeldstad, 2008:3). In this way, the officer obtains a benefit against the will of the individual who gives it. For example, a traffic officer may confiscate a motorist's driving licence or vehicle licence disc documents and then demand a cash payment to return those confiscated documents to the motorist. The researcher describes extortion as a criminal act committed by a traffic police officer to coerce a person into making a payment to avoid police action.

- **Gratuities**

Ross and Welsh (2023:726) define a gratuity as a sum of money or a gift given as a mark of satisfaction and to express appreciation for the service received and retained by the person giving it. It is a common cause that people would give gratuity to traffic police as a means of appreciating good service rendered. Whether or not this is good practice remains an issue. However, giving gratuity to traffic police becomes a "slippery slope" that opens a window for traffic police to be corrupt. Prenzler (2009:5) states that the most prevalent type of police misconduct involves officers accepting of gratuities such as complimentary meals, goods, or monetary rewards. This means that traffic police officers receive gratuities as form of compensation for services they are expected to provide.

- **Opportunist corruption**

This type of corruption often occurs when prevailing circumstances create an opening through which a perpetrator can commit a crime. Mmakwena and Moses (2022:981) attest to this phenomenon by defining opportunistic crimes as those derived from circumstances that create an opportunity for their occurrence. In the context of traffic police, this type of corruption occurs when officers, while performing their duties, confiscate exhibits or portions of exhibits found on suspects or at crime scenes for personal gain, such as stealing evidence. Exhibits found and confiscated from suspects or scenes of crime should be promptly recorded in appropriate registers on arrival at the police station.

- **Traffic Police unprofessional conduct**

Since they have the authority to carry out traffic law enforcement duties, people expect traffic police to always act ethically. Traffic departments use codes of ethical behaviour to guide officers in their policing profession. Faull and Rose (2012: 2) define police professionalism as an expectation that officers carry out their duties in accordance with fair, transparent, and accountable standards. Any traffic police behaviour that deviates from the official code of conduct of the traffic department is regarded as unprofessional and indicative of corruption. Such behaviour causes additional harm by eroding public trust in the traffic police, further weakening their legitimacy and credibility.

#### 1.3.2.2 Bureaucratic Corruption

Bureaucratic corruption involves the exploitation of internal administrative procedures by police officers for personal gain. Examples include traffic fine fixing, where a traffic police official does not capture a traffic fine on the administration system used for capturing fines and instead cancels a traffic fine as a favor to friends.

#### 1.3.2.3 Corruption Linked with Criminal Groups

This type of corruption takes the form of payoffs to officers by individuals who consistently break the law, enabling the police to gain financially and sustain an ongoing corrupt relationship with these offenders (Muzychuk, 2018: 29). For example, traffic police officials who sell face-value documents used to produce driving licences, learner's licences and motor vehicle licence discs to criminals who then use those documents to

make fraudulent driving licences, learner's licences, and vehicle licence discs. This form of corruption also manifests itself as a process of corruption, which occurs mostly when traffic police are paid to make false statements under oath so that the case is dismissed, or the accused is acquitted. Occasionally it takes a form of coercion on the part of the traffic police to pressure a suspect to induce confessions (Prenzler, 2009:5).

#### 1.3.2.4 High Level or Political Corruption

This type of corruption occurs when senior police officials misuse their authority for personal gain. A notable example of this form of corruption is the case of Bheki Cele, the former National Commissioner of SAPS, who was suspended and later dismissed amid corruption allegations. The Public Protector determined that Cele's involvement in irregular building leasing deals, amounting to R1.7 billion, was unlawful and improper, and constituted maladministration, sentiments that were subsequently agreed upon by the board of inquiry, which also concluded that Cele was unfit for office (Vilakazi, 2015:42).

### **1.4 PROBLEM STATEMENT**

A problem statement in research serves to clearly define the problem that the research seeks to address. Ali and Pandya (2021: 472) assert that research should aim to provide solutions aligned with the identified problem. De Vos, Strydom, Fouche and Delpont (2011:108) emphasise that this part captures the core focus of the study. According to Miles (2019:2), the problem statement ought to present the justification for the study and utilised data and evidence to demonstrate the necessity of addressing the problem in the study.

The problem for this research is premised on the possibility that road carnage, lawlessness, and a high level of impunity could be a result of corruption. In South Africa, corruption is a grave concern for government, businesses, and communities across the country. Anecdotally, there is a suggestion that there is an increasingly damaging effect of corruption in law enforcement agencies of the country, particularly in the traffic police. High levels of corruption in the KZN Provincial Traffic Police adversely impact service delivery and, more specifically, road safety. For instance, road safety is threatened and

compromised by unroadworthy vehicles that are still being driven on our provincial roads, by unlicensed drivers who violate traffic laws, and by those who drive while under the influence of prohibited substances. All of this is due to traffic officials accepting bribes. These transgressions exacerbate road carnage and lead to massive loss of life in the province.

Traffic departments view corruption in the traffic profession or among traffic officials as a serious issue, leading them to devise strategies to combat this scourge. In addressing the prevalence of corruption in the National Traffic Police, the Road Traffic Management Corporation (RTMC) which operates under the National Department of Transport established the National Anti-Fraud and Corruption Unit in 2012. This unit was created to combat corruption by working in collaboration with other law enforcement agencies.

Similarly, the KZN Department of Transport established its own investigation unit called the Traffic and Transport Investigation Unit in May 2004, as there was no "watchdog" for traffic police in the province (Traffic and Transport Investigation Unit Report, 2022). Before its establishment, corruption went relatively undetected and unabated. The unit was established to identify and investigate fraud, corruption, and irregular practices, particularly by traffic police and other traffic department officials. The common traffic police corruption practices in KZN include bribes paid for traffic offences committed on the road to ensure that an offender escapes liability, irregular testing and issuing of driving licences, learner's licences, and professional driving permits, as well as irregular testing and issuing of motor vehicles' roadworthy certificates and operating licences.

The recent investigation and its results released by the KZN Traffic and Transport Investigation Unit (TTIU) for 2021 to 2022 stem from the public complaints received by the unit. In addition to that, there was a public statement dated 11 December 2018 released by the Inkatha Freedom Party's (IFP) Member of Parliament, Honorable Steven Moodley, urging the Member of the Executive Council (MEC) for Transport in the province to intensify efforts to combat corruption in the KZN Traffic Police (Shezi, 2023).

The TTIU investigation report for the period of 2021 to 2022 revealed the following instances of fraud and corruption by traffic officials.

- Traffic police officials extort money from truck owners in exchange for license discs and operator cards. Officers take bribes for road offences committed to ensure an offender escapes a penalty.
- Irregular testing and issuing of Driving Licenses
- Fraudulent and irregular issuing of Learner's Licenses
- Authorisation and issuing of Professional Driving Permits

The report also presents statistics and the administrative actions that were taken against the corrupt traffic police officials as follows:

- Irregular issuing of learners' licences: eighty-three case dockets (83) with one hundred and sixty-six suspects (166) were registered with SAPS.
- Irregular Driving Licence testing and authorisation: nine (9) driving licence examiners were arrested, four (4) examiners were delinked from electronic national traffic information systems (eNatis), three examiners (3) of driving licences were dismissed, five (5) examiners resigned, and four (4) examiners of driving licences were identified and targeted for further investigation.
- Seventy-five (75) Driving Licences were cancelled.
- Nine (9) Professional Driving Permits were cancelled.
- Two (2) traffic officers were arrested in Newcastle for extorting money from motorists.

As indicated in the annual report Traffic and Transport Investigation Unit (2022), these figures only revealed the extent of corruption in the Provincial Traffic Police but are vague on the impact that corruption has on delivering services to the people. The main implication of corruption in the road transport sector is that if it is left unabated, it poses a threat to road safety. Road safety is an important service that traffic departments seek to attain, and road safety will never be realised if critical aspects aimed at achieving it are compromised. The effect of corruption further impacts the enforcement of traffic laws, contributing to a public perception that traffic police are ineffective, unreliable, inconsistent, and influenced by corrupt activities.

It appears that the nature of the traffic police's work manifests itself in corruption. Accepting the prevalence and implications of corruption as a problem necessitates establishing and exploring its impact on service delivery. This study explored the impact of traffic police corruption on service delivery and provided viable solutions aimed at eradicating the scourge.

## **1.5 DEFINITION OF OPERATIONAL CONCEPTS**

Operational concepts are the main terms used or present in the dissertation or research. A clear definition enhances precision and offers guidance by identifying the essence of the phenomenon (Aspers & Corte, 2019:142). The following are the definitions of key concepts:

### **1.5.1 Traffic Officer or Police**

A traffic officer refers to a person appointed in terms of Section 3A of the NRTA (Act 93 of 1996). This definition also extends to any member of the Service, and any member of a municipal police service, as defined in Section 1 of the SAPS Act (Act no. 68 of 1995), and includes persons designated as peace officer (South African Government, 2014).

### **1.5.2 Corruption**

In South Africa, corruption is defined by the PRECCA, Act 12 of 2004. In this Act, corruption is defined as an act in which a person receives or offers any form of gratification to another person with the intention to influence the receiver to act unlawfully or improperly in the exercise of their duties. Benson (2008: 6) and Sayed & Bruce (1998: 8) developed an operational definition for police corruption as any illegal conduct or misconduct involving the use of occupational power for personal, group, or organisational gain.

### **1.5.3 Service Delivery**

According to Modise and Raga (2020: 56), service delivery implies how public services are provided. The evaluation of service delivery is based on its effectiveness and

efficiency. In the context of traffic police, service delivery refers to the services provided by traffic police officials, which are to provide traffic policing subject to legislation relating to road traffic and to examine drivers' licences and motor vehicles. The traffic police officials are also responsible for monitoring compliance at Driver Licence Testing Centres and Vehicle Testing Centres, the policing of provincial by-laws and regulations, which are the responsibility of the province, and the prevention of crime.

## **1.6 RESEARCH AIMS AND OBJECTIVES**

De Vos et al (2011: 94) defines the aim of research as an individual's goals or objectives. Similarly, Abdulai and Owusu-Ansah (2014a: 16) define research aim as a purpose statement that outlines the direction and destination of research. This research aimed to show the impact of corruption on traffic policing in KZN.

Research objectives break down the aim into actionable statements and guide the reader on how the overall aim will be realised (Abdulai & Owusu-Ansah, 2014b: 6). Doody and Bailey (2015:22) confirm this assumption by stating that the research objectives must align closely to the research question, address all aspects of the research problem, be specific, logically ordered, and attainable, consider available resources such as time, and be mutually exclusive. The study's objectives were set as follows:

- To explore the impact of Traffic Police corruption on service delivery in KwaZulu-Natal.
- To gain an in-depth understanding of contextual causes of corruption.
- To explore individual experiences of the efficiency of corruption-combating strategies within the selected Traffic Police department, and
- To formulate recommendations for further research on corruption-combating strategies within Traffic Police departments.

## **1.7 RESEARCH QUESTIONS**

The research question identifies the phenomenon intended for exploration in the study (Creswell & Poth, 2016:138). According to Ratan, Anand and Ratan (2019:16), a well-formulated research question serves as a statement that outlines the problem, elaborates

on and clarifies the issue under study, provides the direction for the problem statement, informs data collection and analysis, and establishes the research context. This intended research seeks to answer the following question:

- What is the impact of corruption on service delivery in the KZN Provincial Traffic Police?

Furthermore, the following secondary questions were developed to find answers to the main question:

- What are the root causes of corruption in traffic police?
- How efficient are corruption combating strategies within traffic police departments?
- What strategies are recommended for combating corruption within Traffic Police departments?

## **1.8 RESEARCH PURPOSE AND SIGNIFICANCE**

Singh (2019:28) defines the research purpose as a statement that outlines the motivations behind the investigation and the objectives of the examination. Klopper (2008:65) supports this view noting that the research purpose provides a broad indication of what the research aims to accomplish.

It is envisaged that this research will provide some findings and recommendations. It is further expected that the recommendations, which are practical and implementable, will be formulated and shared with different stakeholders. These may be used by the Department of Transport, Traffic Police Departments, and other law enforcement agencies to influence their policymaking pertinent to corruption. Additionally, these recommendations could play a crucial role in developing remedial and preventative mechanisms to combat corruption. The body of knowledge regarding law enforcement, service delivery, and malfeasance will likely be impacted. In the final analysis, the students in this field and UNISA are likely to benefit from this research, as the dissertation will be catalogued and made available to anyone with interest in this theme. The significance of this research is anchored on the submission by Maguire and Johnson (2010:703) that clients in a service delivery context should be guaranteed that their interests are served.

The significance of this study therefore lies in exploring corruption which exists in traffic police departments and the impact of such corruption on service delivery.

## **1.9 PRELIMINARY LITERATURE REVIEW**

Abdulai and Owusu-Ansah (2014a:4) highlight that a literature review serves multiple functions. According to these authors, a literature review provides a theoretical foundation for the study, expands the researcher's understanding of the subject, and helps define and refine the research problem. To develop an effective literature review, the researcher gathered and analysed information from international and national literature, journals, books, and articles, as well as various publications. The discussion of preliminary literature aligns with the theme of policing and corruption in South Africa.

The literature review produced wide-ranging insight into corruption. It also revealed that a significant amount of literature has dedicated itself to enhancing our understanding of corruption, with a particular focus on police. These studies largely focused on the causes and people's perception of corruption within police departments and used these departments as units of analysis. However, this focus created the gap in that when corruption is studied and analysed from this perspective, it might overlook the significant impact that police corruption has in delivering police services to the communities. The literature review further indicated that some studies have addressed the same issue by focusing on a specific town or city as a case study. However, this also created a gap in that the social conditions in the various parts of the same country will be different. This study explored traffic police corruption and its impact at the everyday level from the community perspective. The communities expect police to serve and protect them, and this police function is enshrined in the constitution of the country.

## **1.10 CONCLUSION**

This chapter outlined the history of the traffic police in South Africa, from their establishment in the early 20th century to their status as a fully-fledged traffic law enforcement entity in the country. It also provided context for the existing challenge of traffic police corruption and further outlined the extent of the research problem. Research questions, aims, and objectives that emanated from the identified research problem were described. The focus on research purpose and significance was laid out to show the importance of the study to probe the identified problem of traffic police corruption. It is about time that traffic police corruption and its impact on service delivery are understood at the level of the communities that experience the problem.

## CHAPTER 2

### RESEARCH METHODOLOGY

#### 2.1 INTRODUCTION

Research methodology, in simple terms, refers to the course of action undertaken to conduct a fact-finding inquiry. It is systematic in nature, as it lays down a well-ordered manner of how an inquiry is conducted. To better understand the concept, some scholars deconstruct it into two main components namely, research and methodology, and in this way define each term independently. Adedoyin (2020:1) defines research as an organised inquiry into a phenomenon to determine facts and innovate logical conclusions. Similarly, Pandey and Pandey (2015:8) describe it as an effort to explore, develop, and validate knowledge. Methodology, on the other hand, is defined by Patel and Patel (2019:48) as the systematic assessment of techniques used within a particular field of study.

The synthesis of these two terms yields research methodology, which is defined by Swarooprani (2022:537) as an approach to methodologically explain the research problem by sensibly adopting various steps. According to Sileyew (2019:1), research methodology outlines a path that researchers must follow to conduct research.

Research methodology further divides research designs into three categories: quantitative, qualitative, and mixed-method research designs or approaches. This research adopted a qualitative research approach. Qualitative research entails the gathering and utilisation of various empirical materials, such as case studies; personal experiences that are introspective; life stories; interviews; and observational, historical, interactional, and visual texts that illustrate routine and problematic moments and meaning in individuals' lives (Aspers & Corte 2019: 142).

## **2.2 PHILOSOPHICAL WORLDVIEW**

Philosophical worldview, often referred to as philosophical paradigm, denotes a foundational system of beliefs that underpin and direct scholarly inquiry and practice (Petersen & Gencel, 2013:1). According to Haddadi, Hosseini, Johansen and Olsson (2017:1082), worldviews can be categorized into four types, namely constructivist, post-positivist, transformative, and pragmatist.

A qualitative researcher's assumptions about the nature of reality will most accurately reflect their perspective on how to answer the research question, which in turn will determine how the research topic is advanced and implemented into a research design (De Vos et al., 2011: 309). This research is grounded on the worldview of constructionism which assumes that reality is subjective, dynamic, and changes with time. It focused on human experiences that are pure, genuine, fundamental, and not yet touched by analysis or theory (Denscombe, 2010: 94).

De Vos et al. (2011:309) state that constructionism holds that there is no truth, that reality is subjective, and that it can only be constructed by empathising with research participants. Within this framework, the study focused on the socially constructed nature of reality emphasising the exploration, interpretation, and negotiation of the impact of traffic police corruption on service delivery.

## **2.3 RESEARCH APPROACH AND DESIGN**

A research design refers to the plan, framework, and strategy developed to guide an investigation to find answers to research questions or problems (Shiferaw, Bogale & Debela, 2022: 2261). Furthermore, the plan refers to a complete angle of approach that the research intends to pursue (Aramide, 2023:266).

This research employed a qualitative research design. According to Babbie and Mouton (2001: 31), qualitative research seeks to understand human behaviour by viewing it through the lens of the social actors involved, focusing on description and comprehension rather than an explanation of their actions or thoughts. This means that qualitative

methods are founded on the utilisation of natural observation and the truth discovery from the viewpoint of an interviewee or someone who is perceived to possess knowledge about the subject matter.

Creswell (2013:11) classifies qualitative research designs into five main categories based on their frequency of use in educational research as well as their relevance across the social, behavioural, and health sciences. These designs include phenomenology, ethnography, narrative research, case study, and grounded theory. In this study, the researcher used a phenomenological design to understand the impact of traffic police corruption on service delivery from the level and perspective of the community that experiences this social phenomenon.

It is the submission of this researcher that a choice of this design was informed by the fact that the qualitative research is inherently interpretive and multidimensional; hence, it is assumed to be capable of generating rich insights from the collected data related to complex social issues.

## **2.4 LITERATURE REVIEW ON POLICE CORRUPTION**

The researcher not only conducted interviews to gather people's insights into how traffic police corruption affects service delivery but also reviewed literature to obtain further information on the issue. Regrettable as it is, but it is crucial to acknowledge the connection between traffic policing and corruption in South Africa. Proof of this relationship is provided by Bello and Steyn (2019:68), who corroborated a finding in the study by the South African Human Sciences Research Council (HSRC), which stated as follows:

*In 2011, the South African Human Sciences Research Council conducted a survey asking participants to identify which the public service sector they believed experienced corruption the most widespread corruption, including bribery and abuse of power for personal gain. Two-thirds (66%) of the respondents identified the police as the most corrupt institution where bribery and corrupt practices were deeply entrenched.*

Henceforth, the community views on the prevalence of traffic police corruption and its impact on service delivery should not be overlooked but rather listened to. Traffic police corruption weighs down the image of police and how they render expected service to the public.

## **2.5 TARGET POPULATION**

The target population refers to a specific, defined group of potential participants whom the researcher can access and that reflects the characteristics of the population being studied (Casteel & Bridier, 2021:344). Willie (2022:521) attests that it applies to all individuals who fulfil the specified criteria for a research study. In essence, the target population represents the entire group of individuals of interest.

The study's target population consisted of members of the public residing in KZN Province who are familiar with the services and duties of the Traffic Police in the province. These are public members who have had past encounters with traffic officers or engage with them when they require assistance with the traffic department, such as applications for driving licence tests, renewal or replacement of driving licence cards, applications for learners' licence tests, and applications for a professional driving permit. To ensure a balanced perspective on traffic police corruption, the researcher included traffic police officers whose insights were essential in understanding the phenomenon from within the institution. Other participants in the study included members of the public who had previously interacted with traffic officers during routine road traffic law enforcement activities, such as roadblocks.

## **2.6 SAMPLING**

Due to the impracticability of talking to or interviewing everyone who may have knowledge about the research topic, there was a need to identify a particular sample from the target population to which the findings could be explored, interpreted, negotiated, and described. Sampling refers to the process that involves selecting a group of individuals from a broader population in a manner that seeks to attain meaningful insights (Casteel

and Bridier, 2021:345). Willie (2022:521) describes a sample as a specific set of units, typically individuals who will be invited to participate in the study.

A purposive sampling technique grounded in a non-probability approach was used in this research. This sampling technique involves selecting participants of the study based on research purpose; hence, it is also referred to as deliberate sampling (Mulisa, 2022:81). According to this author, purposive sampling allows researchers to use their judgement in selecting participants who are most likely to provide relevant and insightful data for the study.

The research selected 14 participants for interviews from the target population of 25 people. This decision was in line with literature on research methodology, which submits that in a phenomenological design one can select ten (10) participants from the target population. Creswell and Poth (2016:157) state that in phenomenology, Dukes (1984) suggests selecting between three and ten participants for phenomenological research. In one such study, Riemen (1986) included ten individuals. The sample selection was purposeful in nature, and the Durban district of the province was used as a yardstick to reach the desired number.

However, as an additional requirement, this sample was selected based on the judgement of the researcher, using elements in which the phenomenon was present or that exhibited typical characteristics of the population relevant to the study (De Vos et al., 2011:392). This was also done to reduce sampling errors and to provide an accurate picture of the respondents.

The Department of Transport's Rossburgh Road Traffic Inspectorate [RTI], which employs the researcher, makes its offices easily accessible. Permission to use Rossburgh RTI Centre as a field site for collecting data was sought and granted by the Head of the Department, Province of KZN, as well as the Station Commander of this centre.

## **2.7 DATA COLLECTION PROCESS**

Data collection involves a structured approach to obtaining the information necessary to answer research questions, solve a specific research problem, and/or establish a framework basis for confirming or dismissing a research hypothesis (Mwita, 2022:532). The researcher gathered data from a heterogeneous group of participants and settings to reduce the possibility of bias in the findings. Data was collected from members of the public who had previously interacted with traffic officers on the road during routine road traffic law enforcement activities such as roadblocks, as well as those who visit the traffic department for services that are rendered there. The following data collection methods were adopted in the research:

### **2.7.1 Literature review**

According to Seers (2015:36), a systematic review compiles existing research on a specific topic by systematically searching for research evidence from primary qualitative studies and synthesising the findings. Onwuegbuzie, Leech and Collins (2012:7) state that literature could represent any of the following groups of sources:

- research articles, opinion articles, and essays,
- article reviews, monographs, and dissertations,
- books, internet websites, and videos,
- interview transcripts,
- encyclopedias,
- company reports, trade catalogues, and government documents,
- congressional/parliamentary bills,
- popular magazines and advertisements

For this research, the researcher acquired and reviewed literature from the sources mentioned, which were then summarised, analysed, evaluated, and synthesised as a form of data collection aimed at answering the research question.

### **2.7.2 Interviews**

The data collected by the researcher during the interviews originated directly from the participants. This implies that all the views shared during the interview came from the person being interviewed. This data is referred to as primary data. The study focused on collecting data from both traffic police officials and community members in the city of Durban who have previously interacted with traffic officials, either while on the road or during visits to the KZN Department of Transport. While doing that, the researcher sought to investigate and interpret the impact of corruption on service delivery through the lived experiences of the research participants.

An interview is a technique used to gather data through spoken communication between a researcher and a research participant. Interviews can be conducted either in person or using technological means such as telephones and video conferencing. Interviews may either be structured, semi-structured, or unstructured (Mwita, 2022:533).

In this research, the researcher conducted face-to-face interviews with each participant using a semi-structured approach. Mwita (2022:533) suggested that the researcher posed flexible, predetermined, and more probing questions to the participants. The responses provided were the best indication of the participant's firsthand experience with corruption among traffic police officers. The researcher personally conducted "on-site" interviews with the participants. Each participant's interview lasted no more than twenty (20) minutes. Permission from the participant to record the interview was sought before it began. An audio device was used to record the interviews. The audio was immediately converted to text after the interview.

## **2.8 DATA ANALYSIS**

Palic, Vignali, Stanton, Radder and Henderson (2016:8) assert that qualitative data analysis enables the description, classification, and connection of a phenomenon to the researcher's conceptual framework. This process allows for a deeper understanding of the subject under investigation. Similarly, Ngulube (2015:1) explains that qualitative data analysis involves transforming raw data through processes such as searching, evaluating,

recognising, coding, mapping, exploring, and describing patterns, trends, themes, and categories in order to interpret the data and derive meaning from it.

To create organisation, establish a framework, and make sense of the vast amount of data gathered, as suggested by Denscombe (2010:295), the data collected during the research needed to be first organised, described, interpreted, and then validated to give a confident answer. According to Greening (2019:89), there are four essential steps for conducting phenomenological analysis: bracketing, intuiting, analysing, and describing. This research followed the following steps, as described by the Moustakas model (Creswell, 2013:193):

- Firstly, the researcher described firsthand (personal) experiences with the phenomenon. Second, as suggested by Lin (2013:469), the researcher went beyond the conventional patterns of thoughts and actions to uncover the true essence of the phenomenon, revealing the core meaning of corruption (bracketing).
- The researcher then developed a list of significant statements and thoroughly read the interview transcripts multiple times to identify how participants had experienced the phenomenon. Each identified statement was treated with equal importance, and a list of non-repetitive and non-overlapping statements was compiled to ensure clarity and precision in the data analysis process (intuiting or horizontalization).
- Extracted key statements and then organized them into broader thematic categories, followed by a descriptive account of the participants' experiences with the phenomenon of traffic police corruption and its impact on service delivery (clustering).
- The researcher then developed a comprehensive description that reflected how the experience happened.
- Finally, the researcher wrote a composite description of the phenomenon incorporating both textual (what participants experienced) and structural descriptions (how they experienced it), to convey the overall essence of the lived experience (describing).

### **2.8.1 DATA CODING**

A methodical and thorough approach was adopted by the researcher in coding the data. The coding process involved identifying specific parts of a text or other data and analysing concepts and their relationships with each other (Gibbs, 2007:2). The codes were developed based on the participants' feedback (perceptions) regarding the impact of traffic police corruption on service delivery and enabled the researcher to organise data in a structured manner for easy examination and analysis (Lin, 2013:474). The open coding technique sourced from grounded theory was employed for data analysis. The open coding technique identified concepts and categories by deconstructing data, such as interview transcripts, into smaller segments, which were then labelled and described based on their conceptual attributes (Lin, 2013:473). Subsequently, the researcher clustered significant statements into broader thematic units and developed a descriptive narrative of the participants' experiences regarding the phenomenon of traffic police corruption and its impact on service delivery.

## **2.9 TRUSTWORTHINESS OF STUDY**

According to Maree et al. (2016:123), trustworthiness is the key principle used in qualitative research to ensure the quality and rigor of the study. It reflects the researcher's degree of confidence in data, interpretation, and methods used in research. The researcher pursued the criteria set by Maree et al. (2016:123) to ensure the trustworthiness of the research. The criteria applied to assess whether public perceptions reliably represent the impact of corruption on service delivery are credibility, transferability, dependability, and conformability.

### **2.9.1 Credibility**

Credibility concerns the extent to which research findings are consistent with reality and whether those who engage with the research consider findings to be trustworthy (Maree et al., 2016:123). This research aligns with the strategies outlined by Maree et al. (2016:123) to enhance its credibility:

- Member checks: As outlined by Ranjit (2014:172), the researcher established the credibility of the research results from the perspective of the participants because it is

believed that they are mostly qualified to determine if research findings accurately capture their thoughts and feelings. Interview audio recordings and the accuracy of transcripts, debriefing records, and field notes were submitted to the study participants to correct errors. This was done to guarantee that the data collected was believable and sufficient.

- Bracketing: Before the commencement of the study, the researcher, as a traffic police officer, described his experiences of traffic police corruption to the participants to eliminate any possible biases and prejudices. The scholar also elucidated the fundamental nature of corruption by investigating beyond or beneath the conventional patterns of thoughts and actions, with the aim of revealing its true essence.
- Thick description of the study: this involved providing a detailed explanation of corruption as the phenomenon under scrutiny, an explanation of the research setting, and conveying findings to the participants. Dr. BT Lebitso, an academic specialist in research, checked and approved the interview questions used for data collection to ensure the credibility of the research findings.

### **2.9.2 Dependability**

Qualitative research uses the term “dependability” as a substitute for “reliability”. Dependability is illustrated by research design and its execution, the specific procedures for data collection, and the reflective evaluation of the project (Korstjens & Moser, 2018:122).

Dependability refers to the consistency of the research process and outcomes. It requires the researcher to ensure that the analytical procedures align with the established standards appropriate to the chosen research design (Korstjens & Moser, 2018: 122). This researcher kept an audit trail. This was important to do, as it provided the researcher with a comprehensive collection of notes regarding the decision made throughout the research process, including reflective insights, detailed the sampling research material used, highlighted the emergence of the findings, and provided information about data management.

### **2.9.3 Confirmability**

Maree et al. (2016:125) describes confirmability as the degree of neutrality in a study, referring to the extent to which the findings of a study are influenced by the participants' responses rather than by the researcher's personal bias, motivation, or interest. To ensure confirmability in this study, the interpretation of data was firmly grounded in the participants' input and avoided any influence from the researcher's own perspectives and preferences. To validate the study, the researcher needed to be cautious about his biases and resist the urge to seek data that supports them. In the study, the researcher avoided this by keeping audio records of interviews and transcripts.

### **2.9.4 Transferability**

Transferability assesses whether the findings of a study can be applied to other contexts or settings (Maree et al., 2016:124). The authors further pronounce that transferability encourages readers to draw parallels between aspects of research and their own environments or experiences.

To meet this research requirement, the researcher first provided a detailed account of the overall research process, enabling the reader to assess the applicability of the findings in their own context. Secondly, through purposeful sampling, the researcher chose participants who he believed truly reflected the entire population when it came to the specific phenomenon or context under study.

## **2.10 DATA GATHERING STRATEGIES**

The quality of the data gathered was ensured by applying the following data collection strategies:

### **2.10.1 Bracketing**

Bracketing is also referred to as "Epoche". According to Lin (2013:471), epoche is the process applied by the researcher to temporarily set aside their personal biases, beliefs, preconceptions, and assumptions in order to achieve a clearer and more objective understanding of the phenomenon under investigation. Before the study began, the researcher described his own career experiences of traffic police corruption to the

participants to eliminate any possible biases and prejudices. The researcher, as an experienced traffic officer, also revealed the core meaning of corruption by going beyond or underneath the conventional patterns of thoughts and actions to expose it.

### **2.10.2 Member checks**

According to Phillippi and Lauderdale (2018:381), member checking serves as a method to bolster the credibility of research and validate its findings. As outlined by Ranjit (2014:172), the researcher established the credibility of the research results from the perspective of the participants because it is believed that they are mostly qualified to determine if research findings accurately capture their thoughts and feelings. Interview audio recordings and the accuracy of transcripts, debriefing records, and field notes were submitted to the study participants to correct errors. This was done to guarantee that the data collected was believable and sufficient.

### **2.10.3 Data collection instruments**

Semi-structured interviews were utilised by the researcher as a data collection tool. Interviews were captured using the audio recorder, and responses were transcribed as soon as possible after the interviews. It is important to note that permission to record the interview was obtained before it could begin. Following the transcription of audio, the researcher provided the transcripts to participants for review to ensure accuracy and to correct any mistakes.

### **2.10.4 Field Notes**

Phillippi and Lauderdale (2018: 381) emphasise that taking field notes has been a crucial element of qualitative research since the early 1900s and has roots in ethnographic anthropology. The researcher used field notes taken during the study in the subsequent analysis of data.

## **2.11 ETHICAL CONSIDERATIONS**

Fleming and Zegwaard (2018:210) state that many educational institutions require researchers and research students to obtain ethical clearance from the ethics committee of the institution before the commencement of the research. This requirement is particularly important in studies involving human participants or animals as it ensures that

ethical standards are upheld during the data collection process. Researchers who fail to do this would be violating the institution's staff code of conduct. This means that the interviews and any interactions with the participants should be based on trust, acceptance, and the Ethics Policy of UNISA.

According to Vanclay, Baines and Taylor (2013:12), ethics is a branch of philosophy concerned with the question of morality. Morality provides a framework of beliefs that help individuals to differentiate between right and wrong, and acceptable or unacceptable behaviour. Ethics guided the researcher so that he did not deviate from what he ought to do.

According to UNISA (2016:8), "it is essential for the researcher to adhere to ethical principles to safeguard the dignity, rights, and welfare of both human and animal research participants while also demonstrating due consideration for the environment." Because this research involved human beings as subjects of study, the researchers sought ethical clearance from the Ethics Committee of the College of Law.

The researcher followed the principles outlined in the UNISA Policy on Research Ethics to address ethical issues involving human participants before and during the study. The UNISA Policy on Research Ethics outlines the following general ethics principles:

- **Respect for and protection of the rights and interests of participants and institutions.**

The researcher endeavored to protect and respect the dignity, privacy, and confidentiality of participants and institutions as provided for by the constitution of the country and other relevant legislation, such as the Protection of Personal Information Act (POPI). Participants' identities were not revealed at any time, and their personal information was not disclosed to third parties. A fake identity with respect to name, age, and address was used during the research to protect them from harm. Permission to conduct the research was requested prior to its commencement regarding the institution that was utilised.

- **Informed and non-coerced consent**

Participation in the research was voluntary, and participants completed an informed consent form. Arellano, Alcubilla and Leguizamo (2023:1) define informed consent as a process in which a participant in any research is informed about the details of the study and any potential risks and benefits.

The researcher obtained full consent from the participants before the study began. An informed consent provided assurance to the researcher that a study participant clearly and manifestly gives their consent to participate in the research.

- **Respect for cultural differences**

The researcher ensured that participants in the study were not discriminated against by ethnic group or creed. All people were allowed to participate in the research if they were interested, irrespective of their cultural background.

- **Justice, fairness, and objectivity**

Participants' selection by the researcher was fair and scientific. Participants were not discriminated against by gender or creed. Vulnerable groups of people, such as poor people, physically disabled people, and elderly people, were allowed to participate in the study.

- **Non-exploitation and Beneficence**

The researcher showed the balance between the potential benefits of participants in the research and probable risks (both emotional and physical) associated with the research. The researcher also developed measures to counter and mitigate any potential risks in line with the UNISA Research Ethics Risk Assessment Standard Operating Procedure. This was done to ensure that the benefits derived from the research clearly outweigh possible risks to participants. In the end, the research benefitted residents of the KZN province in that it provided solutions to curb traffic police corruption and subsequently improved service delivery.

- **Honesty in all aspects of research**

The research was conducted with the utmost honesty, and no deception or exaggeration regarding its objectives and goals was permitted. Deception that resulted from the fabrication of data, falsification of data, misrepresentation of data, and public deception was also prevented.

## **2.12 CONCLUSION**

The prevalence of corruption within traffic police departments in South Africa, particularly in KZN Provincial Traffic Police, developed the researcher's interest in this subject. This interest motivated the researcher to explore the underlying causes of this pervasive issue and to examine the impact of traffic police corruption on service delivery. The researcher's professional background as a traffic police officer and his firsthand observation of corrupt practices among traffic officials served as another motivation for conducting this research. In an attempt to understand the traffic police corruption phenomenon and to develop methods to mitigate and eliminate the problem, the researcher resorted to conducting a study. The research proposal and ethical clearance application were submitted to the UNISA, and permission to conduct the research was granted. Permission was also sought and acquired from the KZN Department of Transport. The research looked at the impact of corruption on service delivery in the KZN Provincial Traffic Police. The researcher selected and interviewed ten (14) participants for the study, which was conducted at the Rossburgh Road Traffic Inspectorate Centre located in the Durban district. The thorough research methodology described in this chapter played a crucial role in accurately documenting and understanding the extent of corruption among traffic police in South Africa.

## CHAPTER 3

### TRAFFIC POLICE CORRUPTION

#### 3.1 INTRODUCTION

Effective traffic law enforcement is an important requirement for ensuring road safety. This implies the need to adopt efficient and ethical methods to ensure the attainment of this requirement. Even if South Africa implements the most comprehensive road regulations, failing to enforce these rules effectively will lead to a rise in fatal accidents. The emergence of corruption within traffic police departments has hampered effective delivery of a traffic law enforcement service. Enforcing traffic laws is a crucial duty that relies on ethical conduct to be effective. Mmakwena and Moses (2022:535) support this view by noting that unethical behaviour among law enforcement officials worsen corruption within the traffic policing environment. Maintenance of ethical behaviour is therefore important for traffic police to establish and maintain public trust. It refutes any claims from members of the public who view police misconduct as a breach of law. Furthermore, the community views any type of police misconduct as a violation of the law. Ajayi and Longe (2015:145) affirm this by declaring that many people view any criminal act carried out by police as evidence of corruption and a sign of dishonesty.

Traffic police corruption in South Africa manifests itself primarily in the form of extortion and bribery (Chene, 2010:2). In the context of traffic police, bribery is prevalent in instances where transgressors give money to traffic officers in order to escape liability for a traffic offence committed, pay money to traffic officers who are examiners of driving licence to irregularly pass and issue a driving or learner's licence test, irregularly issue professional driving permits, and sell the traffic department face value documents to criminals (Traffic and Transport Investigation Unit, 2022). Extortion occurs when officers coerce transgressors into paying them money. For example, in a case where a motorist's driving licence is confiscated by a traffic officer and, upon payment of a certain fee, is later returned to the motorist.

This chapter begins by providing an overview of the background of traffic police corruption, the legal structure regulating police behaviour (legislative framework), and the

international perspective of traffic police corruption, as well as the potential factors (causes) contributing to corruption within the traffic police. This research study also discusses traffic police corruption in South Africa and elsewhere.

### **3.2 BACKGROUND**

Corruption was not a prevalent issue in early history; instead of using bribes, individuals would offer gifts to their deities and leaders in the hopes of gaining their favour (Martin, 2013:1). The author further explains that the advancement of civilisation brought about the emergence of religious and civil institutions which required principles of fairness and good governance to foster public trust and allegiance. This gave birth to the distinction between a gift and a bribe.

Literature on corruption also informs us that bribery laws and occurrences have been documented since ancient times, thus making corruption an old social phenomenon. Martin (2013:1) agrees with this sentiment when he states that “Archaeologists have recently found an Assyrian archive which is 3400 years old that listed names of employees accepting bribes.”

According to Vilakazi (2015:29), doubts about corruption within the police force were present from the beginning, but it was not until 1867 that the first formal investigation was launched to probe the allegations of police corruption. This first inquiry was later followed by other formal investigations in the late 20th century, including the well-known Knap Commission of Inquiry in 1972 and the 1997 Wood inquiry into police corruption (Prenzler 2009:4).

To this date, corruption has increased, leading to some public officials demanding that citizens pay for services that should rightfully be provided to them for free (Lindgren, 1993:1699). Unfortunately, some public officials, particularly traffic police officers, have become deeply entrenched in this unprofessional behaviour.

### **3.3 POLICING AND CORRUPTION IN SOUTH AFRICA**

In South Africa, the policing function spans across different police organisations, namely, the SAPS, the Municipal Police Service (MPS), and the Traffic Police. The researcher focused the study on the policing function provided by Traffic Police. The primary goal and role of the traffic police department is to promote a culture in which road users willingly adhere to traffic laws and regulations, while also promoting respectful and considerate behaviour among road users. However, the presence of corruption within the Traffic Police has led to unprofessional misconduct and is consistently eroding the professional nature of the job.

#### **3.3.1 Legislative Framework on Management of Traffic in South Africa**

The Republic of South Africa is a democratic country built on the principles of constitutional democracy. The Constitution of the Republic of South Africa Act (Act 108 of 1996) stands as the highest law in the country, and any legislation or conduct that conflicts with it is deemed invalid, and the obligations it creates are binding. The state operates through three branches, namely, the legislature, the judiciary, and the executive. The judicial arm is tasked with ensuring that the principles of the constitution are adhered to.

The legislative arm of the state is tasked with creating legislation, for example statutory law, and the executive is to implement or execute legislation. In South Africa, corruption is a crime created in terms of the Prevention and Combating of Corrupt Activities Act (Act 12 of 2004) and punishable by the state. This law was created as a preventative measure and in response to increasing levels of corruption. According to Nortje (2023:78), the Prevention of Organised Crime Act 121 of 1998 also plays an important role in the fight against organised crime in South Africa. The following below-mentioned legislation provides guidelines for the effective management of traffic.

#### **3.3.2 The Constitution of the Republic of South Africa Act 108 of 1996**

The Constitution makes the SAPS a principal law enforcement organ of state and hence mandates it to provide traffic law enforcement. The Road Traffic Management Corporation (RTMC), a parastatal of the Department of Transport, is another organization

that derives its authority from the constitution to oversee road traffic management. Schedules 4 and 5 of the constitution distinctly delineate the constitutional and legislative competencies assigned to each sphere of government across various functional domains. Schedule 4 Part A outlines the areas of shared authority between National and Provincial governments including: Public transport, Road Traffic Regulation and Vehicle Licences. Schedule 5 A provides that Provincial Roads and Traffic are exclusively a functional area for a Provincial sphere of government.

### 3.3.2.1 The South African Police Service (SAPS)

The Constitution of the Republic of South Africa (Act 108 of 1996) mandates the establishment of an organ of the state that will be responsible for upholding and enforcing the law. In line with this mandate, Section 205 of the Constitution of the Republic of South Africa 108 of 1996 provides for the establishment of the SAPS. The core functions of SAPS as outlined in this section are:

- To prevent, combat and investigate crime.
- To maintain public order.
- To protect and secure the inhabitants of South Africa and their property; and
- To uphold and enforce the law.

The constitution designates the SAPS as the principal law enforcement body in the country (Bello & Steyn, 2019: 67). In terms of the NRTA, No. 93 of 1996, a SAPS member may also serve as a traffic officer. The SAPS Act (Act 68 of 1995) outlines the core functions of traffic police in accordance with the provisions of Section 64E of this Act to include:

- Traffic policing, subject to any legislation relating to road traffic.
- The policing of municipal by-laws and regulations, which are the responsibility of the municipality in question; and
- The prevention of crime.

### 3.3.2.2 Road Traffic Management Corporation (RTMC)

RTMC is classified as a Schedule 3A Public Entity under the National Department of Transport. It was established in 1999 in accordance with Section 44(2) of the Constitution with the aim of consolidating powers and resources and addressing the fragmentation of road traffic management responsibilities across various levels of government (du Plessis et al., 2020:343). This makes RTMC the central authority responsible for all road traffic-related functions in South Africa, including the provision of road traffic services aimed at promoting safety, security, order, discipline, and mobility on the nation's roads. Corruption has become an obstacle that affects the attainment of these RTMC objectives (Road Traffic Management Corporation, 2023: 48). RTMC discharges its duties using a National Road Traffic Enforcement Code (NRTLEC).

In addressing the prevalence of corruption in the National, Provincial, and Local Traffic Police fraternity, the Road Traffic Management Corporation (RTMC) established the National Anti-Fraud and Corruption Unit. In 2012, the National Anti-Corruption Framework (see Table 3.1) guided the establishment of this anti-fraud and corruption unit, which collaborates with other law enforcement agencies to combat acts of corruption.

**Table 3.1: National Anti-Corruption Framework**

Tenets	Example
Regulatory Framework	<ul style="list-style-type: none"> <li>● Public Service Anti-Corruption Strategy</li> <li>● Local Government Anti-Corruption Strategy</li> <li>● National Anti-Corruption Programme</li> <li>● Codes of Conduct</li> <li>● Financial Disclosure Framework</li> <li>● Procurement Policies</li> </ul>
Legislations	<ul style="list-style-type: none"> <li>● The Constitution of the Republic of South Africa Act, 108 of 1996</li> <li>● The Criminal Procedure Act, 51 of 1977</li> <li>● The Prevention and Combating of Corrupt Activities Act No.12 of 2004</li> </ul>

	<ul style="list-style-type: none"> <li>● The Promotion of Access to Information Act No. 2 of 2000</li> <li>● The Promotion of Administrative Justice Act No. 3 of 2000</li> <li>● The Protected Disclosure Act No. 26 of 2000</li> <li>● SAPS Act No. 68 of 1995</li> <li>● The Finance Management Act No. 1 of 1999 and the Municipal Finance Management Act, Act....2003</li> <li>● The Financial Intelligence Centre Act No. 121 of 1998</li> <li>● The National Prosecuting Authority Act, 1998</li> <li>● The Public Service Act No. 103 of 1994 (as amended)</li> <li>● Public Finance Management Act No. 1 of 1999</li> <li>● Protected Disclosure Act No 26 of 2000</li> <li>● Independent Police Investigative Directorate Act No. 1 of 2011</li> </ul>
Conventions	<ul style="list-style-type: none"> <li>● The United Nations Convention against Corruption</li> <li>● The African Union Convention on Preventing and Combating Corruption</li> <li>● The Southern African Development Community Protocol against Corruption</li> <li>● Organization for Economic Co-Operation and Development (OECD) Convention on Combating Bribery of Foreign Public Officials in International Business Transactions</li> </ul>

Source: Vilakazi (2015: 31)

The 2023/2024 RTMC annual report highlights the prevalence of corruption among traffic police, indicating that it remains a significant issue. According to the Road Traffic Management Corporation (2024: 40) report, during the 2023/2024 period, the NTACU investigated a total of 490 cases related to fraud and corruption. Of these, 258 complaints were submitted by members of the public, law enforcement and government institutions while 232 cases were initiated by the unit itself. These fraud and corruption cases were investigated as follows:

**Table: 3.2 RTMC 2023/2024 Annual Report**

<b>Nature of complaint</b>	<b>Number of cases</b>
DLTC Fraud and Corruption	150
Fraud	57
Fraud and Corruption	28
Officer Corruption	120
Private VTS Fraud and Corruption	86
RA Fraud and Corruption	49
<b>Total</b>	<b>490</b>

The report further indicates that, during the year under review, NTACU made 80 arrests in connection with fraud and corruption committed by traffic officials as part of its efforts to eliminate such practices.

**Table: 3.3 RTMC 2023/2024 Annual Report**

<b>Category</b>	<b>Number</b>
Law Enforcement	15
Driving Licence Testing Centre	23
Private Vehicle Testing Centre	13
Driving School Officials	01
Licence Fraud Business Owners	02
Stolen Face Value Documents	02
Other	24
<b>Total</b>	<b>80</b>

To assist the RTMC in the fight against traffic police corruption, the KZN Department of Transport, as indicated in the annual report (Traffic and Transport Investigation Unit, 2022), established its investigation unit, called the Traffic and Transport Investigation Unit (TTIU), in May 2004 as the "watchdog" for traffic police in the province. Prior to the establishment of TTIU, corruption largely went unnoticed and flourished until the measures to curb it were introduced. The creation of the unit aimed to identify and

investigate fraudulent activities and misconduct, particularly within the traffic police and other officials in the department.

### **3.3.3 Criminal Procedure Act, 51 of 1977**

The Criminal Procedure Act, Act 51 of 1977 (CPA), aims to regulate procedures involved in criminal proceedings. A traffic officer is designated as a Peace Officer in accordance with Section 334 (2) A of the CPA, Act 51 of 1977, which outlines a traffic schedule of offences that may be enforced by a peace officer.

### **3.3.4 The National Road Traffic Act 93 of 1996**

Furthermore, traffic police source their powers from the NRTA (Act 93 of 1996) and the National Land Transport Transition Act (Act 5 of 2009).

#### **3.3.4.1 Powers and duties of Traffic Police Officer**

The function of traffic policing cannot be successfully carried out unless those responsible for it are properly empowered. In addition to deriving powers from the Constitution and the CPA, Act 51 of 1977, traffic police officers also receive their authority from the NRTA, 93 of 1996, under which they are officially registered as traffic officers.

Section 3 of the NRTA 93 of 1996 states that “in addition to the powers and duties granted under this Act, a traffic officer may, in accordance with the provisions of this Act or any other law:

- Require the driver of any vehicle to stop such vehicle (when in uniform).
- Inspect vehicles, any motor vehicle or part thereof and impound any document issued in connection with the registration and licensing of such motor vehicle.
- Ascertain the dimensions of the load, the mass, axle mass load or axle unit mass load of any vehicle, or the mass of any combination of vehicles, and, if such a vehicle or combination of vehicles exceeds the permissible mass in terms of this Act, prohibit the operation of such vehicle or combination of vehicles on the public road until such mass has been reduced or adjusted.
- Issue fines for traffic violations.

- Drive any vehicle where necessary in the performance of his or her duties if, in the case of a motor vehicle, he or she is licensed to drive a motor vehicle of the class concerned.
- Temporarily forbid any person to continue to drive or oversee a vehicle if the person appears to such an officer, by reason of his or her physical or mental condition, to be incapable, for the time being, of driving or with overseeing such a vehicle.
- Regulate traffic upon any public road and give such directions as may, in his or her opinion, be necessary for the safe and efficient regulation of traffic.
- Demand from the owner, operator, or driver of the vehicle to produce any document prescribed in terms of this Act.
- Impound any document produced to him or her which, in his or her opinion, may afford evidence of contravention or failure to comply with any provisions of this Act.
- And in terms of the National Land Transport Transition Act 5 of 2009, impound vehicles in certain circumstances.”

The researcher believes that given all these powers, it is envisaged that South Africa will have an effective traffic police department and be able to achieve its constitutional mandate of saving lives and ensuring road safety.

### **3.4 A PERSPECTIVE ON ROAD TRAFFIC MANAGEMENT AND CORRUPTION WITHIN THE KWAZULU NATAL PROVINCE**

The KZN Department of Transport oversees the management and operation of the transportation systems in the province (Department of Transport Province of KZN, 2018: 8–12). This includes:

- The regulation of traffic.
- The regulation, management and overall control of public and freight transport operations.
- The registration and licensing of vehicles and drivers.
- The execution of road safety initiatives and awareness campaigns.
- The management of the provincial vehicle fleet and.

- The construction, improvement, maintenance, and regulation of the provincial road network.

This responsibility is mandated in terms of the following Acts:

- KZN Road Traffic Act (Act 7 of 1997) – this act was enacted by the Provincial Legislature in 1997 and empowers the Department MEC to make decisions regarding traffic and licensing issues that fall under provincial jurisdiction.
- KZN Public Transport Act (Act 3, 2005) – enacted to deal with matters related to public transport in the province to guarantee public access to a safe, efficient, regulated and cost-effective transportation system.
- KZN Provincial Roads Act (Act 4 of 2001) – the Act provides for the transformation, restructuring, establishment, and control of the KZN provincial road network.
- NRTA, 1996 (Act 93 of 1996) – the Act provides for road traffic matters which apply uniformity throughout the Republic.
- National Land Transport Act (Act 5 of 2009) - the Act empowers the MEC to provide guidance and support land and transport issues and to further establish appropriate institutions.
- Administrative Adjudication of Road Traffic Offences, 1998 (Act 46 of 1998).

Road safety is an important service that the KZN Department of Transport seeks to attain, and road safety will never be realised if critical aspects aimed at achieving it are compromised. The effect of corruption impacts the way traffic laws are enforced, enabling an environment where traffic law enforcement can be perceived by the public as poor, unreliable, and corrupt.

Corruption is a hidden and clandestine offence, but its impacts are visible and severe (Nortje, 2023:73). The purpose of traffic police is to uphold and maintain road safety standards. The unethical conduct of traffic police often disrupts the maintenance of law and order (Mmakwena & Moses, 2022:535). Traffic laws are there to govern motorists' behaviour and bring about order on the road. However, traffic police corruption disrupts the attainment of that order and reduces the trust that the public has in the police. Nortje (2023:74) attests to this by mentioning that the former National Minister of Police, Mr. Bheki Cele, stated that:

*Police officers who engage in corruption are even worse than criminals on the streets because they betray the very people who entrusted them with the power to deal with criminals and erode the hope and trust that our people have in government.*

Similar to how different crimes can be analysed from various perspectives, police corruption can also be understood through overarching viewpoints, namely the citizen-initiated lens and the police-initiated lens (Bello & Steyn, 2019: 67). The authors further state that the citizen-initiated lens takes a non-coercive approach, whereas a police-initiated approach is coercive. This indicates the destructive relationship that, at times coexists between corrupt traffic officials and members of the public. This destructive relationship results in the poor delivery of traffic police service. Abiding by traffic laws is a mindset formed through mental and emotional processes that involve following rules, regulations, and instructions given by a traffic police official (Usman & Abbas, 2023: 2).

Corruption among traffic officials presents a significant risk to the safety of our roads and transportation systems, amplifying the likelihood of hazardous conditions (Ramavhunga, 2018:19). Traffic Officials' corruption manifests itself as petty corruption, such as actions of a traffic officer taking a bribe from a motorist instead of issuing a traffic fine for a traffic offence committed (see Table 3.4, TTIU 2021/2022 report), and as grand-scale corruption by senior traffic department officials. This is evident through the 2024 presidential proclamation to launch a probe into allegations of grand-scale corruption and maladministration in the KZN Department of Transport. According to South African Government News Agency (2024), the Special Investigation Unit (SIU) received authorisation from the State President, Mr. Cyril Ramaphosa, to investigate the Department of Transport in the Province of KZN regarding the construction of bridges over the Mngwenya River, Umlalazi River, Mhlathuze, and Phethu Rivers. The scope of the allegation would cover any allegations of:

- Serious maladministration related to the operations of the State institutions being investigated.
- Misconduct or unlawful actions by employees of the State institution.
- Unauthorised use or misallocation of public funds or assets.

- Unlawful, irregular or unapproved acquisitive acts, transactions, measures, or practice having a bearing upon the State property.
- Deliberate or negligent loss of public money or damage to public assets.
- Offences listed in parts 1 to 4 of Chapter 2 of the Prevention and Combating of Corrupt Activities Act 2004 and which offences were committed in relation to the affairs of the state institution.
- Unlawful and improper actions by any individual that has caused or could cause serious harm to the interest of the public.

### **3.4.1 KwaZulu-Natal Provincial Driving Licence Testing Centre Corruption**

There are forty-five (45) Driving Licence Testing Centres (DLTC) around the province of KZN. These centres provide the following services to the public:

- Learners' and Drivers' Licence new applications.
- Driving licence renewals,
- Professional driving licences applications and renewals
- Driving licence collections

Of the 45 DLTCs, 40 are controlled by the Local Traffic Authorities in the province, and 5 DLTCs fall under the KZN Department of Transport, namely, Rosburgh DLTC, Pinetown DLTC, Empangeni DLTC, uMkhondeni DLTC, and Newcastle DLTC.

Corruption among traffic police officials who irregularly issue learners' and drivers' licences remains a problem, despite the use of advanced testing methods by the KZN Provincial Driving Licence Testing Centres (DLTC). It has become a frequent occurrence for driving schools to collaborate with corrupt traffic officials at DLTCs, leveraging this partnership to guarantee a successful first-time pass for their clients (Mmakwena, Clement & Kholofelo, 2023:539).

To show the department's degree of accountability and responsiveness to traffic police corruption at DLTCs, the department took a decision to utilise technology to detect irregularities involved during the testing of applicants for learners' and driving licences, respectively, to reduce opportunities for corruption. All KZN DLTC's testing yards now

feature surveillance cameras (CCTV) to record the yard test. All examiners of driving licences carry a testing electronic device (computer) that captures and records the interaction between the examiner and the applicant during the test. Learners' licence tests are written electronically on the computer to avoid cheating. Corrupt Traffic officials have since found an escape route to overcome this method of an electronic learner's licence test. Mmakwena et al. (2023:539) state that candidates can pay a bribe through their driving school to a corrupt DLTC official in order to receive help on their learner's licence test and includes assistance that involves placing the candidate in an inconspicuous location within the testing room, which allows the official to check and approve the answers before submission. Once the official is satisfied with the answers, the candidate is permitted to submit the test and subsequently receive their learner's licence.

To eradicate corruption, the Transport and Traffic Investigation Unit of the KZN Department of Transport has intensified its monitoring of the DLTCs to put an end to this scourge. On 15 November 2023, TTIU and the Hawks arrested eleven (11) suspects connected to fraud related to learners' and drivers' licences at the uMthonjaneni DLTC (Shezi, 2023).

The TTIU investigation report for the period 2021 to 2022 highlighted the following instances of fraud and corruption by traffic officials.

**Table 3.4: TTIU report for 2021/2022 period**

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- Extortion: Traffic police officials extort money from truck owners in exchange for licence discs and operator cards. Officers taking bribes for road offences committed to ensure that an offender escapes a penalty. Two (2) Traffic officers arrested in Newcastle for extorting money from motorists
- 
- Irregular testing and issuing of driving licences – 9 driving licence examiners were arrested, 4 examiners were delinked on electronic national traffic information systems (eNatis), 3 examiners of driving licences were dismissed, 5 examiners

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resigned, and 4 examiners of driving licences were identified and targeted for further investigation; 75 Driving Licences were cancelled.

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- Fraudulent and irregular issuing of learner's licences – 83 case dockets with 166 suspects were registered with SAPS.
  - Authorization and issuing of Professional Driving Permits – 9 Professional Driving Permits were cancelled.
- 

### **3.4.2 The Public's attitude towards Traffic Police**

It is essential for the police to have the support and consent of the public to effectively carry out their duties. This is asserted by Govender and Pillay (2022:41) when they state that police should carry out their duties with the trust and approval of the community. Similarly, Usman and Abbas (2023:4) articulate that many studies have indicated that adhering to the law becomes a challenge when corruption is rampant among law enforcement officials.

Newham and Faull (2011:4) reported on a rare survey into the attitudes of police detectives conducted by Professor Ben Smith (1998) of UNISA. The findings revealed that a majority of participants agreed with the assertion that "many police officials are corrupt". Similarly, a nationwide representative survey on police service delivery found that among members of the public who believed policing services had declined, the primary reason cited was police corruption. Supporting these findings, a study published in the SA Crime Quarterly in 2006 also identified a strong correlation between perceptions of widespread corruption and the erosion of public trust in police. Faull (2016:16) further notes that approximately 50% of South Africans surveyed believed that "all or most police to be corrupt".

This attests to the submissions by Sahin, Braga, Apel and Brunson (2017:701), who stated that the police have much to gain by acting fairly and respectfully during even single, very brief encounters with citizens. The authors' assertions offer tangible evidence

that the actions of traffic police during their duties shape public attitudes toward the police. It is therefore evident that traffic police corrupt actions will shape how the public perceives them.

### 3.4.3 The Anti-Corruption Strategies in South Africa

The government's anti-corruption strategy aims to combat corruption in South Africa. It was created to build a corruption-free South Africa, founded on principles of integrity, transparency, and accountability; respect for the rule of law; and a zero-tolerance approach for corruption. It also supports the goals of the National Development Plan (NDP) 2030 and aligns with South Africa's international and regional commitments (Department of Planning, 2024: 24).

Priority 12 of the NDP, titled "Fighting Corruption", acknowledges corruption as a serious issue requiring immediate and decisive action. It emphasises the importance of upholding the rule of law and ensuring compliance, aligning closely with the mandate of the Road Traffic Management Corporation (Road Traffic Management Corporation, 2023:23).

#### 3.4.2.1 The Vision of the National Anti-Corruption Strategies (NACS)

The NACS envisions a future for South Africa that has:

Ethical, transparent and accountable state, business and civil society sectors in which those in positions of power and authority act with integrity.

Citizens who respect the rule of law and are empowered to hold those in power.

Zero tolerance of corruption in any sphere of activity

Substantially reduced levels of corruption

Source: Adapted from National Anti-Corruption Strategy 2020-2030 (2023)

Driven by the desire to eradicate corruption, RTMC implemented NACS provisions to overcome obstacles to achieving these RTMC objectives (Road Traffic Management Corporation, 2023:48).

The researcher was also motivated by the goal of eliminating corruption and employed various methods, such as literature review and data collection, to uncover solutions to this persistent issue in South Africa.

### **3.5 A GLOBAL CONTEXTUAL ANALYSIS OF TRAFFIC POLICE CORRUPTION**

Notably, there have been concerns about the prevalence of corruption in the world to the extent that big-world organisations such as the United Nations (UN), the African Union (AU), the Southern African Development Community (SADC), and the Organisation for Economic Co-Operation and Development (OECD) have held several conventions on the issue. According to Annan (2004:5), the States Parties to the United Nations Convention against Corruption, recognizing the profound effects corruption has on society, democracy, ethical values, justice, sustainable development, and the rule of law, they agreed to the following resolutions of convention:

- a) To promote and strengthen measures to prevent and combat corruption more effectively and efficiently,*
- (b) To promote, facilitate and support intentional cooperation and technical assistance in the prevention of and fight against corruption and asset recovery,*
- (c) To promote integrity, accountability and proper management of public affairs and public property.*

According to Muna (2023:20), Article 2 outlines the objectives of the African Union Convention on Preventing and Combating Corruption, which include, *inter alia*, the following:

- (a) Promote and strengthen the development in Africa by each State Party, of mechanisms required to prevent, detect, punish and eradicate corruption and related offences in the public and private sectors*

*(b) Promote, facilitate and regulate cooperation among the State Parties to ensure effectiveness of measures and actions to prevent, detect, punish and eradicate corruption and related offences in Africa.*

*(c) Coordinate and harmonize the policies and legislations between State parties for the purposes of prevention, detection, punishment, and eradication of corruption on the continent.*

These conventions demonstrate the growing attention and recognition of the harmful consequences of corruption in the eyes of governments, businesses, and civil societies around the world, highlighting the seriousness of the issue.

Regrettably, corruption has infiltrated the traffic police departments as well. Ulla, Hussain, Alam and Akhunzada (2016:134) articulate those police play an important role in society by enforcing laws, preventing crime, and maintaining safety and security of all individuals. The above-mentioned authors further describe policing as an essential aspect of human life and social control. The corruption phenomenon is not limited to South Africa but is found all over the world. Vilakazi (2015:35) and Ramavhunga (2018:26) agree that corruption encompasses a diverse array of social behaviours that are widely rejected as dishonest and unacceptable. Bello and Steyn (2019:64) argue that although there have been notable advancements in addressing police corruption in developed countries, the issue remains pervasive in various developing countries in Africa, including South Africa.

Crime and corruption are intricate issues with multiple contributing factors that vary based on specific circumstances and locations (Aldana, Larralde & Aldana, 2022:3). The researcher considered this assertion and sought to gain a more profound understanding of the phenomenon by examining how it is viewed in other countries on a global scale.

### **3.5.1 Case Studies of Traffic Police Corruption around the World**

The following case studies and literature reviewed in various regions of the world show the extent of traffic police corruption globally. Efforts to combat this scourge have been made in numerous countries, with varying levels of success (Lee-Jones, 2018:4).

### **3.5.2 Traffic Police Corruption in Zambia**

According to Ramavhunga (2018:26), the primary issue of corruption predominantly affects developing countries such as those in Southern Africa and Latin America. In Zambia, a country in Southern Africa belonging to a grouping of countries known as the Southern Africa Development Communities (SADC), corruption is so rife that traffic police bribery is an everyday thing. Submissions by Singh (2022:7) clearly demonstrate this when he expresses that the Zambian traffic police are involved in daily instances of bribery, leading the public to view them as extremely corrupt, and the demand for bribes at interaction with police is rampant within all institutions, with corruption reported in 80 percent of cases involving police. Police corruption impacts impoverished Zambian families, as they are required to allocate a larger portion of their household earnings towards bribes, and corruption in the form of extortion is a common practice at roadblocks when interacting with Zambian Police (Singh, 2022:7).

### **3.5.3 Traffic Police Corruption in Kenya**

Onyango (2022) conducted a study titled "The Art of Bribery!" Analysis of police corruption in traffic checkpoints and roadblocks in Kenya." The research offers an in-depth examination of the operations of traffic officers on Kenyan roads, aiming to determine whether they ensure safety of road users. Data of the study was collected through ethnographic approach involving interactions with traffic police and passenger service vehicle (called matatu) operators along busy routes such as Nairobi to Nakuru, Nakuru to Kisumu, and Kisumu to Migori. In addition to primary data, the study utilised secondary sources including findings from Afrobarometer survey and various legal and media reports. The researcher explored the methods of justifications, and legal shortcomings that facilitate corrupt practices and conduct among police on Kenyan roads. The study outlined how corruption logic, practices and coded language evolve, detailing the recruitment and regulation of involved parties, the manipulation and concealment of evidence, the establishment of corrupt networks, and the normalisation of such practices. Findings indicated that corrupt exchanges are regulated by accepted "rules of the game" that legitimize police misconduct, hinder detection effort, and shape the dynamics of bribery. It further revealed a socialisation process among motorists and police that fosters

a reluctance to report misconduct. Moreover, the research highlighted that stricter laws and severe penalties tend to exacerbate police corruption instead of mitigating it. Ultimately the study found that corruption stems from insufficient legislation, poor quality of police personnel and ineffective public leadership.

#### **3.5.4 Traffic Police Corruption in Latin America (Mexico and Colombia)**

According to Garduno (2019:602), Transparency International, a global organisation that monitors corruption in both the public and private sectors, has consistently ranked Mexico among the most corrupt countries in the world, emphasizing the fact that police corruption is a major concern for Mexican citizens. Singh (2022:8) supports Ramavhunga (2018:26) and Vilakazi (2015:35) submissions on the prevalence of police corruption in Latin America, specifically noting that in Mexico and Colombia, the police are often coerced into accepting bribes from drug cartels to safeguard criminal organizations. In 2008, former Mexican president Felipe Calderón revealed to the Mexican Congress that almost 50% of the police officers evaluated at all levels of government in the country had not passed a test to determine their “trustworthiness” (Garduno 2019: 602).

#### **3.5.5 Traffic Police Corruption in Moldova**

Garduno (2019: 603) describes traffic police corruption as a crime committed by well-respected members of society who use their authority for criminal activities. This has a substantial economic impact, particularly affecting the most vulnerable individuals in society. Robertson (2010: 7) confirms this by providing that a modest calculation indicates that people in Moldova typically spend approximately 7% of their annual earnings on bribes, which is quite a substantial amount, representing a significant portion of their available income and potentially impacting their capacity to fulfil basic necessities, particularly for poorer people with lower financial resources. The author continues by stating that Moldovan Road Police Officers, struggling to uphold traffic laws due to limited work resources, often accept petty bribes.

### **3.5.6 Traffic Police Corruption in Russia**

Transparency International rates Russia's public services as highly corrupt, giving the country a score of 26 out of 100 (a lower score indicates a high level of corruption) on its corruption perception indexes, making it one of the most corrupt countries in the world. In a study conducted by Oleinik (2016) titled "Corruption on the Road: A Case Study of Russian Traffic Police", the researcher discusses the links between corruption in the traffic police and road safety. The research data was obtained through mass surveys. Mass surveys indicated that contacts with traffic officers represent a key source of corruption in Russia. Corruption in the traffic police has a negative impact on road safety in Russia, which is a middle-income country. The study further noted the reasons behind the increase in corruption in Russia. Reasons noted in the study are the failure of the Russian Traffic Authority to provide incentives to motorists for fighting corruption; the constantly growing fines and penalties for traffic offences increase the attractiveness of paying bribes compared to individual and/or collective protests. A vicious circle emerges as a result, and corruption becomes self-sustainable. Instrumental variable analysis and multiple regression modelling were used in the study. The study found that corruption undermines uniformity in the enforcement of traffic laws and regulations, however severe they might be.

### **3.5.7 Traffic Police Corruption in America**

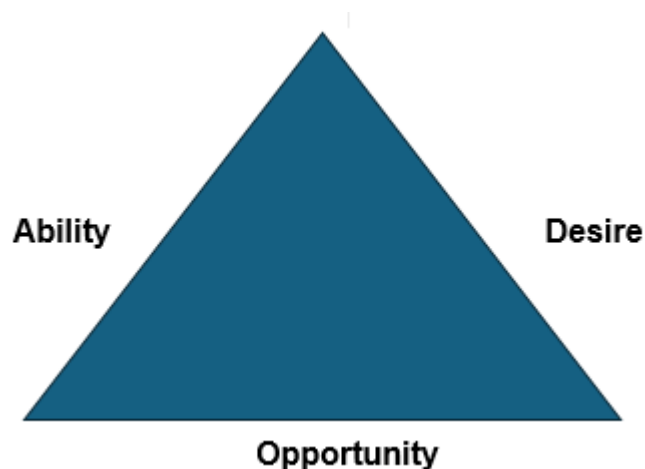
Stinson, Liederbach, Lab and Brewer (2016:15) identifies profit-motivated police crime as one of the five main categories of police misconduct in the US which manifests itself in the following most common serious offences: theft (16%), false pretenses (12,5%) extortion or blackmail (5.3%), robbery (6.4%) and drug offences (11.9%). Singh (2022:4) states, "In a study of New York City Police Department (NYPD), White & Kane (2013: 73) found that bribe-taking was the most frequent profit-driven cause of career-ending police misconduct among 387 NYPD officers." This shows the extent of police corruption in America, which again is a global problem and not only limited to this country.

### 3.6 EXPLORING THE ORIGINS OF TRAFFIC POLICE CORRUPTION

A crime can only take place if the perpetrator has the opportunity, ability (means), and desire to do so (Mohan & Chani, 2017:2). Traffic police corruption also manifests when a police officer becomes a perpetrator, seizing the opportunity to commit a crime while on duty, taking advantage of their occupational power as a traffic officer, and accepting bribes to satisfy their unethical desire for self-enrichment (see Figure 3.1). Identifying the reasons behind crime and corruption, especially within corporate entities, is an ongoing challenge for countries, legislatures, police authorities, and experts in the field of criminology (Aldana et al., 2022:3). Failure to identify the causes of traffic police corruption could worsen the issue beyond its current state. This is affirmed by the “Broken Window” Theory originally formulated by Wilson and Kelling in 1982, where they provide that disorder left unattended in a community can lead to more serious criminal activities.

**Figure:3.1**

**Crime Prevention Triangle**



Source: Mohan and Chani (2017)

- **Opportunity:** This presents itself when a traffic police officer is performing his or her duties and, in the process, gets a chance to be corrupt. For example, when an officer, after stopping a vehicle and discovering a fault, then demands and accepts a bribe from a motorist who wants to escape liability for a crime committed.

- **Ability:** This arises due to occupational powers granted to traffic police officers to perform their duties. For example, extortion takes place when police coerce motorists into paying them for an offence they committed.
- **Desire:** Traffic officers' self-motivation and willingness to be unethical and break the oath of office for self-enrichment. This act is usually profit driven.

The crime of corruption can be avoided by eliminating a traffic police officer's desire, ability, or opportunity to engage in corrupt practices. Eliminating one of the three elements that initiate corruption can break the chain and prevent it from occurring. Corruption within traffic police forces can be attributed to several factors, and in this study, the researcher sought to identify the potential causes of traffic police corruption in South Africa.

### **3.6.1 Remuneration-Related Issues**

Ramavhunga (2018:42) identifies low remuneration as one of the reasons traffic police engage in corrupt activities. Stinson et al. (2016:15) provides that police corruption is a profit-motivated crime. This implies that police officers' resort to corrupt activities to supplement their income. Many agree that when government salaries are low and oversight systems are ineffective, it creates an environment ripe for corruption and mismanagement of public funds (Mmakwena et al., 2023:540). The authors further articulate that over the last 20 years, the salaries of public servants in many developing countries, including South Africa, have decreased significantly due to fiscal policies in stabilization programmes. Singh (2022:4) argues that when people are unable to achieve what they perceive as distributive fairness, then the emergence of social deviance like corruption is possible.

### **3.6.2 Recruitment**

Traffic police departments are formed by their police officers and support personnel, including the processes involved in their recruitment. Williams (2002:87) suggests that traffic departments should get answers to the following question before they recruit people: "Who are the officers that police departments recruit?" This indicates a need for strict measures to ensure that individuals who join traffic departments are suitable and capable of the responsibilities they will be undertaking. Prospective traffic police officers

should be competent individuals in terms of having a clean criminal record and solid financial history. Poor hiring processes are often cited as a contributing factor to police corruption issues by some people in South Africa (Vilakazi, 2015:39).

### **3.6.3 Weak Accountability**

Accountability plays an important role in upholding the rules and norms of a society, making it an essential component for the functioning of any social system (Gelfand, Lim, & Raver, 2004:136). Failure to hold traffic police officers accountable for their unethical behaviour leads to a rise in corrupt practices that become embedded within traffic police departments (Singh, 2022:5).

### **3.6.4 Culture of Concealment**

This is the principle of not speaking out or sharing information. Anecdotally, in South Africa, there's a culture embedded in both private and public institutions that dislikes sharing information that they perceive is bad for the credibility of their organisations. Maweni (2016:6) describes culture as a set of common underlying assumptions that a group learns as it navigates external and internal challenges. If these assumptions prove to be effective, they are then passed down to new members as the correct way to approach and interpret various issues. Maweni (2016:8) identifies police culture as having several elements or themes, such as solidarity, cynicism, and isolation. According to Ramavhunga (2018:42), the code of secrecy kept in existence by the police subculture acts as a shield, safeguarding corrupt officials from accountability and legal repercussions.

### **3.7 CONCLUSION**

This chapter aimed to delve deeply into the subject of traffic police corruption, exploring its existence and widespread prevalence. It also offered an in-depth understanding of the corruption phenomenon, dating back from its earliest recorded instances to its recent recognition. Considering that traffic police corruption is a global issue, a comprehensive discussion was provided to better understand the worldview perspective. The discussion rigorously addressed the causes of traffic police corruption, examined its context in South Africa, analysed the legislative framework, evaluated public attitudes towards traffic police, and proposed interventions and strategies for mitigating the problem to enhance comprehension. The researcher determined that traffic police corruption is indeed a problem, and its effects are devastating and enable an environment where traffic law enforcement can be perceived by the public as poor, unreliable, and corrupt.

## CHAPTER 4

### THE CONCEPT OF SERVICE DELIVERY

#### 4.1 INTRODUCTION

In South Africa, traffic policing is an essential law enforcement service that is provided by traffic police. People who seek help from traffic police and those who are forced to comply with police orders are both considered clients of the police (Maguire & Johnson, 2010:703). The authors further provide that these clients have different perspectives regarding the quality of service they receive from the police. Understanding the client's perspective on traffic police is crucial for understanding the dynamics between citizens and the state, particularly regarding the enforcement and understanding of formal social control and regulatory authority (Maguire & Johnson, 2010:704).

Many developing countries struggle to provide basic services, which often leads to widespread public discontent and protests (Masiya, Davids & Mangai, 2019: 20). To address and prevent future public discontent, the South African government developed and adopted what is known as the "Batho Pele" principles. These principles emphasise the importance of prioritising people's needs. All public servants in South Africa, including traffic police, are expected to adhere to and use these principles to ensure effective service delivery.

In this chapter, the researcher defines service in the context of traffic police, outlines the background, discusses the service delivery legislative framework, the Batho Pele principles, traffic police service performance indicators, and how the public determines an effective traffic police service.

#### 4.2 BACKGROUND

Since the end of apartheid, South Africa continues to face challenges when it comes to providing effective traffic law enforcement service. Compounding this challenge is the fact that in South Africa, traffic police authorities are found at all three spheres of government,

namely, national, provincial, and local authorities, with each sphere having authority within its area of jurisdiction. This makes the provision of a uniformed traffic police service for the community troublesome. In certain cases, there are discrepancies in the level of resources available to traffic authorities, with some being better equipped than others in terms of personnel and vehicles. The Road Traffic Management Corporation (RTMC) was created in 1999 to tackle the issue of fragmented responsibilities in road traffic management across different levels of government by consolidating power and resources for the attainment of effective traffic police service (du Plessis et al., 2020: 343). The problem persists even after the establishment of RTMC, lately due to traffic police corruption that has invaded traffic police departments and disrupted their proper functioning and service delivery.

### **4.3 DEFINING SERVICE DELIVERY**

Service delivery is described as “the provision of public activities, benefits, or fulfilment of needs” (Ndzelu, 2016:11). The author goes on to explain that the public sector views service delivery as the execution of specific policy goals.

According to the Department of Public Service and Administration (1997), the White Paper on Transforming Public Service Delivery specifically defines service delivery in the context of South Africa as follows:

*The capacity of public institutions to provide services to the communities efficiently and effectively. Improving the public service delivery involves correcting the historical inequalities, while continuing to serve to all societal groups, focusing on meeting the needs of 40% of South Africans living in poverty and marginalized groups, such as persons with disabilities and black women living in the rural areas, who have been previously disadvantaged in terms of service delivery.*

Service delivery is evaluated based on how well it performs and how efficiently it operates. In the context of traffic police, service delivery refers to the services that are rendered by traffic police officials, which are to provide traffic policing subject to legislation relating to road traffic and to examine drivers' licences and motor vehicles. The traffic police officials are also responsible for monitoring compliance at Driver Licence Testing Centres and

Vehicle Testing Centres, the policing of provincial by-laws and regulations, which are the responsibility of the province, and the prevention of crime. Traffic departments, particularly the KZN Provincial Traffic Police leadership, scramble to enhance the provision of service delivery. The main reason is the shortage of traffic police officials, administration personnel, and resources, as well as the increase in the number of people using the KZN Department of Transport Driving Licence Testing Centres (DLTCs). The department's stagnant recruitment process affects service delivery and employee morale as existing staff often face excessive workloads, creating a further challenge whereby staff book off sick, resulting in critical shortage of personnel (Department of Transport, Province of KwaZulu-Natal, 2018:15). The report further indicates that the KZN Department of Transport only has five (5) DLTCs, which are not enough to service the people of the province with a population of about 12.4 million. It further emphasises that traffic police officers are being utilised for both administration and examining functions, thereby compromising service delivery on the road.

#### **4.4 POLICY AND LEGISLATIVE FRAMEWORK SUPPORTING SERVICE DELIVERY**

Government departments can fulfil their service delivery mandates by complying with the legal and regulatory frameworks that guide public service provision (Modise & Raga, 2020:3). The legislations outlined below are intended to promote efficient, transparent, and accountable delivery of services to the public.

##### **4.4.1 The Constitution of the Republic of South Africa (Act 108 of 1996)**

Section 195 of the Constitution establishes the mechanisms for effective governance through a range of administration principles (Ndzelu, 2016:31). Traffic police departments are responsible for ensuring that officers adhere to these principles while executing their duties. These principles are:

- Promotion and maintenance of high standards of professional ethics.
- Promotion of economic, efficient and effective use of resources.
- Fair, equitable and impartial service provision.
- Public administration that is development oriented.

- Accountability in public administration
- Addressing the needs of people and actively involving the citizens in the formulation of public policies.

(Section 195 of the Constitution).

These principles apply to all government levels and to all organs of the state, including traffic departments at national, provincial, and local levels.

#### **4.4.2 White Paper on Transforming Public Service Delivery (Batho Pele) (1459 of 1997)**

During the period of transformation, the White Paper on Transforming Public Service Delivery 1997 (WPTSPSD) laid a foundation for state policy and emphasised that improving public service delivery is not a one-time effort but a continuous and evolving process (Modise & Raga 2020: 4). According to Ndzelu (2016:33), Chapter 11 of the White Paper on Transforming Public Service Delivery (1997) highlights that improving the quality of life for the population through the fulfilment of their essential needs requires identifying several key factors including;

- *Service standards, defined outputs and targets, and performance indicators, benchmarked against comparable international standards,*
- *Potential partnership with private sector, non-government organizations and community-based organizations which will provide more effective forms of service delivery,*
- *The development of a culture of customer care and with an approach to service delivery that is sensitive to issues of race, gender and disability.*

The WPTSPSD (1997) yielded what is also referred to as the Batho Pele Principles, which are service delivery-orientated and indicate the government's commitment to ensuring delivery of effective public service. Modise and Raga (2020:4) list and explain the eight Batho Pele Principles in accordance with the provisions of WPTSPSD (1997) as follows:

- **Consultation:** Engaging with the public to obtain their feedback is vital for assessing the quality of services delivered as guided by the Batho Pele principles. Through this consultative process, appropriate services and applicable standards can be identified to better meet the needs of the community.

- **Service standards:** Once benchmarks have been established for services, they can be evaluated and enhanced to achieve optimum standards.
- **Access:** services should be readily accessible to all customers in a convenient manner.
- **Courtesy:** showing politeness and kindness towards the public.
- **Information:** people should have knowledge about the benefits and support services available to them.
- **Openness and transparency:** service providers are required to admit any faults in their service provision. They should permit users to enquire and provide truthful and candid responses.
- **Redress:** apologies for any poor service, take immediate action to resolve the issue, respond promptly, and show understanding and empathy towards the customer.
- **Value for money:** service needs to be cost-efficient, effective, and efficient while also enhancing the customer's quality of life.

#### **4.4.3 The Public Service Regulation Notice no. 21951 of 2001**

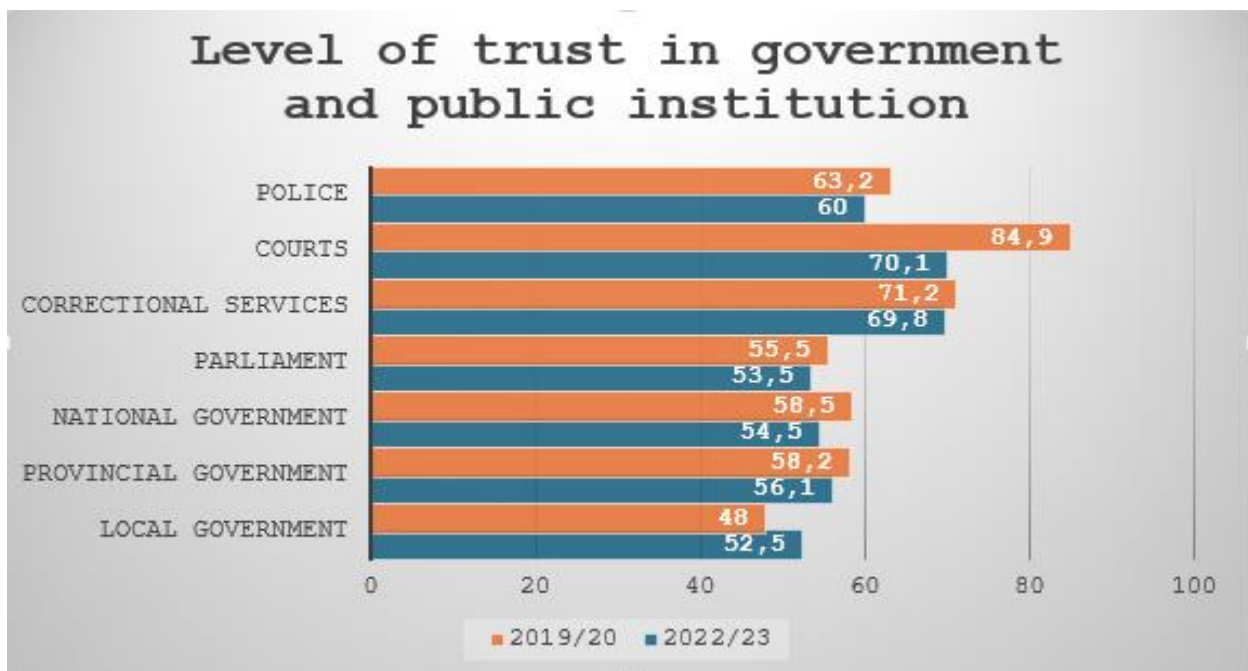
Section C, Part III of the Public Service Regulations, 2001, deals with a service delivery improvement program that shall be established and sustained by an executive authority. The executive authority of the KZN Provincial Traffic Police is the Department of Transport in the province. Section C.2 provides that each executing authority is required to release an annual statement outlining its commitment to public service. This statement should clearly define the service standards that citizens can expect from a department and explain the steps that will be taken to meet those standards. This provision is intended to promote accountability and reinforce the department's commitment to effective service delivery.

#### **4.5 TRAFFIC POLICE PERFORMANCE INDICATORS AND PUBLIC CRITERIA FOR EVALUATING EFFECTIVE SERVICE**

Public confidence and trust in government institutions can be generated through swift and effective responses to the priorities and concerns of the public (Mishler & Rose, 2001: 56). This indicates that it is important for state institutions, such as traffic police

departments, to focus on efficiently providing services to the public to gain the public's trust and cooperation (see figure 4.1 below). This also suggests that the way traffic police perform their duties enhances public satisfaction with the services provided. Efforts to measure police performance have been ongoing since the inception of modern policing institutions in the mid-nineteenth century (Maslov, 2015:8). The author also explains that performance measurements are meant to record how effectively the organisation is carrying out its designated responsibilities.

**Figure 4.1: Trust in government and public Institutions among individuals aged 16 and older: 2019/20 vs 2022/23**



Source: Governance, Public Safety and Justice Survey GPSJS 2022/23 (Stats SA, 2022)

Figure 4.1 shows that individuals' level of trust in police services declined by 3.2 percentage points from 63.2% in 2019/20 to 60% in 2022/23. This is an indication of public dissatisfaction with service delivery by police.

#### **4.5.1 Traffic Police Performance Indicators**

Police performance can be described as measuring how well and how efficiently officers carry out their duties (Maslov, 2015:7). In South Africa, all public servants in different government departments sign an Employee Performance Management and Development System (EPMDS). EPMDS is an employee performance measurement or rating tool. It contains a job description and key performance areas for the employee.

The direct measures of traffic police performance are provided for in the Annual Performance Plan (APP). The traffic police deliverables derived from the annual performance plan are used as a measure of performance and include the number of arrests and fines issued, the number of vehicles stopped, the number of vehicles taken to the weighbridge for load assessment, the number of learners' and driving licence tests conducted, the number of vehicles suspended and impounded, calls for service response time, and crime rates in the community.

#### **4.5.2 Determinants of Traffic Police Performance**

The provision of the effective traffic law enforcement service to the public requires the following: the fair distribution of resources, procedural justice and procedural fairness, and the eradication of corruption.

##### **4.5.2.1 Fair distribution of resources**

The increasing volumes of traffic on South African roads and the importance of ensuring that these roads are safe for public use have increased the importance of proactive traffic policing. The rise in proactive policing has underlined the importance of police using their resources in a productive and efficient manner.

Traffic police departments often struggle to balance their limited resources with an effective delivery service. Inadequate allocation of resources for essential traffic police duties can lead to public dissatisfaction, as it goes against the Batho Pele principles of "service standards" and "value for money."

Members of the public perceive a lack of police resources or unequal allocation of these resources as a violation of their fundamental right to security, which is guaranteed by the

constitution. Tsaobisi (2020:109) submissions support the view that unfair distribution of resources contributes to social inequality; an example given is the 2018 case in Cape Town, where the Equality Court highlighted the preferential allocation of police resources to wealthier white areas over disadvantaged black communities.

#### 4.5.2.2 Procedural Justice

Procedural justice is primarily concerned with how authorities establish and maintain trustworthiness among the public by ensuring that police make impartial decisions and treat people with respect and courtesy (Bello & Steyn, 2019: 66). Observational studies indicate that how people view fairness in procedures not only affects their personal interactions with police but also influences their overall trust and confidence in the traffic police as an institution (Sahin et al., 2017:702). "A recent randomized study in Australia showed that citizens perceived procedural justice more positively during traffic stops when they are conducted in a fair and respectful manner compared to routine stops, and this positive perception also extends to their overall trust in police" (Sahin et al., 2017:701). This aligns with the Batho Pele principle of "courtesy," which promotes showing politeness and kindness towards the public and treating citizens fairly and respectfully even during the shortest encounters.

#### 4.5.2.3 Procedural Fairness

People's perception of police as an authority with the right to issue commands and demand compliance is known as police legitimacy (Farrow, 2020:1). Police legitimacy not only reflects public support but also their readiness to acknowledge and adhere to official authority (Sahin et al., 2017: 702). Traffic officers rely heavily on the public in order to effectively carry out their law enforcement service successfully and should always be fair when providing that function. Farrow (2020:1) emphasises the significance of the police applying "The Pelican Principle" when carrying out their policing duties. The author argues that in this policing approach, police officers use their authority over fellow citizens with the understanding and approval of the public, known as "policing by consent", and this concept highlights that the public's acceptance is rooted in transparency, integrity, and accountability in how they wield their powers. The researcher also accepts this

policing model as it incorporates the Batho Pele principles provided for by the White Paper on Transforming Public Service Delivery (1459 of 1997).

#### **4.6 CONCLUSION**

This chapter's in-depth discussion of service delivery has improved the meaning and importance of this idea and how people view it. It emerges that the way people view traffic cops while on duty plays a crucial role in determining whether the police can fulfil their expected duties. Literature reviewed indicated that people's perceptions are driven by factors such as procedural fairness, procedural justice, and distribution of resources. Chili, Akbar, Nyika and Mbonye (2023: 38) posit that people perceive corruption as another factor impeding the provision of essential services. Traffic police departments are therefore expected to address these factors for the public to consider them legitimate institutions that can deliver the services to the people. The legislative framework developed as a guideline to ensure that traffic police provide effective and efficient services was also discussed.

The researcher in this study agrees with Masuku, Mlambo and Ndlovu (2022:97) that despite efforts to improve service delivery supported by the policy, there is still a lack of trust among citizens in state institutions such as traffic police departments. This trust can only be restored through improved service delivery.

## **CHAPTER 5**

### **IMPACT OF CORRUPTION ON SERVICE DELIVERY BY THE TRAFFIC POLICE**

#### **5.1 INTRODUCTION**

The presence of traffic police corruption cannot be overlooked but rather explored to understand how it impacts the provision of services to the public. It is worth noting that the services that are rendered by the traffic police play an important role in ensuring the safety of road users, for example motorists and pedestrians, as well as the general public. Corruption compromises the delivery of an effective traffic law enforcement service; for example, road safety is threatened and compromised by unroadworthy vehicles that are still being driven on our roads, by unlicensed drivers who violate traffic laws, and by those who drive whilst under the influence of prohibited substances. All of this is due to traffic officials accepting bribes. These transgressions exacerbate road carnage and lead to massive loss of life.

This chapter looks at the impact of traffic police corruption on service delivery by providing a detailed discussion on the emergence of corrupt practices in traffic police, the consequences of traffic police corruption on service delivery, and the strategies currently in place for the prevention of public service (traffic police) corruption.

#### **5.2 EMERGENCE OF CORRUPT PRACTICES WITHIN TRAFFIC POLICE**

According to Nortje (2023:81), the issue of corruption within the police has escalated since 1994, yet it remains underreported and inadequately addressed because other police officials are responsible for investigating such corrupt activities. For instance, the KZN Provincial Department of Transport's Traffic and Transport Investigation Unit comprises traffic police officers who conduct investigations into other traffic police officials. The existing police subculture, which emanates from the "it's the public against police" mentality, makes it difficult for non-corrupt traffic officers to report fellow colleagues who are corrupt. There have been efforts from the government to encourage members of the public, as well as other traffic officers, to anonymously report incidents of

public officials' corruption, including traffic police, through public platforms like the "Mpimpa Hotline." This initiative aims to combat the manifestation of traffic police corruption. Nortje (2023:86) argues that these efforts are not enough, as additional anti-corruption measures and policies are not adequately communicated on platforms like websites, highway billboards, or on television.

Punch (2010:238) asserts that corruption in policing is prevalent and enduring, and it is unrealistic to believe that it will not occur at some stage. This makes it important for Traffic Departments to design anti-corruption strategies that are proactive rather than reactive. Proactive mechanisms should aim to tackle police corruption at its manifestation. Traffic police corruption commonly manifests itself as bribery and extortion. Media outlets in South Africa mostly report on these types of traffic police corruption.

### **5.3 THE IMPACT OF CORRUPTION ON TRAFFIC POLICING**

The effectiveness of an institution in serving the public is crucial for building public trust in its capabilities (Bello & Steyn, 2019: 66). This implies that when police officials engage in corruption while carrying out their duties, they do not only violate the law but also damage public confidence and trust in them. The researcher lists the consequences of traffic police corruption on service delivery as follows: public distrust due to a tarnished traffic police image, inadequate traffic law enforcement function, and increased road fatalities.

#### **5.3.1 Public Distrust Due to Tarnished Traffic Police Image**

Frandsen (2017:1) states that "Image Is everything." The author further defines image as "the set of meanings by which an object is known and through which people describe, remember, and relate to it." Image is therefore created because of impressions, whether good or bad, and they last. Traffic police departments should strive to provide excellent service that leaves an enduring mark on the public. However, numerous scandals, including instances of corruption and misconduct initiated by officers themselves, have tarnished the image of traffic police. Motsepe (2020:167) asserts that the desire to protect honour, reputation, and dignity is very old. To safeguard the honour, reputation, and dignity (image) of traffic police, the Traffic Training Colleges in South Africa have

incorporated "Professional Conduct" as a module specifically focused on teaching police recruits about ethics and professionalism, aiming to uphold the integrity and respect of officers (Department of Transport, 2019:27). Traffic police departments were established primarily to bring order and stability on the road, a responsibility that requires consistent professionalism to maintain a positive image and gain public trust, which will establish the organisation as a reputable institution.

Therefore, traffic police must deliver excellent service to establish public trust and maintain a positive police image, as these two factors are interdependent. Trust impacts service delivery in that when the public distrusts the police, an opportunity for lawlessness is created, as people may feel compelled to take matters into their own hands.

### **5.3.2 Inadequate Traffic Law Enforcement Function**

Inadequate provision of a traffic law enforcement function is mainly due to the inability of the traffic institution to render the expected service. The lack of traffic officers and dismissals of traffic officers contribute to corruption, thus impacting the ability of the police to effectively deliver services to the public. Sithole (2024) states that, according to the Police and Prisons Civil Rights Union:

*“There are approximately 15 000 traffic police officers employed at different levels of government in South Africa. This number is insufficient to police the population of about 62 million, most of whom are drivers, commuters, or pedestrians in some capacity and its more than 750 000 kilometers roadways. That translates to one traffic official responsible for an average of 4000 South Africans and safeguarding more than 400 kilometers of each road.”*

Due to a lack of traffic officials, those that are available are often overwhelmed with tasks and end up working additional hours without receiving proper compensation. This provides an opportunity for corruption to seep in, ultimately resulting in the arrest and dismissal of officers. Dismissals exacerbate the shortage of officers, which further compromises the delivery of effective traffic law enforcement. A shortage of traffic officers generally impacts service delivery, as it results in reduced police visibility on the road,

reduced crime prevention activities such as routine roadblocks, high crime and accident levels, reduced traffic control duties at points, and increased traffic congestion.

### **5.3.3 Increased Road Fatalities**

The ultimate purpose of traffic law enforcement is to save lives. Public compliance with traffic law is crucial, which indicates the value of having a functional and corruption-free traffic law institution. When corruption infiltrates traffic law enforcement institutions, it shatters and compromises enforcement, leading to an increase in road fatalities.

The Traffic and Transport Investigation Unit (2022) annual report attests to this by indicating instances where people pay bribes to officers to escape liability for a traffic offence committed; some people who cannot even drive a motor vehicle pay bribes to obtain a pass during a driving licence test; others drive unroadworthy vehicles and pay off traffic officers to not suspend the operation of those vehicles on the road. All these transgressions lead to massive losses of lives on the road. The Road Traffic Management Corporation (2023:38) report indicated a 3.7% reduction in the number of road fatalities on South African roads in 2022 when compared to 2021. The report further reveals that in 2021 there were 12,545 fatalities compared to 12,436 fatalities in 2022. Despite the decrease in the number of fatalities, the figure remains significantly high. According to the Road Traffic Management Corporation (2023:48), there were 149 reported cases of traffic police corruption, 136 traffic official DLTC fraud and corruption cases, and the National Anti-Corruption Unit effected 96 arrests during the year under review in eradicating acts of corruption by traffic police officials. This suggests that traffic police corruption impacts the provision of traffic law enforcement services, leading to a rise in road fatalities.

## **5.4 STRATEGIES FOR PREVENTING CORRUPTION IN TRAFFIC POLICING AND PUBLIC SERVICE**

The government introduced the Prevention and Combating of Corrupt Activities Act 12 of 2004 as a response to the growing reports of corruption among public officials. The Act requires office bearers to disclose any involvement of public or private officials in corrupt practices or related offences. Furthermore, the RTMC established the National Anti-Fraud and Corruption Unit, and the KZN Department of Transport established the Transport and

Traffic Investigation Unit, all in the effort to combat traffic police corruption. Similar to the mechanisms identified by Vilakazi (2015:45–48), this study outlines the key institutions established by the South African government to fight corruption. These include Special Investigation Unit, Public Protector, Auditor-General, National Prosecuting Authority, Directorate for Priority Crime Investigation, National Anti-Corruption Forum, Department of Public Service and Administration, and National Anti-Corruption Strategy.

#### **5.4.1 The RTMC National Anti-Fraud and Corruption Unit (NTACU)**

The National Traffic Anti-Corruption Unit (NTACU) was founded in November 2012 to address ethical issues within the road traffic sector. Its primary objective is to combat fraud and corruption within the national, provincial, and local road traffic sectors, with the aim of ensuring the safety of drivers, vehicles, and road users across the country.

The NTACU is responsible for investigating allegations of corruption within various areas of the road traffic sector, including Driver Licence Testing Centres, Vehicle Registration Centres and officer corruption, by collaborating with other law enforcement agencies (Road Traffic Management Corporation, 2023).

#### **5.4.2 The KwaZulu-Natal Transport and Traffic Investigation Unit (TTIU)**

The KZN Department of Transport established its investigation unit, called the Traffic and Transport Investigation Unit (TTIU), in May 2004, as there was no "watchdog" for traffic police in the province. Before its establishment, corruption went relatively undetected and unabated. The unit was established to identify and investigate fraud, corruption, and irregular practices, particularly by traffic police and other traffic department officials at Driver Licence Testing Centres and Vehicle Testing and Registration Centres (Traffic and Transport Investigation Unit, 2022).

#### **5.4.3 The Special Investigation Unit (SIU)**

The SIU was established under the Special Investigation Units and Special Tribunal Act No. 74 of 1996. The legislation enables the formation of Special Investigations Units to probe serious instances of malpractice or maladministration involving the management

of State institutions, State assets and public funds. It also covers actions that could significantly harm the public interest. Additionally, the Act authorises SIU to initiate and pursue civil litigation in court or Special tribunal, either in its own name or on behalf of state entities. It outlines provisions related to funding and expenditure of the SIU, the establishment of Special Tribunals to adjudicate civil matters arising from SIU investigations and other related matters (Special Investigation Unit, 2024).

The 2022 investigation conducted by SIU and RTMC as reported by the National Department of Transport originated from the President's Proclamation R37 of 2017. This directive authorised the SIU to investigate a range of issues, including vehicle registration and licensing, testing and issuing of roadworthy certificates, testing and issuing of Driver's Licences, Learners' Licences, Professional Driving Permits and issuing of operator fitness cards. It also covered the conversion of foreign licences to South African licences, and the manipulation or tampering of data on the information on the electronic National Traffic Information System (e-Natis) (South African Government News Agency, 2024). According to the report, these investigations led to eighty-six (86) arrests for fraud and theft through joint operations involving RTMC, Hawks, SARS, and SIU. The arrests are made up of the following traffic officials:

- 36 vehicle testing examiners
- 4 Provincial Department of Transport Inspectors
- 26 DLTC officials
- 3 SAPS members
- 10 e-Natis officers
- 6 officials were arrested for ten thousand (10,000) illicit transactions which cost the State a combined loss of R 60 million.

#### **5.4.4 The Directorate for Priority Crime Investigation (DPCI) – “Hawks”**

The DPCI operates as an autonomous division of SAPS. It is mandated to prevent, investigate and address offences classified as national priorities, including organised

crime, corruption, and economic offences, as well as any additional matters delegated by the National Commissioner of the SAPS (SAPS Act, 1995).

#### **5.4.5 Auditor-General (AG)**

In accordance with the Constitution of the Republic of South Africa, Act 108 of 1996, the AG is designated as one of the Chapter 9 institutions mandated to uphold constitutional democracy. Section 188 of the Constitution grants the Auditor-General the authority to conduct audits that promote oversight, accountability, and good governance in the public sector, thereby strengthening public trust (Auditor General-South Africa, 2024). Auditing can help identify the presence of corruption within traffic police departments, implicate involved officers, and facilitate the implementation of appropriate sanctions and remedial measures.

#### **5.4.6 The National Prosecuting Authority (NPA)**

The NPA is empowered by the Constitution of the Republic of South Africa, Act 108 of 1996 to initiate criminal proceedings on behalf of the state and to perform any functions necessary for effective prosecution of such cases. Its mission is to deliver justice to the crime victims by prosecuting offenders without fear, favour, and prejudice, while collaborating with partners and the public to combat crime (National Anti-Corruption Forum South Africa, 2001).

#### **5.4.7 The Public Protector (PP)**

Chapter 9 of the Constitution of the Republic of South Africa, Act 108 of 1996, titled “State Institutions Supporting Constitutional Democracy”, establishes the Public Protector under Section 181 (1) (a) of the constitution to uphold and promote constitutional democracy. The PP’s mandate is to uphold and promote constitutional democracy by investigating, reporting on, and addressing any misconduct within government affairs. The office is accessible to all individuals and communities, granting everyone right to lodge a complaint with the PP (“Public Protector South Africa,” 2024).

#### **5.4.8 Department of Public Service and Administration (DPSA)**

The DPSA creates guidelines and regulations to guarantee that the government operates effectively and makes sure that these rules are adhered to. DPSA also fosters a culture of integrity within the public sector by establishing initiatives, procedures, guidelines, and systems that identify, deter, and address public officials' corrupt practices (Department of Public Service and Administration, 2024).

#### **5.4.9 National Anti-Corruption Strategy (NACS)**

This strategy is a collaborative endeavour aimed at creating a state, business, and society that are ethical and responsible with a focus on integrity and adherence to law and looks towards a future where all individuals in society reject corruption and demand accountability from leaders and organisations (Department of Planning, 2024:7).

#### **5.4.10 National Anti-Corruption Forum (NACF)**

Since 2001, the NACF has been working to fight corruption, promote integrity, and increase public awareness on issues. The organisation consists of representatives from three sectors: civil society, business, and government. Ten (10) members from Business Unity South Africa specifically represent the business sector (National Anti-Corruption Forum South Africa, 2001).

### **5.5 CONCLUSION**

The researcher comprehensively looked at the existence and prevalence of traffic police corruption, its causes, and its impact, specifically on the public. The in-depth study of traffic corruption in this chapter prompts the researcher to acknowledge that police corruption is a common scourge globally that requires urgent and innovative intervention for it to be restrained. The chapter explained the various methods established by state institutions to combat traffic police corruption. However, various policies have varying effects on traffic officers' temptation to engage in corruption (Moene & Søreide, 2016: 2). The researcher concludes that just like any other crime, the nature of corruption is

dynamic in that perpetrators sometimes change methods of doing it to evade being caught, and such instances call for the reviewing of corruption deterrence strategies. Different countries have made efforts to address this problem, leading to varying levels of success in their efforts (Lee-Jones, 2018: 4). The situation in South Africa is similar, but instead of maintaining the current level of government efforts, there is a need to intensify actions to eradicate the issue from the traffic police department completely.

## CHAPTER 6

### DATA PRESENTATION, ANALYSIS AND INTERPRETATION

#### 6.1 INTRODUCTION

The chapter covers the presentation, analysis, and interpretation of the collected data with the goal of answering the research questions. Data analysis and interpretation were based on the four research objectives. The data presentations and analysis presented below align with the key themes of the study, which included corruption/bribery, potential strategies to improve service delivery, the role of KZN traffic police officers, perceptions of service delivery, crime reporting, and strategies to prevent corruption. The major areas of focus and presentation are to explore the impact of corruption by the KZN Provincial Traffic Police on service delivery, to gain an in-depth understanding of the contextual causes of corruption, to explore the individual experiences of the efficiency of corruption combating strategies within selected Traffic Police department, and to formulate recommendations for further research on corruption combating strategies within traffic police departments.

The respondents in this study were the individuals who shared their perceptions regarding the above subject matter. The unit of analysis consisted of fourteen respondents who were interviewed to explore the impact of police corruption within the KZN traffic department, with the aim of assessing the opinions on traffic police corruption. The data was collected from traffic police officials and general community members who reside in Durban and have had past interactions with traffic officials while on the road or when visiting the KZN Department of Transport.

This data collection procedure began with the facilitator introducing themselves, followed by a thorough explanation of the purpose of the meeting. Emphasis was placed on the importance of voluntary participation, and participants were encouraged to contribute freely and openly. The researcher obtained informed consent from participants and assured them of both confidentiality and anonymity.

## 6.2. DEMOGRAPHIC CHARACTERISTICS OF THE RESPONDENTS

In this study, the demographic details of the respondents were collected and revealed their background characteristics, looking at their level of education, employment status, and age, as seen in the tables below. Fourteen respondents participated in the study, which consisted of twelve males and two females. Regarding employment status, many of the respondents were employed full-time, and some were in employment of the traffic department.

**Table 6.1: Age groups of the respondents**

<b>AGE</b>	<b>NO</b>
<b>20 – 30 years</b>	<b>7</b>
<b>30-40 years</b>	<b>3</b>
<b>40- 50 years</b>	<b>3</b>
<b>50-55 years</b>	<b>1</b>

**Table 6.2: Educational background of the respondents**

<b>Level</b>	<b>No</b>
<b>Matric</b>	<b>3</b>
<b>Diploma</b>	<b>4</b>
<b>Partially complete diploma</b>	<b>1</b>
<b>Undergraduate Studies</b>	<b>2</b>
<b>Post Graduate Studies</b>	
<b>Degree</b>	<b>4</b>

**Table 6.3: Employment and annual income of the respondents**

<b>Unemployed</b>	<b>1</b>
<b>Student</b>	<b>2</b>
<b>Traffic department</b>	<b>6</b>
<b>Formal sector</b>	<b>5</b>

The respondent profiles above reflect the different age groups represented in the study. Overall, the data indicates that all participants were over the age of 20, suggesting a level of maturity likely to support informed and considered responses. The profiles of the respondents also revealed their educational levels, as evidenced by the findings presented in Table 6.2. This section offered interesting details about the educational status of all respondents involved in the study. The level of education exhibited in the group was relatively high. The high level of education in the group impacted the information the respondents provided, which was crucial for the study as it enhanced the findings. The findings indicate that respondents' understanding of how corruption affects service delivery, as well as their awareness of expected service delivery standards varied in ways that reflected their educational backgrounds. This implies that most of the respondents were literate, with a high level of education, making them qualified to reliably answer questions about service delivery in the traffic department. The educational level of respondents in data collection can significantly influence the direction and depth of responses collected in the primary data gathering. Participants who have attained a higher educational level usually engage with more reflective and in-depth responses. This further demonstrated the rationale behind the enhanced comprehension of critical issues related to the influence of corruption on service delivery in the traffic department. Respondents described the impact of corruption on service delivery differently, and these differences appeared to reflect their educational backgrounds. Those with more advanced education tended to articulate a deeper awareness of service delivery standards (Connelly, Gayle & Lambert, 2016:1). Of importance to note is also the education level of those employed in the traffic department. The most represented level of education was those with a matric and working towards a diploma.

### 6.3 PERCEPTIONS ABOUT THE KZN PROVINCIAL TRAFFIC POLICE AND THE DEPARTMENT OF TRANSPORT

Perceptions of the roles and duties of the KZN traffic police and department of transport were varied. According to Respondent 1, the aim of the traffic police was to maintain order and follow their oath to protect, serve, and save people's lives. Many participants consistently expressed their agreement that the departments exist to provide assistance and service on the road. Additionally, the departments were expected to educate the public, build roads, and priorities road safety. These perceptions are in line with existing research, which also ascribes the roles of the police to the provision of protection for the public while they are on roads (Jasvi, Ulla, & Kamran, 2024; Soori, Royanian, Zali & Movahedinejad, 2009). Respondent 7 indicated that the KZN traffic police is responsible for ensuring road safety and enforcing traffic laws. Further, they contended that the public perceives the department of traffic police as focused on issuing fines rather than prioritising road safety and education. Respondent 9 believed that the department's primary responsibility was to ensure the smooth movement of traffic on all roads, whether they are national or local ones within urban areas. These findings resonate with the South African constitutional mandate in Section 205(3), which requires the police to prevent, combat, and investigate crime; maintain public order; protect and secure the inhabitants of the Republic and their property; and uphold and enforce the law.

Most of the perceptions of those who work in the traffic department in question were in-depth and not generalized, probably because they had day-to-day experiences with what the department did and thus were able to define their roles in an in-depth manner. This is seen in the responses of Respondents 2 and 12:

Respondent 2 says:

*“Okay. I think the department is well run with good organisational structures and they also do a fair bit to uplift the community. They have various programs in place like the EPW program and it focuses on tackling the crisis of unemployment. So, I think as a department, they are trying to uplift and contribute to the wellbeing of citizens in the province.”*

Respondent 14 states that:

*“My general perception about the Department of Transport is that the Department of Transport is a department which improves infrastructure in terms of the roads. It connects all different provinces and it's the one that maintains the economic hub of the country. We will find the N3 and the N2. As you can see currently, there's construction that is happening between those two roads, which shows that the department is serious about having the roads maintained. Under the provincial traffic police also, they are maintaining road safety. There are always road safety campaigns being carried out. Maintaining all vehicles that are on the road are most probably roadworthy. Also, in terms of general safety of members of the public, reducing accidents, saving lives, and just having a free flow of traffic. “*

Respondent 13 highlights that:

*The role of a traffic officer is over and beyond the ordinary restricted definition. They state that a traffic officer*

*It is sworn oath of honour to protect life, limb, and property. The key function of a traffic officer is in terms of Section 3 of the NRTA. To control traffic, to ensure safe passage of traffic and other traffic related functions, like taking a vehicle to the weigh bridge. However, in your day-to-day work, a traffic officer must be a walking directory. A walking destination place, inform the people how to get to a place. Only now in recent times there's Google Maps that shows people, but you must give directions. You must be the coolest, calmest person at an obstruction scene because everybody is inquisitive. So, the officer must also – he must understand patience. He must be a psychologist at the scene of an accident when people die. Children are there, I speak for myself, when I saw small kids three years old and five years old, and their mom and dad died. You must counsel those kids, take them away from further harm, psychological lesion, and injury. If someone is hurt, our traffic officers are qualified as first aid level 1. They have a full*

*first aid kit in their vehicle. They also have a basic firefighting equipment level 1. I put out fires in the road, I have videos, I even have performance bonuses back in the days to attest for that and many other operational officers at that level, at provincial traffic officer level, as a PI, or even SPI, is still currently doing that. Even if there's dirt, debris on the road, the officer moves those debris out from the road. At times, which harms the officer himself. Assisting the Department of Health, before it was RAF and police services, to assist with the remains of the deceased person on the road. Even sweeping off and picking up the remains. So, it's beyond the normal traffic scope.*

The responses from respondents that work in the traffic and transport departments are very valuable, and they go over and beyond the general definitions. However, the definitions and descriptions provided should be analysed with caution. The response from Respondent 2 above highlights the positive portrayal of the department. The mention of the EPW program also shows the sense of pride the traffic officer has in their department. Their response also mentions "well-run", which highlights confidence in department management and organisational running. The removal of debris, cleaning up road debris, and picking up items broaden the duties and roles of traffic officers. On the surface, this seems positive, but a critical examination reveals the presence of self-report bias in the descriptions of traffic department employees (De Reuver & Bouwman, 2015:288), a phenomenon not evident in the responses of non-workers. Self-report bias is a well-known methodological problem where usually questions are answered in ways that socially show positive reviews, which might not necessarily be the case. In research, participants will respond in ways that make them look as good as possible. For example, they will tend to underreport or not report behaviour deemed inappropriate, and they might over-report behaviour viewed as appropriate (Donaldson & Grant-Vallone, 2002: 247).

#### **6.4. THE CONCEPTIONS AND PERCEPTIONS OF SERVICE DELIVERY**

The respondents were asked about their conception of what they understood service delivery to be. In the South African context, service delivery refers to the provision of

necessities such as water, electricity, sanitary facilities, land, and housing (Molina, Carella, Pacheco, Cruces & Gasparini, 2017:462). Further defined, service delivery refers to the actions undertaken by a government official or person in position of authority over resources, organisations, or systems to ensure the provision of required services to the members of the community. Public services are thus intended to serve all members of the community (Owusu, Chan & Shan, 2019:1). Perception is understood as the process through which individuals become aware of or interpret sensory or attaining sensory information. It is shaped by the interaction between one's past experiences such as cultural background and the way that information is processed and understood. From the study, we can see that the respondents have similar perceptions as seen in the given literature.

Respondent 3, an undergraduate student, explained that service delivery involves taking actions to help individuals benefit, such as ensuring their safety. They stated that this concept extends beyond basic service delivery, as it involves taking specific actions to assist someone in achieving a goal or completing a task. Respondent 7 asserts that service delivery refers to the process of providing goods, services, or solutions to meet the needs of customers or citizens.

According to Respondent 2, service delivery is an obligation that involves the state providing services to rate-paying South Africans or residents of KZN. They have a right to basic needs such as safety, healthcare, education, clean water, and safe roads, and I think service delivery in that regard is that residents pay for rates, and they need to be provided with these basic needs. This definition aligns with Section 153 of the Constitution, which mandates government departments to undertake specific developmental activities and functions, including structural management and administration of fiscal policies necessary for effective public service delivery. This is from the Constitution: service delivery is not a privilege but a right (Bekink, 2006:3). Respondent 3, an undergraduate, narrates that service delivery is performing some actions to help someone benefit from them, such as keeping them safe. This can also be seen as providing a service for someone that would help them through some form of action.

Respondent 10 provided an in-depth description of service delivery:

*Okay. Service delivery, in my own understanding, is as the government of the people or as we work for the department, we fall under government. So, the government gives a promise to the people that he will, I mean, okay, not he. The government promises the people that they will run the services of which people are paying tax. So, with the tax that is being paid, people are expecting something to be done, to be served with that money, like build infrastructure for the people to go and get services from the government. So, basically, service delivery is – what can I put it – how can I put it? I can say is the government doing things for the people. Let me put it that way.*

For Respondent 14, service delivery is further defined as follows:

*To me, if you can just remember what the diploma that I did, the national diploma that I did with my institution is human resource management. So, I wanted to help people on a day-to-day basis at the workplace. So, having said that, to me service delivery means going over and above what is expected of you. Basically, you go over, and you put yourself in the shoes of the individuals that you are servicing. So, to me, my understanding to what does service delivery means you go beyond the scope. You go beyond the limits. You do what is more than what you are being paid for.*

Respondent 7 asserts that service delivery refers to the process of providing goods, services, or solutions to meet the needs of customers or citizens. Respondent 5 also defines service delivery as attending to the needs of your customers or the people who have come to your establishment to undertake a particular task. Respondent 6 equates service delivery with getting assistance with whatever service a person requires from the traffic police. According to Respondent 8, providing services would be a seamless and forward-thinking process inside a particular department. For example, in a traffic police department, it would translate to the proper operation of serving the law within the transport space whereby roads and accidents are well taken care of.

Based on the above data, it would appear that the majority of the respondents agreed that service delivery involves fulfilling responsibilities in a manner that will enable

consumers to receive the required service. Secondly, service delivery is considered an organised process that meets specific needs. These definitions as narrated by the respondents embrace the performance model from which service delivery is viewed by the respondents. In a performance model, satisfaction is the basis on which citizens judge how government or a department is performing compared to their expectation of how government should perform (Mangai 2017: 39).

Service delivery can be improved by good governance principles, practices, and effective strategies (Hanyane & Naidoo, 2015:241). Traffic departments are tasked with overseeing road related activities to promote safety and prevent accidents and ensure drivers comply with established traffic laws and regulations. As their services are mandated by law, it is essential for traffic departments to aim for road user satisfaction by delivering a level of service quality that aligns with, or surpasses drivers' expectations (De Jager, Ayikwa, & Steenkamp, 2024:414).

#### **6.4.1. Whether service delivery is done satisfactorily**

The second major theme that emerged from the research objectives was the quality of public services provided. The quality of service can be evaluated by assessing how effectively the service improves the lives of the community members as these services are intended to make the lives of the community members better. According to Abolo (2019:3), "public services should not be delivered below an acceptable standard." Satisfactory service delivery requires that it be appropriate for its purpose, delivered on time, safe, and always available.

One of the elements that comes up in the data is the impact of work ethics on service delivery. Work ethics significantly impact service delivery in organisations, like the traffic police department. Where a department has a strong work ethic, service delivery becomes consistent and efficient. The data touches on two work ethic characteristics important for service delivery: laziness and neglect of duty. The discussion with Respondent 12 highlights this position. Laziness negatively impacts the output.

*Yeah, there are. There are. First of all, I'd say, like your laziness. Some officers now are just here for the job, to get the job done and go home. So, in terms of the*

*job done, they're just there in their uniform and doing what they want to do at that particular time, but they are not adhering to the full oath of office, where you'll take the job seriously and do everything that is required.*

Respondent 10

*You've neglected your duties on the road, which compromises the safety of the people on the road and all those duties like there's obstructions on the road, but now you left it, you're coming to the office to help your cousin, when your cousin could have joined the queue like everyone else. So, now, service delivery was affected in a way that people now were delayed now, that the people that got up early, they were now delayed. They had to sit there for long now because you put someone in front now in the queue. Some of them is when the traffic officer is not even related to the person, they are putting in line. It's just a friend or something, then they get money, they make money out of putting those people in front, and they sell the forms. Leaving the road unattended...*

The relationship between a worker and manager also impacts service delivery. Retail managers play a vital role in the operational behaviours of staff, which essentially makes them important to a company's successful operations (Jung, Yoo & Arnold, 2021:362).

Respondent 13 says:

*So, we could not put the work out in a positive manner, how you've been treated. If your supervisor tells you, job well done. I've seen guys are performing on the field, beyond and over expectations, as to their performance on the field itself. So, your management and your supervision play a vital role, in terms of service delivery. Happy employee, service delivery performed. If you're negative and got problems, you're not going to perform. Hence, the department has a place for EAP treatment, if employees are suffering psychological problems.*

This means there is a need for a positive work environment. An excellent work environment contributes to high employee morale, which in turn makes workers perform better.

The data also highlighted the importance of firsthand experience in providing excellent service delivery. Respondent 1 mentioned they viewed service delivery as satisfactory based on personal experience as follows:

*I would say yes, I am. To elaborate on it, the reason why is the traffic police officer who took me to my driver's test, he was very helpful because on the day of the test, he had a way of making me feel calm and not nervous while driving, and he would make conversations so that there wouldn't be any tension or awkward silence between us. It was like I was driving a friend around the neighborhood.*

Another respondent also highlighted that they were highly satisfied with the service delivery they received when they went to apply for the learner's licence test. For them, the assistance they received in applying for and receiving a date, and then their coming back and writing properly with no issues, was a testament to good service delivery. Respondent 4 was also generally satisfied with the service they were given by the officer that took them for a driver's license test and how they explained everything to them before the test. This satisfaction with service delivery aligns with empirical research indicating that when an individual benefits from a service, it positively influences their satisfaction, trust, and commitment towards the service provider (Dagger & O'Brien, 2010:1530). A person's experience will thus affect their perception of satisfaction.

Respondent 2 also expressed satisfaction with the department's service.

*I'd say, yes, I am satisfied because when I came in here, the first time applying, there were people to accept me and then direct me on what to do, what I needed to do, who I needed to meet. When I went – when I came back now, same thing, when I asked them for assistance, they were all open and answered or assisted me with everything that I needed to do. So, I'd say I'm more satisfied.*

Respondent 5 personally believed that their level of satisfaction would depend on the department's performance. For them having been to different traffic departments to do various licences and various registrations, they felt that various departments satisfied service delivery differently. Though they believed that the delivery service in general was excellent, they had experienced other unfortunate incidents that did not satisfy them. They

experienced situations where they had to wait in a queue for an extended period. They also experienced situations where someone else received priority over them because of an existing agreement. This, for them, highlighted a clear need for improvement in certain areas. Respondent 7 was also satisfied with the quality of the service offered, but they thought that there were some things that needed to be improved, such as allegations that some traffic police are corrupt, delayed response times to accidents, a lack of resources, and poor communication.

Respondent 9 emphasises that service delivery can be exceptional at times, surpassing expectations.

*Yes, I've been to the Pinetown for renewal of license. So, it was a long wait, but everything was in order. Yeah, so I never see no criminal activities happening while I was there. I've been into Rosburgh also, and the delivery service is fantastic. So, everything is in order. I've been in Verulam as well. So, yeah, it's how to – I never see no criminal activities happening between the – when it comes to service deliveries, everything was in order. So, I've got – yeah, there's nothing to point out, but maybe help to improve the system.*

Respondent 10 also highlighted that:

*At this point, I'd say, yeah, their job is quite satisfactory. However, there are a few things that could be worked on, especially when you refer to visiting centres. I feel like whether technology, improving technology or anything, things can be done faster than what they are currently in terms of like maybe standing in the line for – in a queue for long hours. I feel technology can assist in sorting that issue out.*

Respondent 13 postulates that service delivery of the department is debatable.

*That is a bit debatable. That's a yes and a no. At certain times, service delivery can be good, including myself going past certain accident scenes. I see that the officers are not performing the function like how they are supposed to perform. Example, coming off the area, safeguarding the scene, stopping the motorists and diverting traffic. They're doing totally, totally opposite to what they've been trained, to what they've been taught. I'm not sure if it's they're against the system or it's just*

*some people do not like performing the function as allocated to them. But on a positive note, there are guys that do the work, perform service, they do the service delivery. Yeah, so I would say 50/50 at this stage.*

*Respondent 12*

*I'd say I'm satisfied in a way, although maybe not 100%, because I think – I still believe maybe more can be done. The reason for me saying that, when COVID came, that period, you could see that some of the things were not really prepared in terms of how to fast track the services to the members of public. As much as things were done, but I think a lot can still be done in terms of the quality, in terms of moving now to the fourth or fifth industrial generation, in terms of technology. Because, as you can see, you still find a lot of queues at the DLTCs, people wanting to do their driver's license.*

Overall, the data highlighted that the respondents in most cases were satisfied with the quality of those basic services, although they highlighted instances where there was potential for improvement. The respondents recommend that to perfect service delivery, the department needs to make the following improvements, such as adding new technological improvements in the department. If this is done, it will reduce waiting times and long queues and thus enhance the efficiency of service delivery. The overall feedback suggests that respondents believe improvements in these areas could go far in enhancing quality service delivery. This gap requires further investigation by the traffic department. Technology has a major effect on industrial processes (Mehmood, 2021:18). Thus, where technical competencies are incorporated using technology to monitor and safeguard data collection, management, configuration, preparation, and distribution, service delivery improves.

Another factor that affects satisfactory service delivery is the attitude of the person offering the service. Respondent 14:

*Oh yes, oh yes, oh yes. That's why I have – personally, I have seen people that are behaving in such a way that they need some training. I've tried on my personal capacity to engage and assist those fellow colleagues. Because sometimes the*

*behaviour is, Mr Sangweni, the behaviour is affected by so many things. It's affected by your upbringing, affected by your personal issues that you are dealing with at home that have resulted for you to behave in such a way. So, in my personal capacity, I've seen my colleagues who are, for example, rude to members of the public. I've witnessed that, sir.*

Attitudes of traffic officers also impact service delivery in South Africa. This comment highlights the effects of character in service delivery. Another factor that has been brought up that impacts service delivery is abuse of power. Abuse of power occurs when someone in a position of power, like a station commander, uses their role to make subordinates perform personal tasks unrelated to their official duties, especially when it compromises the organisations primary mission, in this case, public service. There are negative consequences of managerial abuse on co-workers, which results in job tension, emotional exhaustion, and reduced job satisfaction (Medina, Lopez & Medina, 2020:3). Respondent 10 gives us an understanding of this position.

*Yes, I do. It was a station commander, for example. So, there's this day when my colleague and I were busy with our daily duties on the road and the station commander had to call us back to the station since we were junior officers. So, we had to comply with her instruction. So, we came back, we were doing – we were rendering the service delivery out there. We were attending to accidents, obstructions, everything that a police officer do out on the road. This station commander asked us, myself and my colleague, to transport her son to a sports event. So, we had to neglect our duties on the road, and do as she say, because she was our supervisor, and we had to comply with the instruction. So, I think that made a very bad impact on service delivery.*

Lastly, duty neglect also affects satisfactory service delivery. The traffic police department requires prompt and reliable action for satisfactory service delivery. Respondent 12 states that:

*So, you'll find that now they'll neglect their duty and go to another spot to do a duty that's going to benefit them. Now, that also impacts the service delivery because*

*now the road is obstructed but no officer is willing to attend to that. Also, the quality of work impacts service delivery and the public is not serviced properly or enough. Where you'll find those less privileged people now are not getting the services because they don't have anything to offer compared to someone who's got the money or whatever they need to offer to get things done quicker for them.*

## **6.5 UNDERSTANDING WHAT MOTIVATES PEOPLE TO JOIN KWAZULU-NATAL TRAFFIC POLICE**

Respondent 9 noted that community members choose to join the SAPS for a variety of reasons and motivations. Respondent 7 said that the reason why people join the traffic police department is because it is an opportunity for someone to get a job because they need an income since presently there are no jobs in South Africa, and the SAPS is trying to recruit more people. Respondent 6 is critical of the department's recruitment process.

Others believe that people join the department because it is a calling to do good and for economic survival, through the pay they will get (Respondent 1). Respondent 2 also holds the belief that there are individuals who have a genuine passion for policing, and it may even be their dream job. Respondent 4 agrees with the idea of a calling, stating that some individuals are motivated to make a difference in the world and do what is right. Respondent 5 also shares the sentiment that people have joined the department because they feel that the best way for them to serve their community is by joining the traffic police officer department. Respondent 8 echoes this sentiment, asserting that people join the department primarily for employment opportunities.

*From what I know is that when I do ask friends and family members, they say that because there is a failure in our system and they like to better the lives of our fellow South Africans. They make a difference by so much of happening, things are happening in the country over the past couple of years, and it will be televised. So, they like to help the fellow nations, and upcoming generations to better this country's situation.*

It appears that most people have joined the department because they are passionate about the job, and they love the role of working in the traffic department.

According to the data, others believe that people seek these jobs because they provide stable job security. Respondent 2 asserts that unemployment is widespread in South Africa, especially in KZN. Working for the state or for the government comes with competitive pay and many perks and benefits. Therefore, job security is a significant attraction for many young individuals who understand that working in a reputable department allows them to progress their careers, enhance their personal growth, and improve their quality of life. Respondent 1 also thinks some people joined the department for the high pay. Respondent 4 also aligns their response with the need for financial gain, asserting that individuals join the department to earn a living and secure employment. Respondent 6 posits that certain individuals gravitate towards the traffic police department with the aim of leveraging corruption to obtain easy money. Respondent 7 says that government jobs like traffic police offer stable employment, regular income, and some benefits.

Respondent 3 was also of the view that people should join the department, as it is a respected position. They enroll in the department because they want to achieve respectable status in society, which comes with some monetary gain. Respondent 13 stresses that the secondary motivation for individuals to join the department is the prestige associated with the job.

From the above paragraph, there are various reasons that the data bring to the fore that are considered push factors to join the department of traffic police. High unemployment remains a persistent challenge in South Africa, driving many people to seek any available opportunity to enter the job market and contribute to the economy. Socioeconomic issues in South Africa such as unemployment, poverty, stagnant growth, and inequality, have persisted since the 1980s (Pasara & Garidzirai, 2020:1).

Empirical research findings support this, with statistics demonstrating an increase in youth graduate unemployment in South Africa, which leaves graduates with little hope of securing employment (Mseleku, 2022:334). To enter the traffic law enforcement agency is one of the easiest ways, as the requirements only require one to have a matriculation qualification and driver's licence (Mmakwena et al. 2023:537). Thus, this requirement

allows many people to join the department. Respondent 14 highlights the problematic nature of this requirement.

*I feel the recruitment is weak. I feel the department is just recruiting. Remember, when you're recruiting, the recruitment should be strict. As a department, we should go over and above to get the right quality, the right caliber of traffic officers for us to achieve our goal to save people's lives on the road.*

## **6.6 CORRUPTION AND POLICE CORRUPTION**

Police corruption in South Africa is rife. Police officers are reportedly implicated in widespread bribery and various other criminal activities (Nortje, 2023: 72). This has led to the demise of public trust in the police department. From the data, we find that the respondents identified corruption, bribery, extortion, embezzlement, and favoritism as the existing service delivery issues.

### **6.6.1. Bribe**

Bribe, as defined by Respondent 12, means that the members of the public are now buying the service that they should be getting for free. According to Respondent 1, bribery is something that is practiced at the traffic department. The respondent was an eyewitness when bribes exchanged hands. The respondent witnessed an officer accepting a bribe from a drunk driver, who sought to evade arrest. This action of bribe, they viewed it as a negative one that could have led to the drunk driver causing an accident some other place.

Respondent 5

*So, yes, I do. I've waited at a traffic department to register a motorcycle before, and in the process, I've seen two to three separate people cut in queues. I've seen them bribe officials to get certain licenses, and I've even had a close family member also bribe an official for a license on their car. I believe one of the most prevalent forms of traffic police corruption is bribery. I've heard a lot of stories from friends and family members who've been stopped at traffic stops, and they've been either rightfully or unjustly fined over minor grievances or items that may not even*

*be illegal. Those fines have been held over them on the condition that, hey, I'll take away this fine if you give me this amount of money or if you give me a little something. That's something that I've seen quite often.*

Respondent 2 states that there are instances where bribes have been accepted by the traffic officer.

*Okay. So, as I said earlier, traffic officers, they provide a service to protect and save the lives of the community. So, traffic police corruption, I say, is when police officers deviate from this oath that they've taken to serve and protect and serve the lives of citizens. They do this by partaking in illegal activities to ensure self-gain. This could be in the form of taking bribes from motorists who've committed a traffic offence and overlooking it and in place of issuing a ticket, they accept a bribe, and the offender is let go. I'd say taking bribes. Also, I'll go back to the testing centres, long queues, traffic officers accepting money and then allowing people to skip the queue, jumping the queue. That's a form of bribes. Also, reckless and negligent in driving, overloaded vehicles, officers taking money from truck drivers or truck owners and then allowing an overloaded vehicle to proceed without rectifying the load.*

Respondent 4 is of the opinion that there is bribery that is accepted.

*So, they take bribes and then others could also be – or I'd say when you are writing our learners, so they might also give you the answers to the questions or when you're test driving, but then that will also be in the form of a bribe because you need to pay. The other would be – okay.*

Respondent 7 highlights that

*I can say I'm satisfied by the quality, but I think there are some things that need to be improved such as corruption because there are allegations that some traffic police are corrupt. They are accepting bribery and others when you have a problem, their response times, they are delayed responding to accidents. Also, they have other problems such as lack of resources and also poor communication. Thank you.*

## Respondent 9

*So, I don't – this is quite a controversial subject, but traffic cops, especially in centres, apparently, I haven't had that encounter. So, this would become hearsay or whatever. So, apparently when you do a license, you have to pay a certain bribe. Not sure what the amount is, but there is a bribe that you have to pay. Otherwise, you most definitely will not pass the license. However, in my own experience with traffic police corruption, I think that would – the previous explanation that I gave about someone I knew who used bribe in order to get away from drinking and driving, a case of drinking and driving, that would be the example.*

Traffic police abuses range from bribes involving law enforcement officials being paid to give access to certain individuals who have not met the criteria (Mmakwena et al., 2023:534). Bribes are often solicited in cases where road users have committed traffic violations such as speeding, overloading, or driving unlicensed or unroadworthy vehicles. In such instances, bribery is often used to avoid harsher penalties. The most common forms of bribery involve traffic fines, irregularities in driver testing, and licensing processes (Mmakwena et al., 2023:535).

Certificates of roadworthiness are also an area where bribes have been given, with some certificates being issued without vehicles undergoing the necessary roadworthy tests. Additionally, bribes are often accepted in exchange for helping applicants pass their learner's licence tests. The data collected thus resonates with literature on bribes in South Africa.

### **6.6.2. Corruption**

Corruption is another aspect spoken about by most participants. Corruption is defined as a destructive, unethical practice rooted in weak governance structures particularly prevalent in developing countries (Mamokhere & Thusi, 2024:80). Corruption within law enforcement agencies undermines efforts to combat crime, discourages crime reporting, and erodes public trust in the justice system (Mmakwena & Moses, 2022:983). Large-

scale corruption continuously undermines the state's capacity to function effectively in South Africa (Matebese-Notshulwana, 2021:104). For example, since 2015 in South Africa, there has been a huge increase in the number of community protests because of poor service delivery (Matebesi & Botes, 2017:82).

Respondent 2 defined corruption as being in a position where one uses their position of authority to ensure personal gain. The Respondent in addition, says that:

*Okay, so South African public in general has this perception that all traffic officers are corrupt. So, I think from an education point of view, it's very important to gain that trust of the community. Policing in the past, it was really – it was the police and the citizens. So, to build that trust up again is important. I think that only adds to corruption. If you stop and the police officer asks you for your license, you are very willingly and without even thinking, you can just say, hey, plan or give me a cooldrink. So, the public have that perception of police, and it makes it easier for officers just to accept those bribes in that case.*

*In some cases, traffic officers are also underpaid. That often leads to corruption. They're trying to keep abreast with the latest trends and stuff. So, if they can see that money is easily and readily available, they will accept those bribes just to try and stay afloat because not all traffic officers, I'd say, especially in the junior ranks, are paid very well. Then again, also insufficient control measures. Maybe if traffic officers had like body cameras or recordings, they wouldn't be – they'd be less, I'd say, inclined to accept these bribes. It makes it easier if an officer doesn't have any recording device or managers aren't strict in ensuring that officers have their name badges exposed and stuff. So, these are some control measures that can be looked at. I think it certainly contributes to corruption if officers are unidentifiable, vehicles are unidentifiable. So yeah.*

Respondent 3 emphasises that corruption in our context occurs when traffic officers engage in actions that benefit them, potentially posing a risk to the public. For instance, when traffic officers are caught speeding or driving under the influence, people will often pay them money.

Respondent 14

*It's a disease. Corruption is a disease. Corruption is a disease. Basically, if I can make it – put it in layman's terms, it's an illegal behaviour. It's an illegal behaviour. It's a dishonesty. It's a behaviour where someone who's been given a position or authority to behave in a dishonest manner.*

Respondent 4 reports that

*So, that would be same, so the traffic police do unethical acts that lead to them benefiting and the person they're supposed to assist also benefiting from their unethical acts. Okay, so the ones that I've seen and heard about, the monetary one, so they'll ask for money if, let's say, they're supposed to give you a ticket for you doing wrong on the road and then they might ask you to give them money or it could also be...*

Respondent 12 also defines the extent of corruption as accepting bribes and going beyond. This extends to receiving favors, kickbacks, gifts, and holiday offers with family. Therefore, we don't always view corruption as a financial transaction; it can also refer to the exchange of something in exchange for your failure to perform your duties or your disobedience of your oath of office. From the definitions, it is agreed that corruption is defined vastly, and it has negative connotations, as it adversely affects organisational quality in services.

Additionally, the definitions of corruption have also delved into the various causes that lead to it. Respondent 7 mentions the causes of traffic police corruption, which are low salaries, poor working conditions, and a lack of training and resources. Furthermore, Respondent 7 identifies poor leadership and management as additional contributing factors to corruption. Respondent 7 also alleges that if a leader or manager is corrupt, this tends to also flow to the others within the department. Another reason we see from Respondent 9 is that of the need for money. Where there is not enough money, people will engage in bribes and corruption. Respondent 10 says that low pay motivates people to add more money to their salary through precarious means. Respondent 12 also

believes that the underpayment of traffic officers has compelled them to commit these offenses to earn additional income.

Causes of corruption have also been based on peer pressure to live a luxurious life. The drive to meet societal expectations and material wealth can push individuals to abuse their authority for personal gain. Respondent 11 provides a detailed description of this position.

*Mostly it's due to the high cost of living. So, our salaries are not enough to cover all our daily lives. So, that's why traffic officers receive bribes on the road. Another thing is peer pressure. At the station, we've got our colleagues who drives luxurious cars. They live in luxurious houses. Their children go to expensive schools. So, we're trying to cover up with those. That's why most of the traffic officials receive bribes. It's maybe because of that.*

The definitions derived from the data are consistent with existing data on the causes of corruption. In systematic review of 37 publications, Owusu et al. (2019:1) identified 44 causes of corruption. Among the most frequently cited were overly close interpersonal relationships, weak professional ethics, unfavorable working conditions, the influence of negative role models, personal greed for financial gain, low-income levels, and the handling of substantial sums of money (Yap et al., 2020:12).

### **6.6.3. Favoritism**

Respondent 7 is of the view that

*In Durban, I think it's favoritism, providing preferential treatment to certain drivers, maybe your friends or family, false summonses, issuing false or unnecessary summonses to extort money from drivers, thefts of fines, keeping of fines or penalties paid by drivers instead of submitting them to the authorities and also a bribery. Thank you.*

Respondent 6 lists the areas where corruption is taking place

*Number one, I would say police taking bribes from the public for their driver's license test. Number two, it's nepotism. Some people get favored from traffic police*

*over others. I believe it's low salaries, they earn less. Number two, it's greedy. Some police officers do not see the need of issuing a fine as they will not benefit them. They ask themselves, why do I give money to government instead of taking it for myself?*

Favouritism, the form of cronyism, refers to bestowing privileges on friends (Olusoji Damaro & K.O., 2022:3853). Thus, favouritism has the potential to reinforce corruption. Favouritism can result in unfair advantages and undermine the integrity of institutions due to its biased nature.

#### **6.6.4. Extortion**

Another subtheme that has come to the fore from the data is issues of extortion. Respondent 14 says that in addition to bribery and corruption, there is also extortion.

*The second one is extortion. Extortion where a traffic officer maybe would be building his house, and they'll go to a hardware, and they'll demand some stock in exchange of being protected on the road. So, those are the two that come to my mind.*

Extortion is another identified form of corruption occurring within the traffic department. In this setting, officers frequently engage in extortion by requesting cash, services, or other types of payment from people in return for their cooperation or for ignoring an alleged infraction. This type of corruption creates a coercive atmosphere, which pressures individuals to cooperate to prevent more hardship or consequences.

#### **6.6.5. Embezzlement**

Respondent 5

*So, another form might, for instance, be embezzlement. From my understanding, embezzlement would be a traffic officer using a government vehicle, government resources to – for personal gain to go out and do their grocery shopping and fetch their kids and whatever, and then not getting any confirmation from the police department previously or anything on those sides.*

Lastly, the data identifies embezzlement as a form of corruption within the department.

## 6.7 THE IMPACT OF TRAFFIC POLICE CORRUPTION ON SERVICE DELIVERY

Traffic corruption directly impacts service delivery. Respondent 2 explains how traffic officers play a vital role in ensuring that law and order are maintained. When police engage in illegal activities that are contrary to their job description can lead to an increase in the number of unroadworthy vehicles on the road. This contributes to more accidents, more time, and more hours that officers and resources are spent attending to those accident scenes instead of assisting in other needed areas.

Respondent 13 provides a clear account of the adverse effects of corruption and the broader ripple effect.

*Okay. I'll give you an example to picture this. A vehicle examiner does not test the bus according to the South African National Standards, SNBS 10047 or according to – read with the NRTA, 93 of 96 that bus comes down the N3 pavilion. The bus was not tested for brakes or steering. There is 80 people in that bus. There are five cars in the front. The brakes fail, no steering control, driver cannot do anything. All passengers die. Just because that officer or that member from that vehicle testing station is not getting paid adequately enough. He did not test that vehicle according to the standard. So, that's one.*

The community tends to lose respect for police officials owing to corruption. Respondent 6 asserts that the community no longer trusts anyone. Respondent 10 also posits that corruption breaks public trust in the department or in the traffic officers.

Respondent 9 states that there will be increased levels of accidents on the roads because people who are unworthy and unfit to drive have bribed their way into getting a licence. Corruption occurring at drivers' learners testing centres hampers the efforts of road traffic authorities in ensuring road safety in South Africa (Mmakwena et al., 2023:538). Respondent 14 asserts that the presence of corruption exacerbates lawlessness. With lawlessness comes an increase in road carnage. More resources are spent on these accidents, which could have been avoided with proper checks. They either removed the

vehicle from the road or suspended the driver's licence. This makes the road unsafe for the community.

Respondent 3 supports this position as well,

*So, I would say it impacts service delivery negatively because now the safety of the public is jeopardised, they are compromised in this case because now there are people who are doing unsafe things on the streets and causing accidents to happen, causing crashes and loss of lives and loss of property. It's negative.*

The presence of corruption heightens the likelihood of unsafe conditions on both our roads and transport systems.

#### **6.8. AWARENESS OF PRESENT MEASURES IN PLACE THAT ARE DEVELOPED BY THE DEPARTMENT OF TRANSPORT TO HELP FIGHT TRAFFIC POLICE CORRUPTION**

The collected data highlighted various mechanisms within the traffic department that aid in combating corruption.

Respondent 2 highlights the existence of a hotline program for reporting corruption.

*Okay. Yes, I am aware. There is a Mpimpa Hotline, I believe, on the Department of Transport's website where members of the public can call in and report corrupt activity. So, that's important. Also, at testing centres you often find that there's suggestion boxes and that people could leave little notes for management to go over to improve service delivery. Yes, there's also on the vehicles, I'd say, on all traffic vehicles, there is a number that you can call. Vehicles are well marked. So, I think these are strategies that are in place that can assist in allowing public to identify the vehicles being used and officers operating those vehicles.*

In reporting corrupt activities, it is notable that most employees relied on the Fraud Hotline or the Mpimpa route. This preference may stem from the anonymity and confidentiality these channels offer, reducing the risk of retaliation against whistleblowers.

Use of the various departments will help in fighting corruption. Respondent 9: When it comes to reporting corrupt activities, it is important to note that most employees were reliant on the Fraud Hotline or the Mpimpa route. This might be because the Fraud Hotline is anonymous and confidential, and whistleblowers are thus less likely to face retaliation.

Use of the various departments will help in fighting corruption. Respondent 9 stated

*So, at this point, with my experience, I would say there are avenues where you can actually report certain acts that you regard as illegal. For example, the IPID department where you can report police officials within the government. If I'm not mistaken, there are also those numbers that you call, what is it, a report line or a hotline, Mpimpa, those hotlines to report anonymously. So, those would be one of the avenues that have been put in place to report such situations and curb them.*

*Then I've also had an experience with the justice department where I could obtain a certain document to instruct the police service to act in whatever way that was recommended at that time. So, those avenues are actually quite helpful to certain extents now, obviously. Then technology advancements now or innovations that are currently in place, they are also working to assist with fighting these illegal or corrupt actions, and then yeah.*

Campaigns have also been used as means to combat corruption,

Respondent

*Also, there's also the media side of it. The KZN Transport also does a lot with regards to campaigns, awareness campaigns. They go out to schools to educate the youth, educate the community on the importance of adhering to road safety. So, there is that aspect whereby the department can assist. There's also a unit, I believe, it's an anticorruption unit that deals with investigating our very own officers within the department who do things that they shouldn't be doing. You could also report such instances to the SAPS and the Hawks. The anti-corruption unit within the department works closely with the Hawks and other government stakeholders. So, they also have that relationship. Also, the government has a national anti-corruption strategy, which also goes a long way in assisting the corrupt activities.*

*The road traffic management system, the RTMC, they do have measures in place also that assist the public in reporting such cases of corruption.*

Respondent 4 brings to the fore the power of technology as a tool to eradicate corruption.

*Okay, I do know some. So, for when you are writing the learners, for example, with the current – they've now switched to computers and with the computers, there's a camera there so that records everything that's happening. Also, the cubicles are kind of closed so you can't see the person next to you. Then so it's not easy for traffic officers to take bribes and give answers to the people getting examined. Then also I've noticed that there's also CCTV cameras around so that could also record any form of corruption that could be happening around. Other ways.*

The department appears to have made significant progress in addressing the loopholes that facilitated corruption through the implementation of programs and increased use of technology. To minimise potential for corruption, it is imperative that these solutions are introduced as part of a proactive effort to increase accountability, decrease discretionary authority, and create a more transparent atmosphere.

#### **6.9. HOW CAN ONE ACT WHEN THEY SEE A TRAFFIC POLICE OFFICIAL, THE KWAZULU-NATAL TRAFFIC POLICE OFFICIAL BEING INVOLVED IN A CORRUPT ACTIVITY**

This theme had aroused varied responses from the participants.

Respondent 9

*I think in a position where it affects me, I directly confront them and tell them, no, this is not the way to do things. Depending on how it affects me now, I will take it to the next level. That is to report them.*

Respondent 5

*I feel that in my opinion, it would depend on the corrupt activity. For instance, if this corrupt activity had no impact on the safety of the general populace, I might be willing enough to either ignore it or to not to report it to any official channels.*

*However, if this seems like it would be extremely detrimental, I will go forth, or go forward to any of the official channels, maybe reported to a higher up in the traffic police department or at least try to speak to someone about it.*

Respondent 6 would likely ignore the situation and take no action due to their fear. Respondent 7 believes that in such a scenario, they will stay calm and observe from a safer distance, taking note of the details. Additionally, they can use a cell phone to take videos, document that type of corruption, and report that incident to appropriate authorities. This suggestion by the respondent to use a cell phone shows the role of technology and digitalisation in influencing the twenty-first-century provision of public services (Lindgren, Madsen, Hofmann, & Melin, 2019:427). In the realm of anti-corruption, technology has the potential to provide fresh, practical methods for prevention, identification, and corruption prevention. It enables community members to actively participate. Technology is also a tool that can encourage advocacy and stronger communication between the public and the government.

Respondent 2 bases the decision on the seriousness of the offence.

*Okay, I think it depends on the seriousness of the offence, to be honest. I perhaps wouldn't even intervene for fear of being victimised. But if it's a serious offence, with something I'd honestly feel bad about overlooking, I will report the matter. I'll definitely report. So, have a word with my colleague, report the matter. Use the very same Mpimpa Hotline. I can remain anonymous. Because it's all about saving lives. There is that anticorruption unit within the department, it's called TTIU, which I would escalate the matter to.*

Respondent 5 shows that there are those readily available to report corruption.

*So, I am aware of a toll-free number that you can contact to report any sort of illegal traffic – sorry, illegal traffic officer activities. I'm uncertain of the name. I believe it's Mpimpa, I believe. I'm not certain of the number, but I know that if I were to come across some activity, I would be able to find it. I also know that there are more localised ways of fighting traffic corruption, such as for instance, security cameras*

*on testing grounds and testing rooms, as well as officials to ensure that the tests are being conducted in an ethical manner. Mechanisms that are in place like the CCTV cameras on the grounds and the rooms and all of that. If you report apart from the Mpimpa and via Hotline...So, I'd hope that by reporting this traffic official to maybe a higher up official in that department, I'd hope that that would get the point through. If not, I'd maybe talk to the SAPS. I know that the Hawks are also a support or not support, they are responsible for policing the police, but I'm not certain how to get in contact with them, but I know that there would be some way for me to get through. Otherwise, I'd think that maybe traffic investigation units or any other sort of investigative units that deals with the police, deals with traffic, would be able to at the very least aid me and hear my concerns.*

Another respondent claims that ignoring it as if it never happened is the simplest response, especially if it doesn't affect you. Just let it pass. Another thing that you can do, which I think would be the right thing to do, is to report this issue to the police.

Respondent 10 also emphasises the need to be confronted first before reporting.

*Currently, like now, if I were to see another traffic officer being involved in corruption, honestly, I would warn them, I would caution them to stop doing it. That's the truth. I will not say I'm not going to go and report them. No. I will first talk to them nicely that they must stop this act. It's wrong. It's unethical and it's creating a whole lot of havoc in the society. It will jeopardies the integrity of our department and also traffic officers at large. So, firstly, I would just inform them to stop it.*

*If they persist or if it carries on, then I will tell them, while I'm telling them to stop it, I will tell them that if it happens again, I will surely report it. Then if I see that it happens again after I've warned the person, then I will take it further to the superiors to talk to that person to stop doing it. Then if not, then I would go another route if I don't get joy from that as well.*

Respondent 11 raises another dimension to the reporting.

*Personally, as a police member, I will never report another member because it is very difficult to find a job in South Africa. So, instead, I will just politely approach*

*the officer, make him or her aware that if I can see it, the other person can see it. So, please try to refrain from doing this.*

This response is far from satisfactory. It is unethical to protect an officer because losing their job would make it hard to find another. This position is contrary to the Prevention and Combating of Corrupt Activities Act, 2004 (Act 12 of 2004) which criminalizes corruption and related offences and provide for the establishment of a register to impose restrictions on individuals and entities convicted of corrupt activities in connection with tenders and contracts, and further obligates certain individuals in positions of authority to report the knowledge or suspicions of specific corrupt activities.

The realisation that some respondents lack the willpower to fight corruption without reporting is alarming. On the other hand, looking at the South African landscape on whistleblowing, it might be understandable why some respondents have chosen to adopt this position. Furthermore, research evidence shows that widespread corruption, coupled with weak institutional frameworks and the lack of political will to combat corruption, has resulted in citizens showing minimal willingness to support traffic departments in overcoming corruption crisis in South Africa (Abioro, 2021:262). This puts those who want to whistle blow in a difficult position. Whistleblowing involves reporting misconduct within an organisation to either an internal and/or external body (Perks & Smith, 2008:15). One of the barriers to whistleblowing is the level of confidence in the systems established to detect and deal with corruption (Pillay, Kluvers & Reddy, 2011:9).

The KZN transport department has a whistleblowing policy in place that encourages them to report any suspected acts of fraud and corruption. Those who wish to remain anonymous are also advised to report to the National Anti-Corruption hotline (Department of Transport Province of KwaZulu Natal, 2022/2023:97). However, not everyone is confident enough to report for fear of repercussions. Another reason colleagues may not find it easy to report is the fact that whistleblowers usually end up facing fierce resistance and disapproval within the organisation when they attempt to expose unethical and corrupt behaviour. At times, whistleblowers may be discredited by transferring them to undesirable shifts, threatening them to silence, and having them face isolation, humiliation, or death (Kaplan & Kleiner, 2000:75-76).

Respondent 14 agrees with this and shows the stigma associated with reporting those you work with.

*I see it happening on a day-to-day basis. But when you say now, how would I – what would I do, it's very difficult because you work with these people on a day-to-day basis. So, it's very, very difficult for you to engage and charge them or report them. But the department has, I believe, yeah, it has the room to reduce that. No, no, no, no. I do – I'll act as well and advise. However, I will not report them.*

Respondent 12

*Hey, that one is a very difficult one because there's two answers to that. First would be you'd have to act upon it in terms of reporting that officer to my supervisor or if you are the supervisor at that time, opening up a case, doing all your disciplinary action. But for someone now who's the same level as you, if you act upon them, you might get a resistance from that person in terms of you're not seeing eye to eye now, he's threatening you, he's also telling you that you'd rather let them suffer and lose their job because now you are the one that reported them. So, that one is a bit tricky.*

This confirms the weakness of whistleblower protection in South Africa, a matter of concern as public sector employees continue to victimise them and betray their confidential information (Vyas-Doorgapersad, 2024: 2745).

## **6.10 HOW CAN THE EXISTING TRAFFIC POLICE CORRUPTION COMBATING STRATEGIES BE STRENGTHENED**

It appears that traffic officers can employ various strategies to combat corruption. Respondent 13 highlights the importance of education through the Anti-Corruption module taught at the traffic training college for new recruits. However, they believe that every employee, regardless of age, should be aware of this module. Copies must be distributed so the mandate for what one needs to do is clear. In addition, more workshops on this must be held.

There is also a need to improve funding for the department. Respondent 5

*More funding, more officers, improved facilities. I do see a lot of traffic departments and they all hold the thing – or they all hold a little bit in common and that a little bit is that a lot of them are either not well maintained, or they've been neglected by general municipalities, maybe by the government, maybe by general funders and investors. Maybe installing more security related measures that aren't controlled by a human that can be reviewed afterwards. So, for instance, more cameras, audio recording devices, general, maybe body cameras, if the funding is there for that, that sort of indication. The department should have funding, increasable resources, and funding to allocate sufficient budget to meet all the needs.*

The data also highlights the importance of shared accountability at all levels. Respondent 14 says that:

*How can the existing traffic police corruption combating strategies be strengthened? Okay, that is very simple. We just need – everyone needs to come on board. The courts need to come on board, the members of the public need to come on board, the Department of Transport needs to come on board, the employees, which is us, officers, need to come on board and work as a team. When we are going to work as a team, what I mean by this, everyone will know what is expected of them, because sometimes we charge – the department will charge officers, but our courts are letting us down, because they are failing to make the right judgments. So, people get away with corruption. So, officers, they know now that they are going to get away with the cases. So, if the department can engage with the courts, engage with the jurisdiction system where we will make an example of one officer. If you get involved in bribery or extortion, you are going to charge, you are going straight to jail, and you feel the consequences.*

Respondent 14 believes that, in addition to cameras and CCTV monitoring, the driving license testing centres should also implement random audits. They could employ random audits, where some external people or examiners could come to the testing centre on a random basis just to see how things were performed. Respondent 4 also supports the notion of updating technology. Increasing their salaries would also serve as a strategy to combat corruption. Respondent 6 believes that an increase in their salaries, along with

credit checks to ensure they do not have financial problems, could prevent traffic police from becoming corrupt.

The data also raises concerns about the use of lie detector tests to monitor traffic officials. Resources that are needed may be body cameras and polygraph tests, and this can be used by all traffic police. Respondent 7

*Yeah, I know some implemented strategies, which include the lies detector test. Some provinces, they use a polygraph test for traffic officials, body cameras that are worn by traffic police to monitor interactions, public education and also a secret witness line, which allows citizens to report corruption anonymously.*

More awareness campaigns need to be utilised via media platforms as well as proper training of officers.

Respondent 12

*Yeah, I think this thing has to be addressed in all media platforms. It's your TV, it's your social media, but also, I think they need to go to the people. Don't only just put it on screens and billboards and think people will read. Sometimes do road shows, have it at schools, because corruption you need to cap it at a very young age. In terms of people now, they mustn't grow up knowing that they need to pay themselves into doing things. Start it from that level, going up. So, it's your schools, even tertiaries, do road shows, go to taxi ranks, and have these things. Then I think it will... So, now for it to be effective, proper training needs to be done to inline that whatever the person is bringing before the court, the court sees it as a serious offence. So, in terms of more conviction rates are done, it will help now strengthen that if we are fighting against corruption, people will be aware that this is a serious thing.*

## **6.11 CONCLUSION**

The chapter looked at the various themes that were coming out of the primary data, ranging from corruption, reporting, and the impact of reporting to reasons why people join the department, among others. All respondents expressed the need for an improved delivery service within the traffic department as well as the need to end corruption and bribery. In addition, the sector should explore ways to improve and strengthen service delivery by implementing the suggested strategies.

## CHAPTER 7

### CONCLUSION AND RECOMMENDATIONS

#### 7.1 INTRODUCTION

The previous chapter presented the findings of the investigation into aspects of corruption and service delivery within the KZN Traffic Department. The researcher analysed and interpreted the interview responses provided by the respondents. The overall results were thoroughly presented, analysed, and discussed. This chapter aims to conclude the study by offering insights drawn from preceding chapters, with a focus on addressing the challenges affecting service delivery in the KZN Traffic Department.

#### 7.2 SUMMARY OF CHAPTERS

A summary of all chapters included in this research study along with key themes and core ideas is presented below:

**Chapter 1** had established the foundation for the study by discussing the history of Traffic Police in South Africa and identifying the epidemic of corruption in the Traffic Police departments as a national concern, especially in KZN, positing the research problem of law enforcement and service delivery incapacity, and detailing the study's aims, research questions, significance, and theoretical constructs.

**Chapter 2** described the qualitative research methodology used, including a constructivist worldview and phenomenological design; purposive sampling of 14 participants; data collection by means of interviews and literature review; the Moustakas model of data analysis; and procedures for ensuring trustworthiness and ethical conduct.

**Chapter 3** Provided a detailed overview of the topic of traffic police corruption, including context, the South African police environment and legislative framework (including the role of SAPS and RTMC), the international context, public perspectives, existing

strategies for tackling corruption, and key causes like low salaries and weak accountability.

**Chapter 4** extended this overview of concepts of service delivery specifically towards the traffic police, addressing how the legislative foundations of service delivery through the Batho Pele principles influence the traffic police space and the ways in which performance indicator's function (and are influenced by public perception) and detailing typical public perceptions of the traffic police and their relationship with measures of procedural fairness and the distribution of resources.

**Chapter 5** provided a thorough analysis of the pernicious impact of corruption on service delivery, identifying emerging corrupt practices and their critical consequences, such as diminished public trust and compromised law enforcement leading to more deaths on the roads, as well as reviewing the strategies and institutions developed in South Africa to tackle public service corruption.

**Chapter 6** Presents data collected by the researcher to address the objectives of the research study, offering insights into the key issues explored. This chapter detailed, analysed, and discussed the key data harvested from the interviews, highlighting the demographics of the participant cohort, their interpretations of the KZN Traffic Police and the nature of service delivery, reasons for joining the forces, experiences of and perceptions of corruption (bribery, extortion, and favoritism), knowledge about anti-corruption initiatives, and critical implications regarding the aversion of the respondents to corruption reporting in fear and apathy towards the system.

**Chapter 7** Sought to bring all aspects of the study together with a re-examination of the research purpose and objectives, a recap of key findings emerging from both the literature and empirical data in previous chapters, an indication of the limitations of the study, and a conclusion that offered very specific recommendations on combating corruption and improving service delivery that the KZN Department of Transport and future research could tackle.

### **7.3 RECAP OF PURPOSE AND OBJECTIVES**

The purpose statement of this study was multifaceted, anchored in the significance of exploring corruption which exists in traffic police departments and the impact of such corruption on service delivery. The significance of this research was the expectation that its findings and recommendations would aid traffic police departments in developing remedial and preventative mechanisms to combat corruption.

The aims of the study were to explore the impact of KZN Provincial Traffic Police corruption on service delivery, to gain an in-depth understanding of the contextual causes of corruption, to explore individual experiences of the efficiency of corruption combating strategies within traffic police departments, and to formulate recommendations for further research on corruption combating strategies within traffic police departments. A set of research questions were developed to facilitate the execution of this study and to achieve the aim of the dissertation, focusing on addressing the following critical issues:

- What is the impact of corruption on service delivery in the KZN Provincial Traffic Police?

Furthermore, the following secondary questions were developed to find answers to the main question:

- What are the root causes of corruption in traffic police?
- How efficient are corruption combating strategies within traffic police departments?
- What strategies are recommended for combating corruption within Traffic Police departments?

### **7.4 MAJOR FINDINGS**

- Findings indicate that participants observed corruption within their traffic departments and described it as a common and harmful practice. Their accounts suggest a potential increase in such practices, pointing to the importance of interventions to mitigate corruption.
- Researchers must be on the lookout for self-bias when they conduct research with people who work in the department that they are investigating.

- Respondents were requested to provide details regarding their age, gender, highest level of education, and employment status to enable the researcher to capture the demographic profiles of the respondents. The educational status of participants in data collection assists in the quality of information that is received from the primary data.
- More needs to be done to understand corruption to be able to explore more on corruption. During this study, the researcher first explored how scholars and investigators understand corruption.
- The study found that the use of technology and CCTV cameras would help in monitoring and controlling corruption, as it would track and record the movement of individuals engaging in bribes. The impact would be to improve the performance in service delivery and in crime detection and prevention.
- The study revealed that inadequate training and professional development were perceived by participants as factors limiting effective service delivery. The findings suggest that strengthening education and training in areas such as proper crime reporting procedures for traffic police could contribute to improved service delivery within the KZN traffic department. Improving training and professional development for police officers could further contribute to addressing challenges related to corruption and service delivery according to participants' perspectives.
- Most of the traffic officers interviewed either had a diploma, were working towards one, or had matriculation. Based on the educational backgrounds of traffic officers interviewed, the findings suggest that implementing some form of necessary academic or professional training could support the development of officers' skills and could inspire traffic officers to study further.
- The study found that respondents perceived certain conditions within the traffic environment as contributing to corrupt behaviour. Traffic officers commonly associated corruption with factors such as low salaries, a need for money, personal financial strain and broader economic challenges. According to their responses, these pressures create vulnerabilities that may influence some officers' susceptibility to engaging in corrupt practices. Poverty is a known factor that contributes to corruption within local governments. Economic decline and widespread poverty create conditions that entice public officials to engage in the unlawfully taking of money or goods for

private benefit. The primary data showed that money was a major factor that led to corruption. South Africa's economy is experiencing such high inflation and economic challenges. This then leads the department to run with less money. Less money often results in lower wages for local officials. When these wages are insufficient to meet the basic needs, officials may be more inclined to engage in practices such as bribery, embezzlement, and extortion. This study found that low wages can contribute to economic insecurity and encourage the risk of corruption.

- The study identified inadequate training and development as a factor that undermines effective service delivery within the traffic department. Strengthening training initiatives within KZN Traffic Police appears essential for improving service delivery.
- The qualitative study revealed that a lack of good ethics and managerial skills can also contribute to corruption. Participants described challenges within traffic departments including limited managerial skills, low motivation and abuse of authority. Many highlighted the negative impact of these practices on organizational effectiveness and service delivery and suggested that clearer ethical guidance could help address such issues.
- The study found that corruption had many adverse effects, and this was important to deal with to avoid future catastrophes, for example, death or accidents.
- The study also found that corruption often results in poor service delivery. Officers, instead of concentrating on their specific department, honing their skills, or aiding community members as needed, often find themselves in unexpected places. For example, if they had been helping with licence renewals, they would be on the road trying to get money from truck drivers. This could result in long lines at the offices and poor service delivery. Thus, workforce resources that could help clients will be wasted, and the department will lose efficiency. This practice leads to a loss of customer trust and a loss of faith in the department. This also negatively impacts on the department's efficiency, a common occurrence in the traffic department.
- The study reveals that in certain areas, community members perceive traffic officer corruption as a common practice. Participants reported instances of bribery related to test bookings, traffic violations, speeding or driving under the influence of intoxicating substances, and licence renewals.

- The study's findings included the impact of "shortage of staff", "lack of modern equipment", and nepotism.
- Another finding of the study was the need for systematic and regular auditing as a corruption prevention strategy. These findings indicate that regular audit reports have the potential to yield positive outcomes in combating corruption and improving service delivery. This study proposed in its findings the use of unscheduled random auditors in traffic departments and cameras as possible methods of examining and decentralising corruption. Audits have the potential to unearth expenditures of money paid and received for activities listed as having happened but do not have documents that provide support for the expenditure. The study also observed that audits may fail to identify instances of mismanagement, which could potentially lead to corruption. Such audits would help show how corruption is manifest in the departments.

One major concern was the finding that some respondents preferred to talk to a perpetrator of corruption instead of reporting the act. The study found that participants perceived corruption as a normalized practice, and some community members expressed uncertainty about how to address it when they encounter it. Conversely, examining the South African landscape of whistleblowing helps explain why some participants have chosen to adopt this position. In addition, evidence from research highlights that the high levels of corruption combined with weak institutions and insufficient political will to combat corruption in South Africa have caused citizens to show low enthusiasm in reporting corruption and in aiding them to exit the corruption crisis (Abioro, 2021: 26). This puts those who want to blow the whistle on corruption in a difficult position. Whistleblowing refers to the act of reporting misconduct within an organisation to either an internal authority and/or external party (Perks & Smith, 2008:16). One of the barriers to whistleblowing is the level of confidence in the systems set up to detect and deal with corruption (Pillay et al., 2011:9). The KZN transport department has a whistle-blowing policy in place that encourages them to report any suspected acts of fraud and corruption. The Department of Transport Province of KwaZulu Natal (2022: 97) recommends reporting to the National Anti-Corruption hotline for those who prefer anonymity. However, not everyone is confident enough to report for fear of repercussions. Another reason colleagues may not find it

easy to report is that whistleblowers usually end up facing fierce resistance and disapproval within the organization when they try to expose unethical and corrupt behaviour. At times, whistleblowers may be discredited by being transferred to undesirable shifts, being threatened with silence, and facing isolation, humiliation, or death (Kaplan & Kleiner, 2000:59). This troubling finding indicates that corruption is likely to persist within the department.

The study also found that most cases that went to court for adjudication were unsuccessful. Reports often failed to convict those accused due to insufficient evidence. This, in turn, discouraged potential reporters, leading some to believe their efforts were in vain. Therefore, it was necessary to provide guidance to the willing traffic police on the proper methods of gathering evidence.

- The study revealed that corruption appears to negatively influence perceptions of the department's reputation among community members. Participants viewed corruption as a deleterious practice that undermines the overall effectiveness of the department.

## **7.5 LIMITATIONS OF THE STUDY**

All research studies face several limitations, which we will present below.

- The study could have benefitted more from a mixed-methods approach. The first sample pool of 680 was sufficient to allow for this. A mixed methodological approach would have allowed the researcher to gain a more comprehensive understanding of research questions and more understanding of corruption within the department. While interviews can offer in-depth insights and contextual understanding, combining them with surveys would have strengthened the overall trustworthiness and validity of the research findings.
- The sampling of the study is a potential area of limitation. The research initially selected 25 participants from a pool of 680 people. The final 14 participants in the study were not evenly balanced in terms of gender. The study indicated that the majority of the respondents were males, while female counterparts formed a smaller proportion of those interviewed. This idea may suggest that the researcher is more interested in collecting data from men, who are more prone to corruption. There is a

need for balance. This imbalance could lead to the conclusion that males, not females, are primarily responsible for corruption in this department.

- Research bias is another area of potential limitation in the research. The Department of Transport, specifically the Rossburgh Road Traffic Inspectorate [RTI], employs the researcher and conducts the research from there. The sample selection was purposeful in nature, and the Durban district of the province was used as a yardstick to reach the desired number. However, as an added requirement, this sample was selected based on the judgement of the researcher, using elements in which the phenomenon was present or that exhibited typical characteristics of the population relevant to the study (De Vos et al., 2011:392). This was also done to reduce sampling errors and to provide a correct picture of the correspondents. Unintentional bias could arise during data collection due to familiarity with some of the participants.
- The research targeted only the Rossburgh traffic department, despite the topic of the study seemingly being broad in looking at KZN as a whole. To have a holistic understanding of corruption and service delivery in KZN will require other centres to also be researched to get a holistic understanding of the KZN traffic department.

## **7.6 RECOMMENDATIONS FOR FUTURE RESEARCH**

Upon completion of this study and considering its limitations, the following recommendations can be made for future research:

- A similar study can be conducted with a larger sample size to enable the use of diverse demographic data of participants for comparative analysis.
- It is recommended that a probability sampling method be used for future research to ensure that the results are representative of the entire population.
- A study comparing the traffic officers' feelings and the beliefs of those they serve can be conducted.
- Researchers conducted a study aimed at determining the reasons behind the lack of enthusiasm among community members and traffic department workers to report instances of corruption. This was a theme that emerged from the study; it is truly relevant in an endeavour to tackle corruption and its negative effects.

- A similar study is recommended for community members who do not hold a degree or diploma to find out if the same understanding of corruption cuts across the educational level divide.

## **7.7 RECOMMENDATIONS**

This section briefly recommends the study based on the major findings. Furthermore, these recommendations apply to the context of this study and may inform similar departments.

This study recommends that the traffic department consider more initiatives, be more aware of traffic police corruption within the Department of Transport and address it urgently. The traffic department should uphold a high standard of ethical conduct as this is the key to preventing traffic police corruption and maintaining public trust within the community.

The study suggests constant training for officers, both old and new, and this should take place regularly. Once the department has well-trained officials who take their job seriously, this could deter traffic police officials from engaging in illegal activities. The department needs to support those who have retired and use their experience to deal with traffic police corruption.

The study recommends that the traffic department consider including incentives and increasing salaries so that there should be no economic reason for traffic police officers to accept a bribe. Money has been a major factor in the acceptance of bribes by department members. If the traffic officers can claim that their incentives and pay are sufficient for them, then they are bound to avoid corruption. Based on the findings, an increase in salaries could be considered as a measure to reduce financial vulnerability among traffic officers. A high salary could provide traffic officers with the necessary justification to decline bribes, should they be offered at any given time. We believe that this recommendation is crucial because the primary data highlighted that one reason for rampant corruption was the low pay received by traffic officers. If traffic officers receive

minimal pay and compensation, there is a high likelihood that corruption will persist, and they will continue to accept bribes. Additionally, the researcher recommends that the Department of Transport implements schemes including financial rewards such as performance bonuses and non-financial rewards like individual recognition to motivate high performing employees to maintain the good work.

To meet the community's expectations for service delivery, it is necessary to allocate resources for strategic planning. For traffic officers to run at their best, the traffic police administration should supply them with enough tools and resources at the police stations; this will cut down on long lines and hopefully also lessen the urge to bribe to skip the queue. Increasing funding will also facilitate the purchase of modern technologies, thereby enhancing the efficiency and effectiveness of the traffic department's service delivery.

Findings indicate that more must be done to encourage corruption reporting. This study has demonstrated that effective management of reporting and whistleblowing within the KZN traffic department is necessary to motivate employees to report instances of corruption without fear. Top management must provide support and commitment to reporting and whistleblowing for all members of the traffic department. This is crucial because it instills in employees the confidence that top management is committed to taking appropriate action regarding the disclosure. More must be done to protect employees from retaliation.

The KZN government should enforce policy through collaborative engagement with all relevant stakeholders to enhance effectiveness and accountability. Based on the findings from Chapter 6, that corruption levels are on an ongoing trend, prompt and effective measures need to be taken to curb the upward corruption trend. The researcher suggests conducting studies to evaluate the efficacy of the existing corruption regime. Accountability would act as a deterrent to corruption. It is recommended that the current regime on curbing corruption be analysed to see the extent to which such mechanisms have deterred corruption practices and where there is a need for improvement.

Considering the lucrative nature of becoming a traffic officer, the researcher recommends that human resource management strictly adhere to a rigorous recruitment policy. Employment must be based on merit; it cannot be based on bribery, political allegiance, favoritism, or nepotism. According to our primary data, there is evidence of nepotism within the department. This needs to be addressed and revised.

The data highlights three primary functions of the traffic police. These are to protect traffic control, bylaw enforcement, and crime prevention. It is recommended that the traffic police management provide training which may help department members maintain their focus on their core functions. The training of traffic officers should be made a priority to reinforce ethical practices. This might aid in closing the gaps found when it comes to the lack of skills and knowledge.

The study highlights the potential benefit of raising public awareness about the prevalence and consequences of corruption. Public education on identifying and reporting corruption can improve and strengthen efforts to combat it and how to report it.

Members of the traffic department must play a forward-looking, active role in promoting and maintaining ethical behaviour. Employees at all levels should aid in creating organisational cultures of ethical and honest behaviour by committing to ethical behaviours at a personal and professional level. It is through a commitment to the highest level of ethical behaviour in the police service that the department will flourish with integrity and, in turn, enhance service delivery. The traffic police service must commit to the highest level of ethical behaviour in order for the community to regain confidence in the integrity of its officers.

The shortage of resources within the traffic police should be incorporated into strategic planning to address the broader objective of effective service delivery. Traffic police management must ensure that officers are equipped with adequate resources and tools at their respective stations to enable optimal performance.

Furthermore, the enforcement of traffic laws requires a holistic, coordinated, and integrated approach to minimize incompetencies in interpretation and application, and to prevent fragmentation in enforcement efforts.

## **7.8 RESEARCH CONCLUSIONS**

The following section will look at the research aims and what the study specifically found about each aim.

### **7.8.1 Objective: To explore the impact of Traffic Police corruption on service delivery in KwaZulu-Natal.**

For this purpose, the study concludes that corruption is a factor that hinders effective service delivery in the KZN traffic department. Most respondents agreed that when the traffic department engages in crime, this shifts the mandate and focus from what the police should be doing. A traffic officer is responsible for regulating road-related activities to prevent accidents and ensure compliance with established safety and security regulations by road users. However, corruption has led some officers in the traffic department to overlook mandatory requirements. Such actions have resulted in numerous accidents. If one gets a driving licence and is not roadworthy, accidents occur, and this affects service delivery. When a vehicle does not pass the roadworthy test yet fraudulently issued with a licence disc, this contributes to an increase in the road death toll as unroadworthy vehicles continue to be driven on the roads. This affects service delivery, as the expectation is for the traffic department to regulate roads and award driving licences to those who are good drivers and licence discs to roadworthy motor vehicles.

### **7.8.2. Objective: To gain an in-depth understanding of the contextual causes of corruption.**

The report identified corruption, bribery, extortion, embezzlement, and favoritism as existing service delivery difficulties. We identified several factors contributing to corruption. Low salary and miserable working conditions were identified as the leading causes of traffic police corruption. In addition, poor leadership and management were identified as characteristics that contributed to corruption. It has been discovered that corrupt executives or supervisors disseminate corruption across the department. Money was the source of corruption. It was determined that where money was insufficient on a personal level, people were inclined to engage in bribery and corruption. It appears that low wages encourage people to engage in corrupt behaviour. However, this does not imply that individuals with greater money and a higher salary are not involved in

corruption. The study found that many officers perceived themselves as underpaid, which has driven them to commit these infractions to supplement their income. Furthermore, many of them had remained in their existing jobs for years without receiving any additional compensation. This frequently put them in a corner and pushed them towards corruption. Lifestyle issues and the pressure to succeed in life also prompted traffic officers to engage in corruption. We believe that in the age of social media, there is pressure to live a luxury lifestyle to impress others. The desire to match cultural expectations and accumulate financial fortune can lead to individuals abusing their authority for personal benefit.

### **7.8.3. Objective: To explore individual experiences of the efficiency of corruption combating strategies within selected Traffic Police departments.**

The study found that existing strategies as implemented and made available in the departments were not successful because there was reluctance to report crimes of corruption. Most individuals involved or employed in the traffic department did not endorse the idea of reporting corruption. However, they believed that it was necessary to appeal to the conscience of the individual committing the crime, encouraging them to refrain from engaging in such actions. This is problematic because one will not know whether such persuasion will work or not. The study also concludes that fear serves as a significant deterrent to crime reporting. Many individuals fear mistreatment or marginalisation if they report crimes. Some will face fierce resistance and disapproval within the department when they try to expose unethical and corrupt behaviour. Some fear job loss, unwanted shifts, threats, isolation, humiliation, or death. The conclusion is that crime reporting is met with fear.

The study concludes that the department already has strategies in place to curb corruption. Currently the department uses cameras and CCTV monitoring at the driving licence testing centres as a strategy that is in place to curb corruption. Whether the footage was useful and whether this inquiry had any repercussions is unclear. The study merely highlights instances where courts attempted to adjudicate cases but were unsuccessful. Most times those accused were not convicted because there was not enough evidence when reports were made. This, in turn, discourages potential reporters,

leading some to believe their efforts were in vain. Therefore, it is crucial to assist willing traffic police in learning the correct methods for gathering evidence.

#### **7.8.4 Objective: To formulate recommendations for further research on corruption combating strategies within Traffic Police departments.**

The study highlights the need for relevant matters to be reported to appropriate departments, such as the anti-corruption units and the Hawks. The Hawks play a key role in coordinating initiatives to combat organised crime and official corruption. The anti-corruption units within the departments would help address this issue. Also, the South African government has a national anti-corruption strategy, which, when utilised, goes a long way towards aiding corrupt activities. The road traffic management system (RTMC) also has measures in place that aid the public in reporting such cases of corruption. Additionally, the Mpimpa Hotline and website serve as potential tools to combat corruption. The study found out that the Department of Transport's website also offered details for members of the public to call in and report corrupt activity they would have seen. Another option for reporting crime was to use suggestion boxes.

The study concludes that the media is another much-needed tool that has been underused by the department. The KZN Transport department should engage in awareness campaigns. This could be to visit schools to educate the youth and the community on the importance of adhering to road safety and the importance of not bribing officers to get a licence. Future research could explore the role of media platforms in supporting anti-corruption strategies including how traditional and social media can be leveraged to raise public awareness, promote transparency, and improve accountability within institutions. Furthermore, research could examine the effectiveness of regular training and awareness campaigns for the traffic officers in reinforcing ethical conduct and reducing corrupt practices within the department. The study concludes that proper public education is required to inform them about the wrongness and impact of corruption. It has been seen that this crime has been normalised, and much needs to be done to re-educate the community that this is not correct. Education will thus clarify the negativity or illegality of such activity.

## **7.9 CONCLUSION**

Corruption has become increasingly pervasive in South Africa and continues to undermine effective service delivery. Addressing this issue has been a key priority for the government in its efforts to enhance service delivery and improve the quality of life for all citizens. This study concludes that corruption involving traffic officers such as bribery and embezzlement appears to be a recurring issue within the context examined, with factors such as peer pressure, low salaries, a need for money and financial gain emerging as influential themes. This has affected service delivery. Service delivery is an obligation and responsibility of the traffic department and its members. However, for there to be satisfactory service delivery, the recommendations generated by this study may offer valuable insights for the department to improve its operations. The research also reveals that most of the participants had direct personal encounters with the acts of corruption. This makes it more difficult for the country to solve social problems and enhance service delivery to the people. To deal with corrupt practices, it is suggested that the department promotes openness in reporting processes and offer protection to those who come forward with information. When it comes to exposing corrupt behaviour, whistleblowers are indispensable. The research also reveals that few individuals who have witnessed such crimes have expressed a willingness to report their perpetration. There is therefore a need for urgent intervention to correct this position. Promoting civic engagement and educating the public about how corruption affects service delivery is crucial. A knowledgeable and engaged populace may push for change and hold their leaders accountable. To fight corruption, political will is essential at all governmental levels; moral leadership sets a good example and inspires people to behave honorably. The traffic department could potentially combat corruption by implementing this strategy. Lastly, reducing the incentives for corrupt activities requires addressing the root causes of corruption, such as socioeconomic inequality. Integrating social development initiatives into a comprehensive anti-corruption strategy within the department can contribute significantly to this effort.

In conclusion, corruption's damaging effect on South Africa's service delivery in the traffic department is a complex and pervasive problem. Its origins date back to the apartheid era, and it still exists today in various forms, making it more difficult for the government to

efficiently deliver basic services. Corruption has far-reaching effects that affect not only South Africans' quality of life but also the country's social cohesion and economic growth. Although there have been attempts to fight corruption and enhance service delivery, with an emphasis on socioeconomic solutions, ethical leadership, public awareness, openness, and oversight, there are still many obstacles to overcome in the fight against corruption.

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## ANNEXURE A: EDITORS CERTIFICATE

# REGCOR ENTERPRISES PTY LTD

(2015/375453/07)

Date: 15/05/2025

Dear Sir/Madam

This letter is to certify that I, Sarah Louise Cornelius, of Regcor Enterprises Pty Ltd, have completed the final editing of a dissertation titled *AN EXPLORATION OF THE IMPACT OF CORRUPTION ON TRAFFIC POLICING IN KWAZULU-NATAL* by NJABULO IGNATIUS SANGWENI.

I have ten years of experience in the field, having worked on multiple doctorates. Any changes done to the document after the editing process does not reflect the editing services provided. The onus is on the student to ensure the document is fully corrected before final submission, even if that requires multiple edits.

*Kind Regards*

*Sarah Louise Cornelius*

**Professional Editor's Guild**

Associate Member

Membership number: COR003

**Regcor Enterprises Pty Ltd**

Registration no: 2015/375453/07

Contact no: 0768156437

Email: sarah@regcor.co.za

## ANNEXURE B: GATEKEEPING LETTER



**KWAZULU-NATAL PROVINCE**  
TRANSPORT  
REPUBLIC OF SOUTH AFRICA

**DIRECTORATE:**

Private Bag X 9043, Pietermaritzburg, 3200

Public Transport Enforcement Services

1 Van Eck Place, Mkhondeni, Pietermaritzburg, 3200  
Tel: 033 346 0837 Fax: 033 355 8942

Enquiries  
Email: [Wenzile.Ndlovu@kzntransport.gov.za](mailto:Wenzile.Ndlovu@kzntransport.gov.za)

### **SUBMISSION**

#### **THE HEAD OF DEPARTMENT**

Department of Transport: Province of KwaZulu-Natal  
Burger Street, Pietermaritzburg, 3200

Date: 11-04-2024

#### **REQUEST FOR PERMISSION TO CONDUCT RESEARCH AT ROSSBURGH RTI**

##### **1. Purpose**

To seek permission to use Rossburgh Road Traffic Inspectorate as a field site for the intended research.

##### **2. Background**

I am Principal Provincial Inspector N.I Sangweni, Persal Number: 71620231 currently employed by the Department of Transport, Public Transport Enforcement Service Directorate and stationed at uMkhondeni. I am currently enrolled as a candidate for the Master of Arts in Police Science degree with the University of South Africa (UNISA), Police Practice School. The degree is a full research programme consisting of a dissertation. The topic of the research study is: An Exploration of The Impact of Corruption on Traffic Policing in KwaZulu-Natal.

### **3. Motivation**

The permission is sought to use Rossburgh RTI as a field site to conduct interviews for data collection for the study. The categories of people to interview are members of the public that come to this centre for services that are offered by the Department of Transport. Only a representative sample of the community members will be interviewed. The duration of the interview will not last more than twenty (20) minutes and the interviews will be conducted at a convenient time and date to be arranged. I will not require any study leave as I intend to utilize my vacation leave and rest days to conduct the interviews. All answers and results from the research will be kept strictly confidential and the results will be reported in the research paper.



## KWAZULU-NATAL PROVINCE

TRANSPORT  
REPUBLIC OF SOUTH AFRICA

### PERMISSION TO CONDUCT RESEARCH AT ROSSBURGH RTI

that will be available in the UNISA repository. The research will help the department to understand the impact of traffic police corruption on service delivery. This may assist the department to strengthen and develop remedial and preventative mechanisms aimed at dealing with corruption thereby improving the services rendered by the KwaZulu Natal Traffic Police to its clients.

#### 4. Financial Implications

The research will be conducted at no cost to the Department.

#### 5. Attachments

I have attached a copy of my research proposal, copies of participant consent forms and participant information sheet as well as a copy of a data collection instrument to be used in the study.

MR N.J SANGWENI

PRINCIPAL PROVINCIAL INSPECTOR

2024-04-11

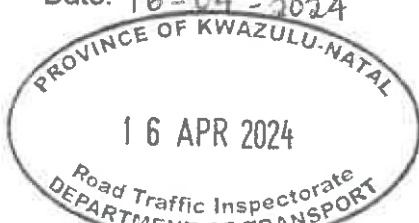
#### 6. Authorization

COMMENT: (SUPPORT / NOT-SUPPORTED)

MS L.T. NGIDI

RTI ROSSBURGH STATION COMMANDER: CHIEF PROVINCIAL INSPECTOR

Date: 16-04-2024





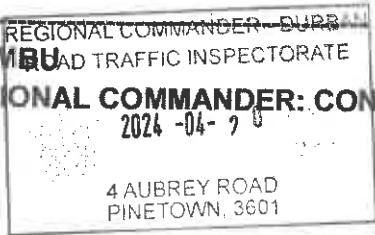
**KWAZULU-NATAL PROVINCE**

**TRANSPORT  
REPUBLIC OF SOUTH AFRICA**

**PERMISSION TO CONDUCT RESEARCH AT ROSSBURGH RTI**

**COMMENT: (SUPPORT / ~~NOT SUPPORTED~~)**

*[Signature]*  
\_\_\_\_\_  
**MR. TA MTHEMBU**  
**DURBAN REGIONAL COMMANDER: CONTROL PROVINCIAL INSPECTOR**  
Date:



**COMMENT: (SUPPORTED / ~~NOT SUPPORTED~~)**

*[Signature]*  
\_\_\_\_\_  
**MR. VK CHETTY**  
**DIRECTOR: KWAZULU NATAL ROAD TRAFFIC INSPECTORATE**  
Date: 29.4.2024.

**COMMENT: (SUPPORTED / ~~NOT SUPPORTED~~)**

*[Signature]*  
\_\_\_\_\_  
**MR. S SITHOLE**  
**DIRECTOR: PUBLIC TRANSPORT ENFORCEMENT SERVICES**



**KWAZULU-NATAL PROVINCE**

**TRANSPORT  
REPUBLIC OF SOUTH AFRICA**

Date:

**PERMISSION TO CONDUCT RESEARCH AT ROSSBURGH RTI**

**COMMENT: (SUPPORTED / NOT SUPPORTED)**

**ADV. SS NXUMALO  
CHIEF DIRECTOR: ROAD SAFETY AND TRAFFIC MANAGEMENT**

Date: 19/5/2024

**COMMENT: (SUPPORTED / NOT SUPPORTED)**

**MS. FM SITHOLE  
SIGNATURE: DEPUTY DIRECTOR GENERAL: TRANSPORTATION SERVICES**

Date: 13/05/2024

**COMMENT: (APPROVED / NOT APPROVED)**

**MR. SJ MBHELE  
THE HEAD OF DEPARTMENT: KWAZULU NATAL DEPARTMENT OF TRANSPORT**

Date:

**HEAD : KZN TRANSPORT**  
Inkosi Mhlabunzima Maphumulo House  
172 Burger Street, Pietermaritzburg 3201

**2024-05-13**  
Republic of South Africa  
Private Bag X9043  
Pietermaritzburg 3200

**ANNEXURE C: ETHICAL CLEARANCE APPROVAL**



ETHICAL CLEARANCE  
LETTER NI SANGWEN

## **ANNEXURE D: CONSENT FORM AND PARTICIPANT INFORMATION SHEET**

Ethics clearance reference number : 4089

Research permission reference number :

Date: 2024-03-12

**Title:** AN EXPLORATION OF THE IMPACT OF CORRUPTION ON TRAFFIC POLICING  
IN

KWAZULU NATAL.

### **Dear Prospective Participant**

My name is Njabulo Ignatius Sangweni and I am doing research with Dr. BT Lebitso, a Doctor in the College of Law towards a degree of MA: Police Science at the University of South Africa. We are inviting you to participate in a study entitled: An Exploration of the Impact of Corruption on Traffic Policing in KwaZulu-Natal.

### **The Purpose of the Study**

The aim of this study is to determine the impact of Traffic Police corruption on service delivery.

### **Reasons for invitation to participate in the study**

You are invited to participate in the study as you reside in Durban and may have seen the KwaZulu Natal Provincial Traffic Police executing their duties or might have previously interacted with them on the road or when visiting their driving licence testing centres to seek assistance in the services that they provide e.g. application for driving licences, renewal and replacement of driving licence cards, application for learners' licence test and application for professional driving permit. A total number of fifteen (25) participants will be used in the study.

### **Nature of your participation in this study.**

The study involves semi-structured interviews that will be conducted face-to-face by the researcher. A flexible and pre-determined set of questions will be asked. There will be no “right” or “wrong” answers as the answers that you will provide will represent your views in the subject matter. The duration of the interview will not last more than twenty (20) minutes.

### **Withdrawal from the study even after having agreed to participate.**

Participation in the study is voluntary and there is no penalty or loss of benefit for non-participation. You are under no obligation to consent to this participation. If you decide to take part, you will be given this information sheet to keep and be asked to sign a written consent form. You are free to withdraw any time and without giving a reason.

### **Potential benefits of taking part in this study**

The research will benefit the participant as well as the residents of the KwaZulu Natal province in that it will provide solutions to curb traffic police corruption and subsequently improve service delivery.

### **Are there any negative consequences for participating in the research project?**

The researcher will endeavour to show the potential benefit of the participants in the research and potential risks, both emotional and physical. The only foreseeable risk of harm is the potential for inconvenience particularly on making time to avail yourself for the scheduled interview and minor discomfort especially when probing questions are posed during the interview. To counter and mitigate any potential risks and harm to participant, research activities that include participants’ availability will be set to accommodate their schedule. To alleviate levels discomfort during interviews, a more flexible interviewing approach will be employed and will ensure that interviews are completed within the proposed time.

### **Respect for and protection of the rights and interests of participants.**

The researcher endeavors to protect and respect the dignity, privacy and confidentiality of participants as provided for by the constitution of the country and other relevant

legislations such as the Protection of Personal Information Act (POPIA). Your identity shall not be revealed at any time and your personal information will not be disclosed to third parties apart from the researcher and identified members of the research team. Fake or fictitious identity in respect of your name, age and address will be used during the research and in any publication or any other research reporting methods such as conference proceedings. Your interview answers may be reviewed by people responsible for making sure that research is done properly, including the transcriber, external coder, and members of the research Ethics Committee. Otherwise, records that identify you will be available only to people working on the study, unless you give permission for other people to see the records.

A report of the study may be submitted for publication, but individual participants will not be identifiable in such a report.

### **Protection of security data**

Hard copies of your answers will be stored by the researcher for a period of five years in a locked safe in his place of residence for future research or academic purposes. Electronic information will be stored on a password-protected computer. When the five-year period lapses, hard copies will be shredded, and electronic copies will be permanently deleted from the hard drive of the computer through the use of relevant software.

### **Payments of incentives for participation in the study.**

There will be no financial benefits to the participants of the study. Participants will be assisted with transport expenses to and from the research field site.

### **Has the study received ethics approval?**

This study has received written approval from the Research Ethics Committee of the College of Law, UNISA. A copy of the approval letter can be obtained from the researcher if you so wish.

## Findings of the research

If you would like to be informed of the final research findings, please contact Njabulo Ignatius Sangweni on 083 548 7909 or email [42465923@mylife.unisa.ac.za](mailto:42465923@mylife.unisa.ac.za). Should you require any further information about any aspects of this study, please contact Professor S.A Mabudusha on 012 441 5702 or email [mabudsa@unisa.ac.za](mailto:mabudsa@unisa.ac.za).

Should you have any concerns about the way in which this research has been conducted, you may contact Dr BT Lebitso or email [mabasbt@unisa.ac.za](mailto:mabasbt@unisa.ac.za). Contact the research ethics chairperson of the College of Law Research Ethics Committee, Professor Fitz Lincoln on email [fitzlg@unisa.ac.za](mailto:fitzlg@unisa.ac.za) if you have any ethical concerns.

Thank you for taking time to read this information sheet and for participation in this study.

Thank you.

-----

Njabulo Ignatius Sangweni

## CONSENT TO PARTICIPATE IN THIS STUDY

I, \_\_\_\_\_, confirm that the person asking my consent to take part in this research has told me about the nature, procedure, potential benefits and anticipated inconvenience of participation.

I have read and understood the study as explained in the information sheet.

I have had sufficient opportunity to ask questions, and I am prepared to participate in the study.

I understand that my participation is voluntary and that I am free to withdraw at any time without giving a reason and without penalty.

I am aware that the findings of this study will be processed into a research report, journal publications and/ or conference proceedings, but that my participation will be kept confidential unless otherwise specified.

I agree to the recording of the interview.

I have received and signed a copy of the informed consent agreement.

Participant

Surname.....Name..... (Please Print)

Participant

Signature.....Date.....

Researcher's

Surname.....Name..... (Please Print)

Researcher's

Signature.....Date.....

## **ANNEXURE E: INTERVIEW QUESTIONS**

### **AN EXPLORATION OF THE IMPACT OF CORRUPTION ON TRAFFIC POLICING IN KWAZULU-NATAL**

#### **Section A: Icebreaking Questions**

1. Age
2. Level of education
3. Where do you work / What is your occupation?
4. What is your general perception about the Department of Transport and the KwaZulu Natal Provincial Traffic Police?

#### **Section B: Questions about service delivery by the KwaZulu-Natal Provincial Traffic Police (Feel free to elaborate on your response)**

1. What would you say is the role of the KwaZulu Natal Provincial Traffic Police in people's lives?
2. Do you know why the people join the KwaZulu Natal Traffic Police?
3. In your own understanding, tell me what does service delivery mean?
4. Are you satisfied with the quality-of-service delivery that is offered by the KwaZulu Natal Traffic Police? Give reasons
5. Do you have any knowledge of traffic police action / behaviour that might have impacted on service delivery?

#### **Section C: Questions about KwaZulu-Natal Provincial Traffic Police Dishonesty in Durban**

1. What is Corruption?
2. What is Traffic Police Corruption?
3. What are forms of Traffic Police Corruption in Durban?
4. What are the causes of Traffic Police Corruption in Durban?
5. What is the impact of Traffic Police Corruption on service delivery?

## **Section E: Mitigation and Strategies towards combating Traffic Police Corruption and Recommendations**

1. How will you act when you see a Traffic Police official being involved in a corrupt activity?
2. Are you aware of any existing strategies developed by the Department of Transport to help fight Traffic Police Corruption? if Yes are they effective?
3. How can Traffic Police Corruption be addressed?
4. How can existing traffic police corruption combating strategies be strengthened to ensure that service delivery is achieved?

Thank you for taking the time to participate in this interview which forms part of the research study.

## ANNEXURE F: TURNITIN MEMORANDUM



MEMORANDUM FOR  
TURNITIN REPORT.pdf

## ANNEXURE G: TURNITIN REPORT



Turnitin Report for  
final dissertation.pdf