# Community perceptions on the effectiveness of body-worn cameras within law enforcement in South Africa: A case study of Soshanguve policing area.

# COMMUNITY PERCEPTIONS ON THE EFFECTIVENESS OF BODY-WORN CAMERAS WITHIN LAW ENFORCEMENT IN SOUTH AFRICA: A CASE STUDY OF SOSHANGUVE POLICING AREA

by

**SILENCE MOKOENA**

**215643050**

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**Supervisor**: Prof. K.A Rakubu

**Co-supervisor:** Ms M. Van der Westhuizen

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## DECLARATION

I, **Silence Mokoena**, declare that the dissertation titled **"Community Perceptions on the Effectiveness of Body-Worn Cameras within Law Enforcement in South Africa: A Case Study of Soshanguve Policing Area,"** submitted for the degree of **Master of Policing** at **Tshwane University of Technology**, is my original work. It has not been submitted to any other institution of higher education for a degree or any other qualification. All sources consulted in the preparation of this dissertation have been duly cited and acknowledged through a comprehensive list of references.

Furthermore, I acknowledge that, in completing this dissertation, I am required to obtain formal permission from the **Tshwane University of Technology**, the **South African Police Service (SAPS)**, and the **Tshwane Metro Police Department (TMPD)**.

……. …….

Silence Mokoena Date

## DEDICATION

I dedicate this dissertation to **myself**, the **Lord, my Saviour**, and **my ancestors**, who provided me with the strength and guidance to complete this journey.

To my **mother, A.N. Mokoena**, who believed in me from the very beginning, and to my **grandmother, E Ndhlovu**, who moulded me into the humble and respectful person I am today.

To my **little brother, E.G. Malepe**, who understood the importance of my academic pursuit and supported me as I worked towards a brighter future for all of us.

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*Mhunti yi biwa ya ha ri na mahika*

*Ndza khensa*

## LIST OF ACRONYMS

| | |
|---|---|
| **BJA** | Bureau of Justice Assistance |
| **BJS** | Bureau of Justice Statistics |
| **BWC** | Body-Worn Camera |
| **CCTV** | Closed-Circuit Television |
| **CJS** | Criminal Justice System |
| **DMS** | Data Management System |
| **ECTA** | Electronic Communications and Transactions Act |
| **GBV** | Gender-Based Violence |
| **IS** | Information Systems |
| **IT** | Information Technology |
| **LEA** | Law Enforcement Agency |
| **LVMPD** | Las Vegas Metropolitan Police Department |
| **NIJ** | National Institute of Justice |
| **PERF** | Police Executive Research Forum |
| **PEOU** | Perceived Ease of Use |
| **PII** | Personally Identifiable Information |
| **PU** | Perceived Usefulness |
| **RSA** | Republic of South Africa |
| **RCT** | Randomized Controlled Trial |
| **SADC** | Southern African Development Community |

| | |
|---|---|
| **SAPS** | South African Police Service |
| **SARS** | South African Revenue Service |
| **SMME** | Small, Medium and Micro Enterprise |
| **TAM** | Technology Acceptance Model |
| **TMPD** | Tshwane Metro Police Department |
| **TRA** | Theory of Reasoned Action |
| **UK** | United Kingdom |
| **USA** | United States of America |

## ABSTRACT

This study examines community and policing perceptions of the effectiveness of Body-worn Cameras (BWCs) within law enforcement in South Africa, focusing on the Soshanguve policing area. The research addresses the growing concern over whether police officers and community members find BWCs useful and easy to integrate into daily policing activities. The research problem explores whether negative perceptions of BWCs, coupled with challenges such as privacy concerns, lack of resources, and operational complexities, hinder their adoption and successful implementation.

The objectives of the study are to describe both police and community perspectives on BWCs' effectiveness, assess governmental readiness for their implementation, and identify strategies to address negative perceptions. A qualitative research approach was adopted, using face-to-face in-depth interviews with a sample of 30 participants, comprising South African Police Service (SAPS) officials, Tshwane Metropolitan Police officials, and community members.

Key findings reveal that all groups of respondents recognise the potential benefits of BWCs in enhancing transparency, accountability, and evidence gathering. However, concerns about privacy, resource availability, and the misuse of recorded footage were consistently highlighted. Furthermore, differences were observed in the level of awareness of BWC technology between the SAPS and Tshwane Metropolitan officers, with the latter showing more familiarity. Community members supported BWCs but raised significant concerns regarding privacy and data security. The study concludes that while there is overall support for the implementation of BWCs, successful adoption requires addressing privacy concerns, operational readiness, and the need for proper training and infrastructure. Recommendations include the development of comprehensive training programs, resource allocation, and clear legislative guidelines to facilitate the effective use of BWCs in law enforcement.

## TABLE OF CONTENTS

# LIST OF TABLES

# LIST OF FIGURES

# CHAPTER ONE

# GENERAL ORIENTATION TO THE STUDY

## 1.1 INTRODUCTION

The study focuses on policing and community perceptions of the effectiveness of body-worn cameras within law enforcement in South Africa: a case study of the Soshanguve policing area. The motivation of the study came as result of the Article read by the researcher. SAnews (2021) states that South African traffic officers will be issued with body cameras to help gather evidence and improve the conviction rate for traffic law violators. The article further states that Deputy Minister of Transport Dikeledi Magezi said South Africa is ready to issue traffic officers with body cameras.

White (2014) described the body-worn camera as the most recent surveillance technology developed for law enforcement. Manufacturers include Panasonic Vievu, TASER International, Watch Guard, and Wolfcom Enterprise. Body-worn cameras vary in size, and officers can wear them on a hat, shirt, lapel, or sunglasses. Body-worn camera technology is unlike any other surveillance system currently in use, such as stationary-mounted cameras on patrol cars (Merola, Lum, Cave, & Hibdon, 2012:30).

The patrol car-mounted cameras have limited views, while body-worn cameras record every activity they encounter while on duty (Merola et al., 2012:35; Schreiber, 2013; Fouche, 2014;). These cameras may inadvertently record private conversations between officers and others if they are not turned off (Abdollah, 2014). Moreover, administrators can unintentionally use footage generated by this technology as evidence in criminal proceedings and as a basis to discipline officers (Abdollah, 2014). Consequently, police personnel might have concerns that some of the materials captured by the camera could damage their career, for instance, if they comment about a supervisor (Abdollah, 2014).

Although researchers have conducted major studies on body-worn cameras, the researcher was unable to locate studies that focus on policing and community perceptions of the effectiveness of body-worn cameras within law enforcement agency (LEA) in South Africa. The

investigators focused on the effect of the device in reducing crime (Smykla et al., 2016: 424). With reference to the literature, findings show that many studies on the effectiveness of body-worn cameras were conducted after the body-worn camera was implemented and tested in the field.

## 1.2 RESEARCH PROBLEM (S)

While police administration adopts and tries to implement body-worn camera technology (SAnews, 2021), there is a concern that police officers will not use cameras, nor comply with requirements if the implementation is perceived as too difficult or negative by officers; this negative perception can reduce the potential value of cameras and interfere with reaching the department's goal.

There is limited knowledge about whether police officers and community members in South Africa perceive body-worn cameras as useful and easy to use in their daily law enforcement work, perceptions that are critical for successful technology implementation. Researchers have not determined if, for this developing population, ease of use and perceived usefulness of technology can influence the actual use of the cameras and more research is needed (Fouche, 2014; Daly, 2015: 68).

There is concern about officers and the community's perception of the use of body-worn cameras (Mateescu, Rosenblat & Bodt, 2015). While officers and communities that support body-worn cameras, and find them easy to use (Crow, Snyder, Crichlow & Smykla, 2017:593; Demir, 2019:136; Lawrence, Peterson & Thompson, 2018:1), will help facilitate the implementation and use of this technology, those who oppose the body-worn cameras may try to undermine the acquisition and practical application of the technology by the government (Jennings, Fridell & Lynch, 2014). There are questions about individual differences in officers' acceptance related to their roles. These are demographic factors that need further inquiry.

There are also concerns on the usefulness of body-worn cameras, and this is one of the factors in the police officers' acceptance: what to do with the footage captured by the body-worn cameras and when to turn them on and off. Furthermore, "there is no clear-cut universal rule for how long to retain the footage, and what type of footage to flag for review" (Mateescu, Rosenblat & Bodt, 2015). There is also a question of whether this technology will perpetuate

the Ferguson effect, a phenomenon where the fear of their actions having been recorded causes law enforcement agents to refrain from performing their duties (Fabian, 2015).

## 1.3 PURPOSE OF THE STUDY

The purpose of the current study was to use qualitative methods of investigation to understand how law enforcement officers and community members in the Soshanguve policing area perceive and accept the use of body-worn camera technology within law enforcement and further, to identify possible additional factors that are involved in the acceptance. The researcher's primary objective was to contribute new information to assist policymakers in developing and implementing policies that respond to the needs, resources, and legal requirements of various agencies through understanding the relationship between how the primary users of the technology perceive its use and also ascertain if that perception is important for utilization rates. Documenting this relationship and additional related factors could contribute to broader acceptance by officers and the community in the future. A qualitative approach was employed to interview participants in the Soshanguve policing area.

## 1.4 RESEARCH AIMS AND OBJECTIVES

The aim of the study was to investigate policing and community perceptions on the effectiveness of body-worn cameras in the Soshanguve policing area and explore possible suggestions for the implementation of body-worn cameras in South Africa.

The objective of the study was:

- To describe the police and community perceptions on the effectiveness of body worn cameras.
- To investigate the readiness of the government on the implementation of body-worn cameras within law enforcement
- To explore how police officers and community accept the use of body worn cameras within law enforcement
- To identify strategies in dealing with the challenges in the implementation of body worn cameras.

## 1.5 RESEARCH QUESTIONS

The following were the research questions of the study:

- What are the perceptions of policing on the effectiveness of body-worn cameras in the Soshanguve policing area?
- What are the perceptions of community members on the effectiveness of body-worn cameras in the Soshanguve policing area?
- What are the measures that the government has implemented for body-worn cameras within law enforcement?
- To what extent will police officers and the community accept the use of body-worn cameras within the Soshanguve policing area?
- What strategies can be used to address challenges and support the effective implementation of body-worn cameras?

## 1.6 JUSTIFICATION OF THE STUDY

The significance of this study is that it may provide insight into how Soshanguve police and community member perceive and accept body-worn cameras to become their component of their regular uniform. The significance of this study will be related to the contribution it will offer to society as well as to the policing and academic spheres. The study will add to the stock of scholarly knowledge in terms of policing and community perception of the use of body cameras in South Africa.

The findings will be used to address a gap in the literature concerning the perceptions of police officers and community members on the use of body-worn camera technology in South Africa before implementation. Mateescu et al. (2015) state that although law enforcement agencies are rushing to equip their officers with body-worn cameras, previous studies suggest there is no clear universal rule on the use and storage of the images they capture.

The researcher has found no empirical evidence of officers' perceptions of wearing body-worn cameras in South Africa. Knowledge gained from the results of this study may have direct implications for policymakers in the region selected for this inquiry.

Disseminating the results of this study ultimately has the potential of educating law enforcement leadership, giving them the newly acquired knowledge to craft policies for

positive social change by developing better training for the officers on the importance of body-worn cameras.

## 1.7 CONCLUSION

This chapter introduced the key components of the research, focusing on the perceptions of community members and law enforcement regarding the effectiveness of Body-Worn Cameras (BWCs) in the Soshanguve policing area. The research problem was identified, emphasizing the challenges and opportunities associated with implementing BWCs in law enforcement in South Africa.

The chapter outlined the purpose of the study, which is to explore perceptions of BWCs and identify potential strategies for their effective implementation. The research aims and objectives were clearly defined, including the assessment of perceived usefulness and ease of use, the readiness for implementation, and strategies to address challenges and negative perceptions. The research questions were also presented to guide the study's focus.

A clear structure for the research was established through the division of work into chapters, providing a roadmap for the study's progression. Chapter 1 laid a solid foundation for the research by defining its structure, aims, and key focus on understanding perceptions and implementation challenges of BWCs in law enforcement. The next chapter, Chapter 2, focuses on the review of relevant literature to provide a theoretical and contextual background for the study.

# CHAPTER TWO

# LITERATURE REVIEW

## 2.1 INTRODUCTION

Generally, Body-worn Cameras (BWCs) in policing are a new phenomenon and has received much attention internationally (Coudert, Butin & Le Metayer, 2015:749-754; Palmer, 2016; Maskaly *et al*., 2017; Ariel, 2017; Laming, 2018; Braga, 2018; Demir, 2019; White, Todak, & Gaub, 2018:649; Laming, 2019:202). While numerous studies focus on Body Worn Cameras, there is a limited number of studies that focus on policing and community perceptions of the effectiveness of body-worn cameras within law enforcement in South Africa and in Southern African Development Community (SADC) countries.

Furthermore, most of the research on citizen, community, and police perceptions has been quantitative, primarily examining views through citizen surveys. While such surveys are valuable for capturing general public opinion, Bromberg, Charbonneau, and Smith (2018) caution that social desirability bias may influence responses. To address these limitations and gain deeper insight into stakeholder views, White et al. (2018:649) conducted one of the few mixed-methods studies, combining officer surveys, citizen interviews, and stakeholder interviews in Tempe, Arizona. Their findings revealed high levels of acceptance of body-worn cameras (BWCs) across all groups, with officer proactivity remaining stable and case processing outcomes trending positively. These results demonstrate that well-structured implementation, aligned with formal guidelines, can promote widespread stakeholder support. However, White et al. also underscore the complexity and significant resource demands of implementing such programs. This highlights the need for locally grounded, qualitative research in South Africa, where formal implementation frameworks may be absent or inconsistently applied.

Subsequently, qualitative research methods that may gain insight into citizens' and police perspectives are a promising area of study. Qualitative research can go deeper into how citizens and police perceive the use and implementation of BWCs in order to fully comprehend its impact on a variety of policy outcomes. This study sought to explore and examine policing and

community perceptions on the effectiveness of body-worn cameras within law enforcement in South Africa with a particular focus to Soshanguve Policing Area.

This chapter starts by providing a historical background of body-worn cameras followed by an overview of BWCs and relevant legislative framework. Followed by the benefits of BWCs, and their challenges and limitations. These are followed by discussing the perceptions of community members and law enforcement officials about using BWCs. Furthermore, the diffusion of BWCs into policing and society was discussed. Lastly, a theoretical perspective on BWCs and the chapter conclusion were also presented.

## 2.2 HISTORICAL BACKGROUND OF BODY-WORN CAMERAS

Plymouth Police Department in the United Kingdom (UK) was the first police service to empirically test body worn cameras in 2005 (Laming, 2018:202). Following this, in Scotland, several police services evaluated the technology (Laming, 2018:202). Jennings, Fridedll, Lynch, Jetelina & Reingle-Gonzalez, (2017:1332) assert that it was not until 2010 that police service in the United States of America (USA) began to consider this technology. Several high-profile police-involved killings across the United States (US) in 2014 sparked public outrage and requests for law enforcement authorities to promote transparency and accountability. In response to these rising concerns, then-President Barack Obama initiated a program that would provide federal subsidies to police enforcement agencies to purchase and implement BWCs. More than $50 million has been provided to law enforcement agencies through this program to improve BWC deployment (Huff, Katz & Webb, 2018:482).

Sousa, Coldren, Rodriquez & Brega (2016:363) stated that about18 000 law enforcement in the USA have already implemented the BWC technology. Moreover, several other agencies around the world are using or planning to use the technology (Coudert *et al*., 2015:749). However, body-worn cameras have different purposes and goals in different countries. For example, police in the UK use BWCs to gather stronger evidence. This enabled them to secure early guilty pleas and lower the prevalence of violent crime (White, 2014).

In contract, in the USA, BWCs were adopted to reduce the illegal use of force, minimize false complaints against cops, and improve officer accountability and transparency (Hedberg, Katz & Choate, 2016:627). As the usage of BWC in the United States grows, law enforcement

agencies are using it to improve officer efficiency, improve evidence collection, and pursue intimate-partner violence charges (Morrow, Katz & Choate, 2016:303).

In other countries, BWCs have been adopted for a variety of reasons. For instance, in Spain, the BWCs technology was implemented to reduce officer insults and attacks, as well as to increase officer training (Coudert et al., 2015:753). In addition, body cameras have been supplied to traffic officers in India in order to improve officer safety when dealing with motorists (Kumar, 2018).

BWCs have also been implemented in various Australian territories to help civilize police-public interactions and improve evidence collection in order to secure convictions (Palmer, 2016). Similarly, in France, BWCs have been used to calm tensions between the police and the public, as well as to provide evidence of positive police behaviour (Coudert et al., 2015:754). BWCs have also been deployed by the Israeli police to improve interactions between officers and the public and to boost openness (Kamisher, 2017). BWCs have been adopted by some police departments in Mexico to deter bribery from the public and restore public trust (Kahn, 2015).

Nonetheless, Belgian police unions stated that BWCs could be useful for identification purposes (Coudert et al., 2015:753). BWCs are being used by some police in Germany to prevent sexual assaults during events and holiday gatherings (Blair, 2017). Other nations, including Italy, Sweden, Finland, and the Netherlands, are currently evaluating the technology to see if it will become regular equipment for police officers (Naumov, 2017; Laming, 2018). Similarly, in South Africa, the motivation to implement BWCs stems from the need to improve police accountability, rebuild public trust, and address concerns about misconduct and excessive use of force. As crime and community tensions remain high, BWCs are viewed as a potential tool to enhance transparency and legitimacy in policing.

## 2.3 AN OVERVIEW OF BODY-WORN CAMERAS

### 2.3.1 International Perspective on the BWCs

Ariel (2016:362) discovered that BWCs on officers in low crime-density street sections in Denver, Colorado, increased the likelihood that people would report crimes to the police, but had no impact on crime. Hotspot street section reporting. Researchers in Railto, California (Ariel, Farrar & Sutherland, 2015:509) discovered that (a) occurrences involving the use of force: were twice as likely to happen in the control group during the trial period (b) citizen complaints: There were no discernible changes between the treatment and control shifts, although the overall number of complaints dropped significantly (by 87%) throughout the trial period compared to the year before.

When officers followed the treatment protocol, use of force rates were significantly lower (37 per cent), when officers did not follow the treatment protocol (i.e., when to turn the body-worn cameras on/off), use of force rates were significantly higher (71%), and there was no effect when there was a general breakdown in protocol, according to Ariel et al. (2016a:453; 2017b:293) studies conducted across eight European police departments. Bolvin, Gendron, Faubert & Poulin (2017) discovered evidence of a BWCs perspective bias, however the bias was not widespread. The camera perspective had little to no impact on university students who had little to no prior experience in law enforcement. However, the camera viewpoint had a huge impact on police recruits. The impact of camera angle increases with one's level of training in assessing police interventions. Intriguingly, viewers of BWCs footage were more likely to indicate that an officer had fired too soon.

In the USA, Culhane, Boman & Schweitzer (2016:251) conducted two studies, namely, study 1, which focused on Pre-Ferguson matter and study 2 which focuses on the post-Ferguson era. According to the results of study 1, 39% of the sample believed that the shooting was justified, but those in BWC or audio conditions felt that it was more justified than those in the transcript condition. Study 2: The majority of participants still believed that police should deploy BWCs; however, according to the post-Ferguson study, individuals in the BWC condition had the lowest certainty of justifiability in both experiments.

Nevertheless, 39% of the sample also believed that the shooting was justified. One year after Ferguson, Culhane & Schweitzer (2017) conducted a limited replication of the aforementioned

study and discovered that, overall, 43% of the sample believed that the shooting was justified; however, the differences between the BWC and audio conditions and the transcript condition were not statistically significant. The mean justification score of the BWCs condition was not substantially different from the Pre-Ferguson mean, and it was significantly higher than the post-Ferguson average (Study 1 & 2 data above). Findings indicate that public attitude of officer shooting justification has returned to levels experienced before Ferguson was covered by national media.

Gaub, Choate, Todak, Katz & White (2016:275) conducted studies in Spokane, Washington, as well as Tempe and Phoenix, Arizona. It was discovered that Phoenix officers had the worst opinions of BWCs both before and after deployment. All three departments said that their impressions of the usage of BWCs had improved from before to after the deployment (e.g., the quality of the evidence had increased), but they were less certain about how the BWCs would affect officer or civilian conduct (e.g., collaboration, professionalism and integrity). However, after deployment, Tempe and Spokane observed more benefits from using BWCs, compared to Phoenix.

According to Hedberg, Katz & Choate (2016), it was discovered in Phoenix that BWCs had no effect on arrests or suspect resistance, but the cameras have reduced citizen complaints significantly (i.e. by 62% compared to the control group).

In the UK's West Midlands Police area, Henstock and Ariel (2017:293) carried out a study in the Birmingham South Local Policing Unit. The odds of force being used when BWCs are present are, on average, 50% lower when compared to control conditions, according to a study in which 46 officers were randomly assigned on a weekly basis to 128 treatment shifts and 140 control shifts. According to estimates, the overall weighted force was reduced by 35% under the treatment conditions compared to the control settings. BWCs had little impact on more aggressive force responses; influence is concentrated in open-hand measures (physical restraints, non-compliant handcuffing) (dogs, Tasers, batons, pepper spray).

In Tampa, Florida, in a study by Jennings et al. (2017:1332), 60 patrol officers who were BWC recipients were matched to an equally sized sample of 60 non-BWC officers using propensity score matching. Data were gathered both in the 12 months following and in the 12 months preceding the adoption of the BWCs. After the BWCs were implemented, it was discovered that BWC officers were involved in a much lower number of response-to-resistance incidents.

Between the 12 months prior to and the 12 months following the implementation of the BWC, the mean frequency of response-to-resistance for BWC officers fell by 8.4%, compared to a 3.4% rise for non-BWC officers.

### 2.3.2 South African Perspective on Body-worn Cameras

According to Perkins (2015) in an article titled "*South African mulls body camera to improve police accountability, safety*," the use of police body cameras is becoming more and more popular in South Africa as the country pushes for increased police accountability, particularly in the wake of the Marikana massacre. Francois Beukman, the chair of the policing portfolio committee of the parliament, recently demanded that there be serious conversations about implementing body cameras within the South African Police Service (SAPS).

According to the police, they are debating using technology, such as body cams, to enhance communications and protect personnel. Perkins (2015) further stated that police homicides are common in South Africa. Criminal psychologist Andrew Faull stated body cams could help police management better monitor officers' contacts with civilians in a recent investigation into claims of police inefficiency in Khayelitsha, a township for black people in Cape Town.

Bruce and Tait (2015), together with the African Police Civilian Oversight Forum, created a thorough report on smart policing technologies. The research emphasized the requirement for body cameras for local law enforcement. The Smart Policing Project of the Igarape Institute was also mentioned. The concept comprises a smartphone application (app) that continuously and passively monitors Global Positioning System (GPS) locations, video, and audio. It strives to increase public safety and police accountability in low-and middle-income countries including Brazil, Kenya, and South Africa.

In October 2014, South Africa implemented a one-month pilot program as part of the Smart Policing Project. Due to unstable technology, the SAPS and the Cape Town municipal police declined to take part. The goal of the pilot, according to Gideon Morris, provincial secretary for police, was to stabilise the technology to a point where it could be used more widely once the prototype had proven to be fully functional. After achieving this, the conversation with SAPS will resume. However, the National Department of Transport traffic officers who took part in the test project had no problem wearing body cameras. They gave a positive response,

noting that since people knew they were being recorded, their acts were questioned less by the general public (Bruce & Tait, 2015).

Police brutality is a persistent issue in South Africa. According to Perkins (2015), body camera technology might help to curb it. Among the most well-known recent incidents:

- In 2013, pictures taken with a cellular phone showed Mido Macia, a Mozambican citizen working as a taxi driver in South Africa, being dragged behind a police van while being handcuffed. The photographs, which were taken by bystanders, were used in court.
- Images of the police death of a protestor named Andries Tatane were broadcast by the South African Broadcasting Corporation in 2011. Despite the evidence, the policemen were cleared because it was impossible to identify them correctly.

Perkins (2015) stated that it was further emphasized that using technology always carries some danger although BWCs appear to have several advantages. The report from the civilian oversight forum emphasized the advantages of recordings, notably for police training. Additionally, they give the police more defence against citizen complaints. They might even lower the costs associated with civil lawsuits for the state in this way. However, there are several unforeseen implications to using footage. According to Perkins (2015), it was discovered in Australia that a victim's attitude at the scene of an incident frequently diverged significantly from what was reported in court. A victim may inadvertently become re-victimized by seeing footage that contrasts their initial reactions with the post-traumatic consequences. The drawbacks of cameras also include concerns about public and police privacy.

## 2.4 RELEVANT LEGISLATIVE FRAMEWORKS

### 2.4.1 The Electronic Communications and Transactions Act (No. 25 of 2002)

The former President Thabo Mbeki signed the Electronic Communications and Transactions Act (ECTA) (no. 25 of 2002) into law on 02 August 2002 (Republic of South Africa (RSA), 2002). The aims of the ECTA are as follows:

- To provide for the facilitation and regulation of electronic communications and transactions.

- To provide for the development of a national e-strategy for the Republic.
- To promote universal access to electronic communications and transactions and the use of electronic transactions by Small, Micro and Medium Enterprises (SMMEs).
- To provide for human resource development in electronic transactions.
- To prevent abuse of information systems (IS).
- To encourage the use of e-government services.
- To provide for matters connected therewith.

The implications of the Electronic Communications and Transactions Act (ECTA) for BWCs' implementation in South Africa are significant. ECTA provides the legal foundation for regulating electronic communications and data transactions, which is directly relevant to how BWC footage is captured, stored, shared, and used as evidence. Compliance with ECTA ensures that police agencies manage digital evidence securely, respect citizens' privacy rights, and maintain the integrity of recorded data. Moreover, the Act's focus on preventing abuse of information systems highlights the need for clear policies and safeguards against the misuse of BWC footage. By promoting e-government services and encouraging the adoption of electronic tools by SMMEs, ECTA contributes to South Africa's broader digital transformation agenda. This transformation can extend to policing, supporting the adoption of advanced technologies such as BWCs, which in turn can improve transparency, accountability, and public trust.

### 2.4.2 Constitution of the Republic of South Africa (Act no. 108 of 1996)

Section 35(5) of the Constitution of the Republic of South Africa (1996:16) provides as follows:

Evidence obtained in a manner that violates any right in the Bill of Rights must be excluded if the admission of that evidence would render the trial unfair or otherwise detrimental to the administration of justice.

According to Perkins (2015), legislative changes are required. Perkins (2015) also points out that the requirement for enabling laws, especially to cover situations when privacy and evidential issues arise, is one of the barriers to the use of technology in policing.

Regrettably, the law will always lag far behind modern technology. The admission of electronic evidence in court and its weight as evidence are governed by the ECTA. However, the lack of protocols controlling the collecting, preservation, and presentation of electronic evidence for use in criminal proceedings hinders South African law's treatment of this type of evidence.

To solve the problem, the South African Law Reform Commission has suggested an amendment to the law to respond to this issue. In agreement with Perkins (2015), regarding the necessity for legislative change. As a guide for interpreting section 35(5), Dave (2009:484) cites section 24(2) of the Canadian jurisprudence.

### 2.4.3 Canadian jurisprudence

Can Section 35(5) of the Constitution of the Republic of South Africa, Act 108 of 1996 be interpreted according to Canadian section 24(2) jurisprudence (case law)? According to Dave (2009:484), there are significant parallels between Canada's and South Africa's historical legal history. For instance, pre-constitutional judgements concerning the admissibility of evidence in Canadian and South African cases were based on the English ruling in R v. Leatham. These similarities result from the fact that both nations were ruled by the British at one point in time, and their procedural and evidentiary laws were heavily influenced by English common law.

Both Canada and South Africa transitioned from parliamentary forms of government to constitutional democracies, where the fairness of a trial is determined by the substance of the proceedings. The Bill of Rights of both nations contains a number of essential rules that improve procedural fairness and come from the English law of evidence and criminal procedure. For instance, both nations' constitutions contain clauses including extensive procedural rights intended to safeguard an accused person throughout the pre-trial, trial, and post-trial stages.

In addition, both countries' constitutions have a general limitations clause and a section that lays the legal groundwork for the exclusion of evidence gathered in violation of the constitutions (Dave, 2009:485).

According to the Royal Canadian Mounted Police (2022), officers will activate their body-worn cameras during calls for service, including:

- Mental health calls

- Interactions with people in crisis
- Crimes in progress
- For investigations
- Public disorder and protests
- To record information to support the performance of their duties.

“When possible, officers will let you know when the camera is recording. The decision to turn on a body-worn camera will happen before the officer arrives at a call for service. Policy and training will provide the guidance required for officers using body-worn cameras” (Royal Canadian Mounted Police, 2022).

Body-worn cameras are not meant to be used for the following purposes, according to the Royal Canadian Mounted Police (2022):

- 24-hour recording
- Surveillance
- When personal (i.e. intimate) searches are undertaken
- Places with a high expectation of privacy

## 2.5 BENEFITS OF BWC’S

### 2.5.1 BWCs Reduce Police Use of Force

According to a RAND study, police officers' use of force decreased if they continued to record throughout their entire shift while donning body cameras. Researchers in Miami-Dade County, Florida, discovered a 19% decrease in police officers employing physical force against citizen resistance, and a 74% decrease in civil actions brought against the police department for use of force (ProCon, 2021). First, according to White and Malm (2020:32), the majority of studies were carried out in collaboration with American departments (fifteen of nineteen).

Second, 11 of the 19 research were controlled, randomized trials. There is perhaps no other area in policing research where a corpus of rigorous studies has accumulated so quickly as there is with Randomized Controlled Trials (RCTs), given their unusual ubiquity. This is a tribute to the researchers as well as the organizations who took part in the investigations. Third, seven out of the eleven studies that showed a decrease in the use of force were statistically

significant. Studies conducted by the Miami-Dade Police Department, the Orlando Police Department, the Rialto Police Department, the Spokane Police Department, the Tampa Police Department, and the Toronto Police Service all showed declines in crime. Analysis conducted between groups, within groups, or both has shown decreases in the use of force. Notably, only one study from a country other than the US found significant drops in force use. Last but not least, none of the studies offer explanations for why there were decreases in officer use of force (White and Malm, 2020:33).

### 2.5.2 BWCs Reduce Citizens' Complaints Against Police Officers

Findings from the Campbell systematic review (Lum et al., 2020), indicate that BWCs can reduce the number of citizen complaints against police officers, although it remains unclear whether this finding signals an improvement in the quality of police–citizen interactions or a change in reporting. The current evidence is insufficient to conclude that BWCs reduce officer use of force.

There is high variability in findings across studies, which suggests that BWCs can have positive, negative, or null impacts on police or citizen behaviours under different circumstances that are not well understood (Lum, Koper, Wilson, Stoltz, Goodier, Eggins, Higginson & Mazerolle, 2020; Ariel, Sutherland, Henstock, Young, Drover, Sykes, Megicks & Henderson, 2017 ). Braga, Coldren, Sousa, Rodriquez & Alper (2017) reported the findings of an RCT involving more than 400 police officers in the Las Vegas Metropolitan Police Department (LVMPD). The study found that BWC-wearing officers generated significantly fewer complaints and use of force reports relative to control officers without cameras. BWC-wearing officers also made more arrests and issued more citations than their non-BWC-wearing controls.

In addition, the study's cost-benefit analysis revealed that savings from reduced complaints against officers and the reduced time required to resolve such complaints resulted in substantial cost savings for the police department.

### 2.5.3 BWCs Assist in Collecting Quality Evidence

According to White and Malm (2020:42), another advantage of BWCs is their capacity to enhance the data gathered during police investigations. In fact, it's been said that this is one of

the key reasons departments choose to purchase cameras and that it can assist convince unions and hesitant officers to support a BWC program.

BWCs, which are only constrained by the video and audio range of the cameras, provide significantly more accurate accounts of accidents than do standard written reports. Officers, prosecutors, and judges have anecdotally attested to these benefits, but there is little solid evidence to back up these claims.

When an officer equipped with a camera arrives at a scene of domestic violence, the camera is able to capture the immediate aftermath of the assault, including any injuries the victim has sustained. It can also capture victim statements, which may be more truthful than later statements made after the victim remembers their emotional and financial ties to the abuser. With video proof to support their claims, victims might feel more confident in their testimony. The victim is overjoyed and pleased to see the police when they are summoned and enter through the door. They are secure. They explain what happened to the officer. When the consequences of what has happened start to sink in, a statement made at that precise moment is more likely to be accurate than one made even half an hour later (ProCon, 2021).

ProCon (2021) adds that camera footage may play a role in negotiating a settlement of the dispute. The defendant gets to see the act and is made aware of what will be on show for the jury. In these kinds of circumstances, it is crucial to record the initial events as well as any confessions that may take place as cops are entering. Because they were aware that video evidence was available against them, some abusers entered guilty pleas.

### 2.5.4 BWCs Strengthen Community-police Relations

Police body-worn cameras provide openness and accountability to the public, according to ProCon (2021), in an effort to "mend the frayed connection between the police and the community." Police body camera footage can be used to instruct both new and experienced officers on how to behave in challenging interactions with the public. Since 2012, the Miami Police Department has used body cams for training. "We can videotape a circumstance, a scenario in training, and then go back and look at it and show the student, the recruit, the cop what they did good, what they did bad, and [what] they can improve on," said former police major Ian Moffitt.

According to ProCon (2021), a June 2020 Reuters/Ipsos poll indicated that 92% of Americans wanted federal police officers to wear body cams during the Black Lives Matter rallies following the death of George Floyd. According to a survey conducted in July 2020 by the University of Maryland School of Public Policy, 90% of respondents supported mandating body cameras for all police officers, including 85% of Republicans, 86% of Independents, and 94% of Democrats.

### 2.5.5 BWCs Increase Transparency, Accountability and Legitimacy

Holding law enforcement organizations and specific officers accountable includes holding them accountable for meeting the fundamental policing objectives of "reducing crime and disturbance, improving the quality of neighbourhood life, and ensuring fair, respectful, and equal treatment for all people. By offering an internal management tool to monitor and enforce good behaviour and to hold officers accountable for their misbehaviour, BWCs can boost police accountability. Similarly to openness, accountability has been used as a yardstick for measuring BWC success. There haven't been many instances where BWCs have actually improved accountability in a measurable way (White & Malm, 2020:19).

Both visual and auditory data from police body cameras can be used to independently confirm events. After body-worn camera footage in Texas contradicted a police officer's first account of the shooting of an unarmed teenager in April 2017, the officer was dismissed, charged with murder, and given a $10,000 fine and 15 years in prison (Wiley, 2017; Karimi & Grinberg, 2018). An officer in Baltimore, Maryland, was found guilty of falsifying evidence and misconduct in office after body-worn cameras discovered him placing bogus drug evidence (ProCon, 2021).

### 2.5.6 Training value and sentinel events review

The most likely way for BWCs to improve police performance and behaviour is through training and sentinel event reviews. Information that is typically absent from police reports is captured in BWC footage. Reports detail outcomes, whereas videos show how things actually happened; in this way, typical police reporting places more emphasis on ends than on ways. Departments can spot tactical mistakes and excellent practice by watching footage. The footage can then be used to identify training deficiencies (White & Malm, 2020:19).

## 2.6 CHALLENGES AND LIMITATIONS OF BWC'S

### 2.6.1 Citizens and Officer Privacy Issues

#### 2.6.1.1 Citizen Privacy

The privacy of citizens is violated by BWCs in numerous ways. At a time when citizens—offenders, victims, or even bystanders—are frequently at their worst, they record critical information. For the persons who were filmed, the disclosure of this material to the public might be upsetting or even hazardous. People may be less willing to report crimes or provide witness testimonies if they are afraid that officers would record and release their actions and interactions. Due to all of these factors, departments must create regulations that uphold transparency while simultaneously preserving the private rights of residents (White and Malm, 2020:51).

#### 2.6.1.2 Officer Privacy

Officers are also concerned about privacy issues brought on by the proliferation of BWCs, in addition to citizens. Most officers now see the advantages of BWCs, but it is important to keep in mind that we are asking them to record their everyday work actions. Additionally, even if in-car video and speech recorders are not entirely novel to the police, it would be irrational to suppose that this breach of privacy would not be met with at least moderate anxiety. But right now, it seems like the neighbourhood isn't very concerned about this (White and Malm, 2020:53). The author also notes that according to a study by Crow and colleagues, less than 10% of the general public strongly agreed or agreed that the cameras violate officers' privacy. However, officers are concerned about supervisors going on "fishing expeditions" and watching films to find a cop breaking the rules. Furthermore, they worry that BWCs might record private interactions and activities. According to data from the Toronto Police Service, nearly half of its officers were unsure whether the department's BWC policy safeguarded their privacy (White and Malm, 2020:53).

### 2.6.2 Cost and Resources Requirement

The fact that BWCs are expensive is an inevitable fact, and the expenses extend far beyond the initial expenditure on cameras and related infrastructure. To process films, agencies need to staff up the technology and hire personnel. Early on in the development of BWC programs,

agencies frequently budgeted for cameras and servers while ignoring ongoing costs like video storage and program management employees. Police leadership has frequently complained about how difficult it is to foresee the precise number of new employees needed to implement a BWC program. This frequently occurs because the infrastructure of each department is unique. For instance, it is difficult to predict the precise amount of time needed to categorize movies in order to interface with current records management systems or the probable volume of open-records requests (White and Malm, 2020:56).

### 2.6.3 Internal Requirements: BWC Policy

It has been stated that organizations shape how technology is used, rather than technology reforming organizations. If so, they use policies and procedures to control how it is used. BWCs can be advantageous to a police department in many ways, but they will not work if the technology is not applied as intended. A well-thought-out, thoroughly researched policy can aid in shielding the officer and department from criticism and legal action (White and Malm, 2020:59).

### 2.6.4 Impact on Officer Activities

Regarding the potential effects of BWCs on the activities of police officers, two concerns have surfaced. The first issue is that the use of BWCs as a surveillance tool could result in decreased activity, or what is known as "de-policing," as it allows for both internal (by supervisors) and external (by the general public) examination of officer behaviour. The effect of BWCs on officers' discretion is a second issue; specifically, cops will increase their official activity (stops, tickets, arrests, etc.) rather than handle situations informally (e.g., warnings). This position is supported by the concept that cops may use less discretion in order to avoid superiors challenging their decision to resolve an interaction amicably (i.e., "why didn't you arrest?") after the incident (White & Malm, 2020:70).

#### 2.6.4.1 BWCs and the Potentials for De-policing

Whether increased public criticism of police since 2014 has resulted in "de-policing" or an intentional reduction in police officer engagement is a hotly contested topic. For instance, James Comey, the former director of the FBI, frequently suggested that the "viral video impact blunts police operations" by connecting the strong spotlight on police with less forceful police

techniques (White & Malm, 2020:70). More specifically, according to White and Malm (2020:70), the "Ferguson effect" was a result of increased public scrutiny of the police, which increased violent crime and attacks on police personnel.

The question, according to White and Malm (2020:71), is whether BWCs could aid in de-policing. BWCs as a form of surveillance, according to some detractors, are a component of the greater effort to hold the police force publicly accountable. This assertion has some validity, as advocacy groups favour BWCs primarily for their ability to track police officer behaviour. In response to this query, White and Malm (2020:71) hypothesize that a careful balancing act between officer discretion and deterrent determines the effects of BWCs on officer behaviour. BWCs have a dissuasive effect on police use of excessive force since the presence of cameras enhances the possibility that punishments will be applied. They go on to say that while strong discretionary controls can help achieve optimal deterrence, when a department takes a too aggressive approach, "over-deterrence" and even "inertia" or, in other words, de-policing may result.

#### 2.6.4.2 BWCs and Officer Discretion

The second worry concerning BWCs, according to White and Malm (2020:71), is that the technology might have a negative impact on officers' exercise of judgment. A crucial and acceptable component of police duty is discretion. Officers frequently have the legal right to take formal action, such as issuing a citation, making an arrest, etc., but they opt not to. Instead, they resolve the situation informally by issuing a warning, making a recommendation, or taking some other action that does not include a formal punishment. BWC critics contend that the cameras may help to limit officers' proper use of discretion, either due to worries that their choices will be overturned by supervisors in the future or because the agency has grown overly eager in its attempts to rein in officer discretion.

### 2.6.5 External stakeholder commitment and coordination

BWC initiatives are not executed in a vacuum: the internal success of the technology may be impacted by a number of different stakeholder agencies. For instance, a police union's reluctance to embrace BWCs could delay deployment or affect rank-and-file officers' morale, while ignoring city leaders' reservations about the technology could result in future budgetary challenges. The opposite is also true: BWC implementation can have an impact on

neighbourhood institutions other than the police force. For instance, the prosecutor's office might need more resources to study the BWC film, and other first responders like the local police and fire departments will need to get ready in case they end up being captured at an accident site. Implementing a BWC program requires early and ongoing communication with police unions, nearby police departments, prosecutors and public defenders, courts, city authorities, fire and rescue, and citizen and advocacy groups (White and Malm, 2020:75)

## 2.7 PERCEPTION OF COMMUNITY MEMBERS ON BWCS

The use of BWC by police forces in the United States has increased significantly (Culhane & Schweitzer, 2017). Since 2012, police in seventy-five major cities around the United States have been armed with BWC equipment (Moore, 2016). The majority of BWC research has focused on officer-level behavioural outcomes, such as the use of force, assaults on police officers, arrests, stops and frisks (Jennings et al., 2014:549; Ramirez, 2014; Ariel, 2016; Headley et al., 2017), and officer perceptions (Jennings et al., 2015:480; Tankebe & Ariel, 2016; Goetschel & Peha, 2017:698). A limited amount of research focuses on citizen-related outcomes like willingness to report criminal incidents, citizen behaviour toward police, citizen complaints, and public perceptions in general (Jennings et al., 2015:480; Ariel, 2016; Maskaly et al., 2017; Demir, 2019:130;).

A few trends in the small literature reflect community attitudes towards BWCs, according to research on citizen perceptions of BWCs. The usage of BWC by police personnel has received widespread acceptance from the public (Culhane et al., 2016; Crow et al., 2017:589; Sousa et al., 2018; White et al., 2018; Demir, 2019:130).

Support is typically derived from the community's belief that there are benefits associated with police officers using BWCs; however, there is less agreement when it comes to which benefits will be realized. For instance, Crow et al. (2017) found that community members' perceived benefits include improved police behaviour, increased legitimacy, and evidentiary value.

According to White et al., (2018), the public also considered that using BWCs will lead to more professional behaviour from the police). In addition to the above-mentioned positives, respondents in Demir's (2019) survey stated that citizen conduct, citizen complaints, police corruption, and citizen treatment quality will all increase. Despite the predicted benefits, some respondents were unconvinced that BWC use would result in community trust and improved

relations between the police and communities of colour, according to another study (Sousa et al., 2018).

Despite little extant research, efforts to extend the use of body-worn cameras (BWCs) in law enforcement are growing. Although recent research suggests that BWCs can help reduce police use of force and citizen complaints, little is known about community members' attitudes toward BWCs. Crow et al., (2017:589) study looked at residents' perceptions of BWCs in two Florida counties and found that a large majority of them supported their use. The elements that influence BWCs views were investigated using structural equation modelling. Positive perceptions of police performance and more police interaction were linked to greater perceived BWCs benefits, whereas privacy concerns were linked to lower perceived BWCs benefits. The perceptions of BWCs benefits were indirectly related to respondents' views on procedural fairness and crime concerns. Indirectly, non-white and younger respondents were less likely to see benefits.

Demir, Apel, Braga, Brunson & Ariel, (2018) examines citizens' opinions of police body-worn cameras (BWCs) and whether exposure to BWCs has an effect on people's perceptions of BWCs. The author undertook a quasi-randomized controlled study. Drivers in the experimental group encountered traffic cops wearing BWCs, while those in the control group encountered cops not wearing BWCs. Following the traffic stop, the drivers were given a survey that included an open-ended question. The open-ended question responses were first coded and then analysed.

Wright & Headley (2021:17) conducted 40 in-depth interviews in Washington, D.C., to investigate perceptions of the technological adoption of BWCs. Furthermore, this paper examined how the incorporation of technological breakthroughs affects interactions between communities and local governments, specifically police departments, using the setting of police BWCs. According to the research, citizens believe BWCs will enhance officer behaviour and promote police legitimacy, but cameras will not increase community trust.

## 2.8 PERCEPTION OF LAW ENFORCEMENT OFFICIALS ON BWC'S

As previously stated, a higher rate of officer adoption of body-worn cameras could have a positive influence on use-of-force rates and citizen complaints (Hedberg et al., 2017). Gaub et al., (2016) conducted pre- and post-deployment interviews with officers from the Phoenix,

Tempe, and Spokane police departments to gather officer perceptions of body-worn camera data. The study's first finding revealed widespread support for cameras in terms of their evidentiary usefulness. These findings were similar in each of the three departments. The cops in the survey were consistently concerned about the cameras' comfort and ease of use of the cameras. Officers in Phoenix expressed scepticism about the benefits of body cameras, although officers in Tempe, Arizona and Spokane, Washington expressed less scepticism.

In the Pittsburgh Police Department, Goetschel & Peha (2017) investigated officer perceptions of body-worn cameras. A survey was circulated to all officers in the department to measure their opinions on the use of cameras, and 179 officers participated. Officers' responses revealed a negative attitude toward body-worn cameras. According to the authors, 31% of officers agree that cameras should be installed throughout the department. Only 46% of officers surveyed thought the use of cameras would increase officer safety and only 33% thought it would build trust with superiors. Officers generally agreed that employing cameras would help to lessen public complaints. It was noticed that certain police in the survey had prior experience with body-worn cameras, and that these officers were more supportive of its use (Goetschel and Peha, 2017).

Sandhu (2019) undertook a qualitative study on police officers' views on being recorded while performing their duties. The presence of various types of cameras, according to the participants in the survey, would be advantageous in circumstances where false complaints are lodged against officers or where an interaction with the police has been misrepresented factually.

Participants described multiple instances in which their actions were captured on camera, allowing false claims against officers to be disproved. A modern anti-police culture, according to several cops, is responsible for these types of allegations. Some of the participants even commented about how they intentionally tried to transfer their interaction with a citizen to an area where they knew there would be a camera recording the encounter. While many participants agreed that cameras should be present, some expressed reservations. Some participants believed that a camera might not capture the entire context of an occurrence, while others believed that photographers documenting an incident might try to provoke officers into a negative reaction in front of the camera. While officer opinions of body-worn cameras are crucial to consider when implementing a camera policy, administrators' attitudes must also be considered (Sandhu, 2019).

Smykla et al. (2016:424) surveyed command staff from agencies in a large southern county with 27 different law enforcement groups. Only 24 of the surveys that were sent out were returned. Half of the respondents said they supported the use of body-worn cameras, but one-third said they disapproved or strongly disagreed with its use. When asked if body-worn cameras will improve police behaviour when dealing with the public, the majority of those surveyed expressed a neutral opinion. Furthermore, more than half of those surveyed believed that body-worn cameras would help in the collecting and quality of evidence. Officers have already stated their concern about privacy issues. According to Smykla et al. (2016:424), two-thirds of the respondents said they did not believe that the use of body-worn cameras intruded on officers' privacy, but there was no consensus on whether the cameras intruded on people's privacy. When asked about the public influence on the adoption of body-worn cameras, two-thirds of respondents said the public did not trust the police. Overall, the study indicated widespread support for the deployment of body-worn cameras among police administrators.

Wooditch et al., (2020:426) conducted a study across two divisions of the Los Angeles Police Department to assess police officer perceptions of body-worn cameras both before and after deployment. Officers from both divisions were more likely to respond that body-worn cameras are straightforward to use after the implementation of a body-worn camera program, according to the study findings. After the cameras were deployed, officers from the Newton division were more likely to say that body-worn cameras were not a violation of their privacy. Officers in the Mission division were less likely to say that cameras would assist in obtaining a conviction, and they were also less likely to believe that recordings should be made public.

Moreover, Wooditch et al., (2020:426) found that after deployment, officers were less anxious about being able to turn off cameras during specific contacts, while Newton cops were more concerned about being able to turn cameras off when dealing with sexual assault victims. Officers from both divisions were more concerned that body-worn cameras reduce police safety when the survey looked at their overall and individual perceptions. Furthermore, Mission division officers demonstrated lower levels of agreement that body-worn cameras boosted public trust in officers or that the benefits of body-worn camera programs exceed the negatives (Wooditch et al., 2020:427). Finally, officers in the Newton division were more likely to favour cameras for all patrol officers after the cameras were implemented, whereas officers in the Mission division were less likely to support cameras for all patrol officers (Wooditch et al., 2020).

Huff, Katz, Webb, and Hedberg (2020) did research to assess if police officer attitudes of body-worn cameras changed after a camera program was implemented. The study also looked at the differences between police who chose to wear body cameras and cops who were forced to do so. Officers who both volunteered and were ordered to wear cameras were less likely to agree that wearing a body-worn camera would improve police efficacy during the post-test than they were during the pre-test. In addition, when it came to expanding the use of body-worn cameras, police who had opposed them and those who had volunteered to wear them made more negative recommendations (Huff et al., 2020). Officers who were required to wear body-worn cameras had more negative attitudes toward the cameras in general. Officers who volunteered to wear body-worn cameras were less likely to believe that wearing one would improve cop behaviour or people's or residents' reactions (Huff et al., 2020).

While agencies may be able to adopt body-worn camera programs, there are other issues that must be considered in order for those programs to be successful. Following a high-profile event, Koen, Newell, and Roberts (2021) examined the case of a police department that had implemented a body-worn camera program. Administrators at the agency were found to perceive body-worn cameras as an accountability tool and a way to provide greater openness at the time of the program's implementation, but officers who would be wearing the cameras believed the cameras may be used to identify minor policy breaches (Koen et al., 2021).

During the early stages of the body-worn camera program, these attitudes switched to police perceiving the cameras as a way to be penalized for minor offences, but over time, they changed back to officers viewing the cameras as a way to be disciplined for small offences. Finally, after a series of technical failures with the body-worn cameras and the cost of sustaining the program, officials dropped the camera program and began looking at other options (Koen et al., 2021). Future research should be conducted to assess how officer perceptions of body-worn cameras evolve over time, according to the authors (Koen et al., 2021).

Demir, (2022) compared police perceptions of BWCs in terms of officers' perceptions of BWCs acceptance (police support for BWCs, citizen support for BWCs, and comfort with the use of BWCs), the effect of BWCs on police (transparency, accountability, respectful treatment, use of force, and officer safety), and the effect of BWCs on citizens (general perceptions of police, perceptions of police trustworthiness, respect toward police, and satisfaction with police). The data was gathered through a survey of 131 officers from the state police (SP), city police (CP),

and university police (UP). Bivariate and multivariate analysis revealed that CP officers have the highest favourable attitudes toward BWCs, followed by UP officers and SP officers. The multivariate analyses also revealed a significant difference between CP and SP officers for BWCs acceptance, the effect of BWCs on police and citizens, and complaints, as well as a significant difference between CP and UP officers for effect of BWCs on citizens, but no significant difference between SP and UP officers for effect of BWCs on citizens.

Officers' perceptions of BWCs acceptability (i.e. police and citizen support for BWCs, and comfort with the use of BWCs) were mixed in various studies. Before the deployment of BWCs, one study found that a minority of officers (31%) said they would support their use (Goetschel & Peha, 2017). Compared to the five studies found that the majority of surveyed officers (ranging between 50% and73%) said they would support their use (Fouche, 2014:21; Jennings et al., 2014; George & Meadows, 2016:300; Pelfrey & Keener, 2016:491; Morin, Parker, Stepler & Mercer, 2017).

Studies have also found that the usage of BWCs has increased police support for this technology, with high levels of support (ranging from 54.1% to 79%) after deployment (Ellis, Jenkins, & Smith, 2015; Jennings et al., 2015; Gaub et al., 2016; White et al., 2018; Saulnier, St Louis, & McCarty, 2019; Snyder, Crow, & Smykla, 2019), while low levels of support (ranging from 8.2% to 38.8%) were found in three studies (Katz et al., 2014, 2015; Gaub et al.,2016; Wooditch et al., 2020).

Finally, two quasi-experimental studies found that between 12.9% and 38.1% of officers who used BWCs were significantly more likely to report that they were very helpful (Ready & Young, 2015:445) and that they supported the use of BWCs (more than two times higher) than officers who did not use BWCs (Saulnier et al., 2019:671).

Only two studies looked at how officers viewed citizen support for BWCs. Smykla et al. (2016) conducted one study prior to the deployment of BWCs, while the other was a pre- and post-experimental investigation (Snyder et al., 2019). The majority of surveyed officers (varying from 66.7% to 75.2%) believed residents would favour the employment of BWCs in both studies.

With regard to comfortability with the use of BWCs, before the deployment of BWCs, two studies found that the majority of surveyed officers (77%) believed they would feel comfortable

wearing one (Jennings et al., 2014; George & Meadows, 2016), whereas one study found that only 8% of surveyed officers believed they would feel comfortable wearing one (Goetschel & Peha, 2017). In four pre-post experimental studies, except for the officers in Spokane, Washington (46.6%) (Gaub et al., 2016), most of the surveyed officers (ranging from 50% to 92.1%) reported that BWCs were comfortable to wear following their implementation (Katz et al., 2014; Katz et al., 2015; Gaub et al., 2016; White et al., 2018; Wooditch et al., 2020). Nonetheless, officers who participated in semi-structured interviews (Owens, Mann & Mckenna, 2014) and focus groups (Guerin, Cathey, Pacheco, Tonigan, Torres & Coleman, 2016; Gaub, Todak, & White, 2020) expressed concern about the comfort and simplicity of using BWCs.

## 2.9 THE RAPID DIFFUSION OF BWCs INTO POLICING AND SOCIETY

According to Bureau of Justice Assistance (BJA) (2015), there is currently no reliable estimate of how many police departments have implemented body-worn camera (BWC) programs. As early as 2005, some British law enforcement agencies were conducting BWC trials. The Police Executive Research Forum (PERF) surveyed 500 police departments on their BWC usage in August 2013. Only 25% (n=63) of the 254 responding agencies reported using BWCs.

The subsequent years have witnessed a meteoric rise in interest in technology. It is unknown if the claim that 4,000 law enforcement agencies throughout the world have purchased BWCs as one vendor's advertisement of the product in February 2015 is true. At least four thousand, and maybe as many as six thousand, police departments are mulling over or have already implemented BWCs, according to one expert's estimate. The purpose of the study being conducted by the Bureau of Justice Statistics (BJS) is to determine how many police departments have adopted a BWC program (BJA, 2015).

According to the National Institute of Justice (NIJ) (2022), in November of 2018, the BJS released a study on the usage of body-worn cameras by law enforcement agencies in the United States in 2016. According to the data compiled for this study, about half of all police departments and nearly all of the larger ones have adopted the use of body cameras:

- Among agencies that had obtained body-worn cameras, 60% of local police departments and 49% of sheriff's offices had completely deployed their body-worn cameras.

- Overall, in agencies that have acquired body-worn cameras, there were 29 body-worn cameras in service per 100 full-time officers (anticipated to climb to 50/100 by late 2017 based on the 2016 statistics).
- In the United States, around 86% of general-purpose law enforcement agencies with body-worn cameras have a written body-worn camera policy.
- The expense involved in implementing body-worn cameras (including purchasing the equipment, storing the footage, and maintaining the system) was cited as the top deterrent by organizations that do not use such technology.

## 2.10 CHALLENGES FACED BY COMMUNITY AND POLICE OFFICIALS IN IMPLEMENTING BWCs

As police agencies across the United States have come to understand, the introduction of BWCs to their organisations presents a number of technological, political, and administrative challenges that go far beyond the acquisition of BWCs and the equipping of officers (Sousa et al., 2016:366). According to Day-Wireless-Blog (2018), law enforcement is difficult by definition. The work requires constant physical and mental acuity and is frequently dangerous and unpredictable. The ideal operational environment should theoretically balance out the inherent occupational risks. However, that is not always the situation.

From a technological standpoint, the actual BWC devices (camera and battery pack) account for a very minor fraction of the total price. Infrastructure expenditures (such as docking stations that enable video data transfer) and video storage costs, which may be quite high in large businesses where video recordings can amount to petabytes of data, are significantly more expensive. The Day Wireless (2018) notes that budgetary restrictions have been a persistent problem for law enforcement organisations across the nation.

According to Sousa et al. (2016:366), agencies also deal with a number of data management issues, such as making videos accessible to authorised system users both inside and outside the organization, handling requests for video records from the public and the media and redacting appropriate portions of recordings before distribution.

VIDIZMO, (2022) provides an example of redacting sensitive data from essential video footage, such as that from body cameras and CCTVs (Closed-Circuit Television), is necessary to comply with regulations. These details, which are frequently referred to as PII (personally

identifiable information), include pictures of people's faces and license plates. A PII redaction video software solution is required, given that body camera video data contains all of this information. It is customary to store videos on a certain platform, which serves as a storage medium. After processing, the video is stored back to storage after being exported to a platform with a redaction tool. This approach, as the author notes, is drawn out and time-consuming, which reduces law enforcement officials' effectiveness.

Agencies, according to Sousa et al. (2016:366), encounter political difficulties from both inside and outside the organization. Internally, for instance, police unions have resisted BWCs due to a variety of concerns, such as the belief that the technology can endanger officer safety (if it makes police hesitate in their actions) or the hypothesis that it might be used by managers to snoop on their staff. VIDIZMO, (2022) emphasises that managing access securely and upholding a chain of custody may be a difficult undertaking when video evidence is spread across various systems. Video from body cameras may include important information, so it must always be protected from illegal access. It could serve as digital evidence in a variety of criminal instances.

A powerful union that opposes BWCs can pose a significant barrier to launching a BWC program for many agencies, according to Sousa et al. (2016: 366), who point out that union concerns may be more of a perception than a reality. On the other hand, external forces may compel organizations to launch a BWC program before they are prepared. In the current environment, there is a lot of pressure on police departments from community and interest groups to outfit officers with BWCs on the grounds that the technology will increase transparency and build trust between the public and the police.

As a result, many organisations find themselves in a challenging situation as they try to balance the needs of the community with the rights of its officers. When putting BWCs into practice, police agencies also deal with a wide range of other administrative issues. For example, appropriate training methods must be established for both the maintenance of video records and the use of BWCs. VIDIZMO, (2022) lists several additional administration-related concerns, including "expenses when working with body camera video storage, the deployment for body cam video storage, compliance regarding body camera video storage, codec issues surrounding body camera video storage, search within body cam video library, transcription using audio in body cam footage, and playback issues with body cam footage.

According to Sousa et al. (2016:366), Departments must also create a BWCs policy that satisfies community needs, safeguards the rights of residents (and officers), and complies with relevant state legislation (such as public disclosure of video data). For instance, there are questions about how to balance the need for information relevant to public safety goals with privacy concerns regarding community members (e.g., should officers turn off their BWCs when requested to do so or when they are in circumstances where there is a reasonable expectation of privacy?). Likewise, should BWC-wearing cops turn them off when they come into contact with young people, confidential informants, victims in dangerous situations, or anyone going through emotional or mental health crises?

Furthermore, Sousa et al. (2016: 366) state that agencies must decide how and where a BWCs program will be implemented within the company. The fact that BWCs touch on numerous departments and divisions within the bureaucracy and the bureaucratic character of large police organizations can often make this decision more difficult. One could argue that BWC implementation should be managed by at least a few different internal units, such as the IT department since it is typically in charge of maintaining technologies, the training bureau since it oversees officers' use of BWCs, the patrol division since its members use the technology, the data analysis unit since it is in charge of safeguarding and managing video recordings, or internal affairs or other departments.

## 2.11 THEORETICAL PERSPECTIVE OF BWC'S

To create a foundation for understanding how law enforcement officers and the community view and embrace body-worn cameras, the researcher looked into a number of theories. The theories the researcher looked at and presented in this work are the Technology Acceptance Model (TAM) developed by Davis (1985:24), and it is based on the theory of reasoned action (TRA) by Fishbein and Ajzen (1975). The researcher chose TAM as the theoretical framework since it provided the most support for the study. In addition, the researcher referred to TRA hence, it underlines the importance of TAM in understanding and predicting people's adoption and use of IT.

### 2.11.1 Technological Acceptance Model

One of the most popular models to explain user acceptance behaviour is the Technology Acceptance Model (TAM), which was first presented by Davis (1985:24). The Theory of Reasoned Action (TRA), in particular and social psychology theory in general, serve as the foundation for this model (Fishbein, & Azjen, 1975). According to TRA, attitudes are influenced by beliefs, which then cause intentions, which cause behaviour. Perceived Usefulness (PU), Perceived Ease of Use (PEOU), attitude, and behavioural intention to use were the components that Davis (1985:24) presented in the original TAM. One end-ideas users about technology are formed by the constructs PU and PEOU, which predict the end-attitude user toward the technology and, in turn, its acceptance.

A diagram depicting the technological acceptance model proposed by Davis (1985:24) is presented in Figure 1.1 below:

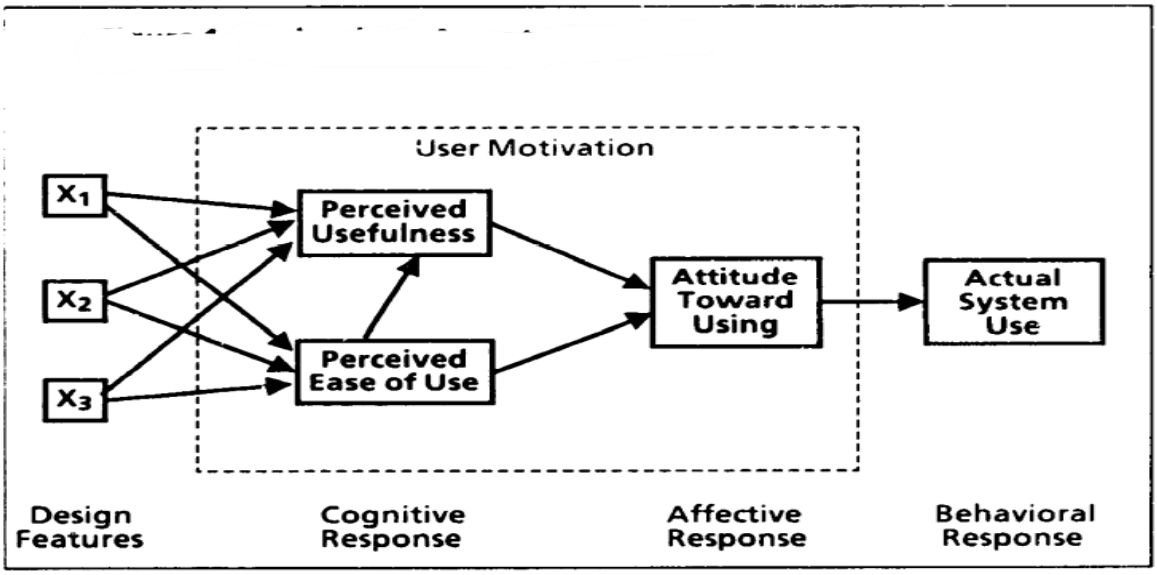


***Figure 1.1**: Technology Acceptance Model (Davis, 1985:24)*

Systems alternatives are represented by a collection of binaries "design feature" variables. The model postulates that a person's attitude toward a system is a crucial factor in whether or not he ends up adopting it. In turn, one's attitude toward use is determined by their estimations of the use and ease of use of the tool in question. Those who find it easy to use are more likely to find its benefits compelling. Features of the design have a direct impact on how helpful people

find it and how simple it is to use. Since design characteristics are considered external factors in the Fishbein paradigm (as previously described), they are only thought to have an indirect influence on attitude and behaviour by means of perceived usefulness and ease of use. Linearity in the model's relationships is assumed, as in the Fishbein hypothesis.

The term "use" refers to an employee's direct application of a system in the course of their duties. Thus, use is a criterion for recurrent, multi-act behaviour (e.g., Fishbein & Ajzen, 1975:353) that is narrowly focused on the goal (the target system), narrowly focused on the action (real direct usage), and narrowly focused on the context (the person's employment), but is not time-bound. One's attitude about using the target system in the workplace indicates the amount of evaluative effect (e.g., Fishbein & Ajzen, 1975: 216) one has toward that.

The theory was applicable to this study because it supports the study. With reference to TAM, the researcher believes that the effectiveness of BWCs in law enforcement will be influenced by the belief of how the community and policing perceive the BWCs usefulness and ease of use. With reference to the literature, this belief has been supported positively. Hence, the literature concluded that most police agencies, police officials, and community believe in BWC. This support from the literature on perceived usefulness and perceived ease of use, it will lead to a positive attitude toward using BWCs.

According to Ajzen and Fishbein's (1971:888) recommendations, it is essential that the definition and assessment of attitude be as precise as possible in order to effectively assess the corresponding behavioural criteria. How much a person thinks that implementing a certain system would improve his or her effectiveness on the job is what is meant by "perceived usefulness." Definition of perceived ease of use refer to "the extent to which an individual feels that utilizing a certain system will be devoid of physical and mental effort."

Since a system that is easier to use would lead to improved work performance (and hence greater usefulness), it is predicted that this factor has a substantial direct influence on how users rate the system's overall usefulness. Given that a non-trivial portion of a user's total job content is spent on using the system, increasing the user's productivity in that portion of the job through improved ease of use increases the user's productivity in the job as a whole. Thereby, the system's qualities may indirectly affect its usefulness through their effects on ease to use usability (Davis, 1985:25).

### 2.11.2 Theory of Reasoned Action

Fishbein and Ajzan (1975:356) posited TRA to be the best model for predicting behavioural intentions. Researchers use the theory to explain the correlation between an individual's intention and actual behaviour (Legris et al., 2001; Park & del Pobil, 2013). Fishbein and Ajzan (1975) provided three conditions, which substantially alter the quality of the relationship between intention and behaviour:

- The degree to which the measure of intention and the behavioural criterion correspond to their levels of specificity.
- The stability of intentions between the time of measurement and the performance of the behaviour.
- The degree to which carrying out the intention is under the volitional control of the individual.

Madden, Pam & Icek, (1992) research provided support that TRA is a model widely used to predict behavioural intentions and has proven useful in targeting and identifying areas indicating behavioural changes. Davis (1985) chose TRA, a well-established theoretical model of human behaviour from a psychological perspective, as a foundation upon which to build a new model, the TAM.

For this study, the researcher believes that each police officer and community member's behavioural intention to use a body-worn camera will correlate with the three conditions cited above and determined by the two beliefs, that body-worn camera is useful and easy to use (Gardner & Amoroso, 2004; Madden et al., 1992; Vankatesh & Davis, 2000).

In the context of this study, the TAM is used to explore how the community and law enforcement perceive the usefulness and ease of use of Body-Worn Cameras (BWCs). Positive perceptions in these areas are expected to lead to higher levels of acceptance of BWCs. Similarly, the TRA explains how the intention to adopt BWCs is shaped by these perceptions and subjective norms, ultimately influencing whether the community and officers support or resist their use. This theoretical framework helps us understand the role of attitudes and beliefs in the successful implementation and perceived effectiveness of BWCs in the Soshanguve policing area.

## 2.12 CONCLUSION

The majority of the research on citizen, community and police perceptions has been quantitative, examining perceptions through citizen surveys. To understand stakeholder views, just one study used mixed techniques (see White et al., 2018). While citizen surveys are a useful tool for measuring public opinion, Bromberg et al., (2018) discovered that social desirability biases might appear in such surveys. As a result, qualitative research methods that may gain insight into citizen's and police perspectives are a promising area of study. Qualitative research can go deeper into how citizens and police perceive the use and implementation of BWC in order to fully comprehend its impact on a variety of policy outcomes**.**

In this chapter, a historical background of body-worn cameras, an overview of Body Worn Cameras and relevant legislative framework were provided. The chapter also looked at the benefits of BWCs and the challenges and limitations of BWCs. Additionally, this is followed by the perception of community members on BWCs and the perception of law enforcement officials on BWCs. Furthermore, the chapter looked at the rapid diffusion of BWCs into policing and society. And lastly, it reviewed the theoretical perspective of BWCs. The next chapter focuses on the research methodology of the study.

# CHAPTER THREE

# RESEARCH DESIGN AND METHODOLOGY

## 3.1 INTRODUCTION

This chapter presents the research design and methodology employed in the study. It outlines the overall research approach, including the study area, population, sampling strategy, data collection methods, pilot testing, data analysis techniques, and ethical considerations. The purpose of this chapter is to explain how the research was systematically conducted to address the research objectives and questions regarding the perceptions of policing and community members on the effectiveness of body-worn cameras (BWCs) within law enforcement.

The study examined policing and community perceptions on the effectiveness of BWCs within law enforcement in South Africa with specific reference to the Soshanguve policing area. Previous studies have demonstrated the usefulness of the BWCs. The main objective of this study was to investigate the perception of policing and the community on the effectiveness of BWCs within law enforcement. SAnews, (2021) claims that while police administrations adopt and try to implement body-worn camera technology, there is a concern that police officers will not use the cameras. Specifically, the study sought to find out the perception of policing and community on the effectiveness of BWCs within law enforcement in the Soshanguve policing area.

## 3.2 RESEARCH DESIGN

Kothari (2004:31) states that a research design is "the arrangement of conditions for collections and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure". A study design is a procedural plan established by the researcher to answer questions properly, objectively, accurately, and inexpensively, according to Kumar (2011:117), who supports Kothari (2004:31). According to Creswell (2014:12), research design is a sort of inquiry that may be used in qualitative, quantitative, and mixed methodology approaches that provides clear guidelines on how to conduct a research design. The researcher used a qualitative design for this investigation. The decision to use the methodology arose from

the need for direct interaction with participants in their everyday environment. The researcher chose the qualitative approach in order to understand how the participants perceive the effectiveness of body-worn cameras in law enforcement.

## 3.3 STUDY AREA

The research was conducted at the Soshanguve policing area in Gauteng, Pretoria. Gauteng is the smallest province in South Africa, which consists of Ten municipalities, namely, the City of Ekurhuleni, the City of Johannesburg Metropolitan Municipality, the City of Tshwane Metropolitan Municipality, Emfuleni Local Municipality, Lesedi Local Municipality, Merafong Local Municipality, Midvaal Local Municipality, Rand West City Local Municipality, Sedibeng District Municipality and West Rand District Municipality (South African Government, 2023). The Soshanguve policing area falls under the City of Tshwane Metropolitan Municipality. The population of Soshanguve was estimated 892 000 in 2023, which is an increase of 1.48% compared to 2022 (Macrotrends, 2023).

Soshanguve Policing area is constituted of five SAPS Police Stations (i.e. Soshanguve Police Station, Rietgat Police Station, Loate SAPS, Mabopane SAPS and Dube SAPS) and one Tshwane Metropolitan Police Station in Mabopane (Department of Justice and Correctional Services, 2020).

Figure 1.2 below depicts a map of the Soshanguve Sheriff Service Area:

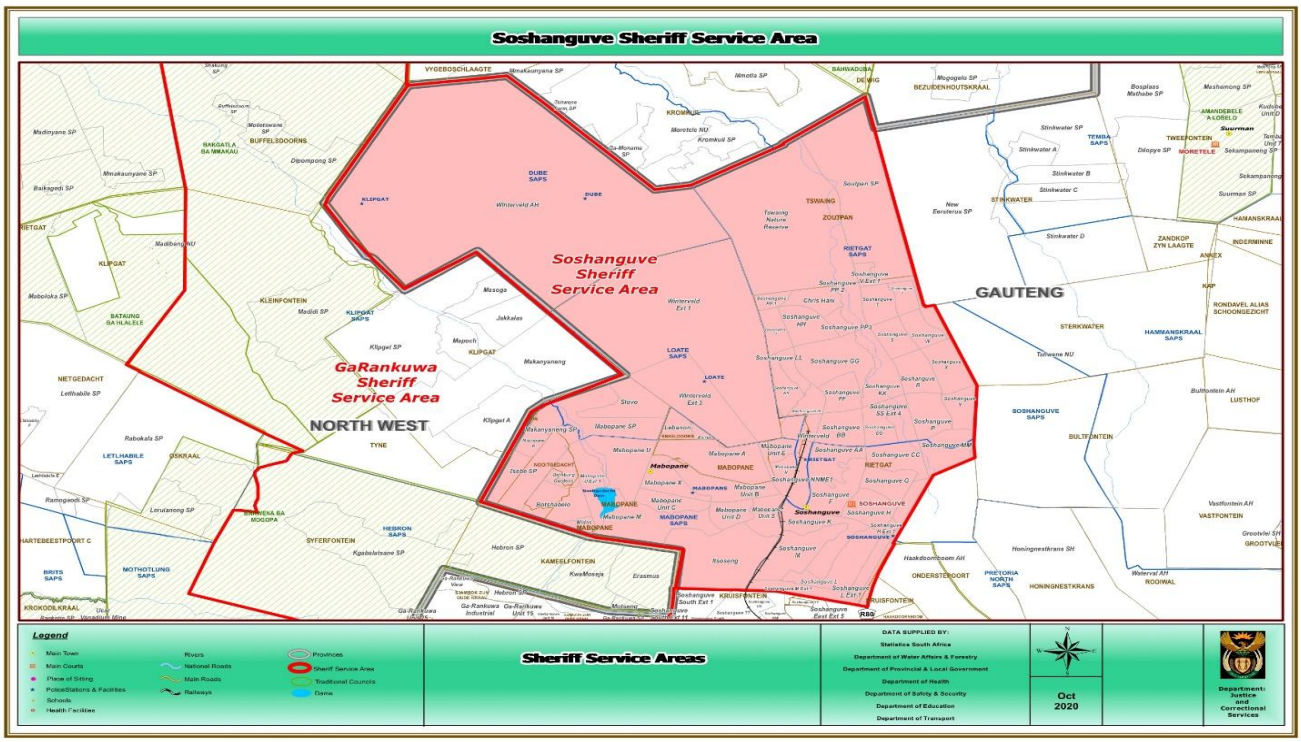


***Figure 1.2**: Map of Soshanguve Sheriff Service Area*

*Source* : https://www.justice.gov.za/maps/sheriffs-20201101/20201101-gp-Advert_Soshanguve%20Sheriff%20Service%20Area.pdf

### 3.4. POPULATION OF THE STUDY

Employees of the South African Police Service (SAPS), Tshwane Metropolitan Police Department (TMPD) officials, and Soshanguve community members represented the target population. The researcher purposefully selected the sample based on knowledge of the study population, the nature of the study objectives, and the research questions. The ten SAPS officials were all selected from SAPS Soshanguve Police Station. Although the initial plan was to sample five SAPS officials from Soshanguve Police Station and five from Rietgat Police Station, the researcher did not receive approval from Rietgat Police Station due to non-response from its management, despite submitting the approval letters from SAPS Head Office. As a result, all ten SAPS participants were drawn from SAPS Soshanguve Police Station. The ten TMPD officials were from the Tshwane Metro Police Department station in Mabopane, which

also serves the entire Soshanguve policing area. The ten community members were residents within the Soshanguve policing area.

This number was chosen based on the statement by Mocanașu (2020:182) stating that qualitative research sample size should reasonably cover the studied occurrences, depending on the purpose of the study and points of interest for stakeholders. In other words, the sample should be proper. According to Vasileiou et al., (2018:02) sampling in qualitative research tends to be small in order to support the depth of case-oriented analysis that is fundamental to this mode of inquiry. Furthermore, qualitative samples are purposive and are selected by virtue of their capacity to provide richly textured information relevant to the phenomenon under investigation.

## 3.5 SAMPLING

Sampling is defined as a procedure to select a sample from an individual or from a large group of the population for a certain kind of research purpose (Bhardwaj, 2019:158). In many research studies, it is often not feasible to include the entire population due to limitations such as time, cost, and accessibility (Dawson, 2009:48). Researchers therefore overcome these challenges by selecting a smaller, more manageable number of participants who represent the broader population. As mentioned above, the sampling group of this study consisted of SAPS police officials, Tshwane Metropolitan Police officials, and Soshanguve community members in the Soshanguve policing area.

### 3.5.1 Sampling methods

The researcher used a non-probability sampling method and its subtype, purposive sampling. According to Bhardwaj (2019:161), non-probability sampling is a type of sampling where each member of the population does not have a known probability of being selected in the sample. The researcher applied a non-probability sampling method by choosing the population of the study to be SAPS police officials, Tshwane Metro police officials and community members in the Soshanguve policing area. This choice was based on the researcher's belief that SAPS police officials, Tshwane Metro police officials and community members are deemed to have perspectives on the effectiveness of body-worn cameras within law enforcement in South Africa before it is implemented.

Therefore, a purposive sampling method was used because the respondents were judged to have the information that the researcher required. Bhardwaj, (2019:161) states that purposive sampling is a type of sampling in which the member of the sample is selected. The people selected are considered to have an opinion in law enforcement.

Regarding the community members, participants were purposefully selected based on their awareness of local policing issues, experience engaging with law enforcement, and/or participation in community patrol and community policing forums. This criterion was intended to ensure that participants could provide informed perspectives on policing practices, including the potential use of body-worn cameras. Nonetheless, it is acknowledged that levels of familiarity with BWCs may have varied among participants, which may be considered a limitation of the study.

### 3.5.2 Sampling size

The researcher chose a sample size of 30 participants. The 30 participants consisted of SAPS police officials, Tshwane Metro officials and community members within the Soshanguve policing area. The participants were categorised as ten SAPS police officials, ten Tshwane Metropolitan police officials and ten community members within the Soshanguve policing area. The researcher conducted a face-to-face, in-depth interview per participant, which resulted in 30 interviews conducted.

## 3.6 DATA COLLECTION TECHNIQUE

Data collection is the process of gathering the desirable information carefully, with the least possible distortions, so that the analysis may provide answers that are credible and stand to logic (Huma & Nayeem, 2017). Data collection steps include setting the boundaries for the study. Collecting information through unstructured or semi-structured observation and interviews, documents, and visual materials, as well as establishing the protocol for recording information (Creswell, 2014:189). For this study, the data collection technique used was face-to-face, in-depth interviews.

According to Kumar, (2011:144), an interview is a verbal interchange, often face to face, through the telephone may be used, in which an interviewer tries to elicit information, beliefs or opinions from another person. Bairagi and Munot, (2019:36) state that a research interview

explores the outlook, understanding, and perspective of individuals on a problem under research. The researcher used in-depth interviews, and these interviews were carried out face-to-face with the participants. The researcher made an appointment before the actual day of the interview. Interviews were conducted based on the questions listed in the interview guide (see Annexure A & B). However, participants were allowed the freedom to talk about their perspective in a way in which they were comfortable.

## 3.7 PILOT STUDY

A pilot study is regarded as a small-scale trial run of all the aspects planned for use in the main inquiry (De Vos, Strydom, Fouche & Delport, 2005:206). A pilot study is, in fact, the replica and rehearsal of the main interview. Such interviews bring to light the weaknesses (If any) of the interview questions and of the interview techniques (Kothari, 2004:118). During the pilot study of this research, the researcher interviewed five respondents who possessed the same characteristics as the final 30 respondents that participated in the study. The five participants chosen for the pilot study were not part of the final study of this research. The pilot study was done to check whether the technique and methods chosen would be effective.

## 3.8 DATA ANALYSIS

Data analysis is the process of bringing order, structure and meaning to the data collected (Fouche`, Strydom, & Roestenburg, 2021:836). For this study, the researcher used thematic methods to analyse data. Dawson (2009:119) states that this type of analysis (thematic analysis) is highly inductive, i.e., the themes emerge from the data and are not imposed upon it by the researcher. Zhang and Wildermuth (2009:03) affirm that there are various steps to be followed for data analysis. The researcher used the following steps:

### 3.8.1 Preparing the data

As the data was being gathered, notes and audio recordings were made, and before the data could be analysed, it was converted into written text. The process of preparing data entails verifying the data, verifying its accuracy, entering it into a computer, converting it to written text, and analysing it. Tablets, notebooks, and other data storage devices like laptops are all capable of storing data used. It also includes equipment for recording.

### 3.8.2 Defining the unit of analysis

The main work being examined in a study is the unit of analysis. What and who is being studied is the subject. Individuals, groups, social organizations, and social artefacts are the most prevalent units of analysis in social science research. The fundamental text unit to be categorized during context analysis is referred to in this context as the unit of analysis. Themes were used as an analytical unit for the purposes of this study. A theme, for instance, could be communicated by a single word, a phrase, a sentence, a paragraph, or even an entire document.

### 3.8.3 Developing categories and coding scheme

From the raw data, categories were created inductively using the constant comparative approach. From the interviews with the respondents, raw data was produced. Raw data was also produced from previous researchers' studies. The coding manual was developed throughout the data analysis process, and the interpretation of memoranda was done. Interpretive memos provide a summary of the information and give the researcher the chance to comment on it.

### 3.8.4 Testing coding scheme on a sample text

The interactive coding of sample text, coding consistency checks, and coding rule revisions continued until a suitable level of coding was obtained. One of these methods for checking understanding is text coding. The researcher maintains his attention to detail on content by responding to and annotating a text. For instance, the researcher marked essential information or unfamiliar terminology in his notes using symbols. When something in the text is ambiguous or unclear, the reader may also annotate it with a question mark.

### 3.8.5 Coding all the text

The full collection of text was coded after a sufficient level of consistency had been reached. The coding was repeatedly examined during the coding process. Coding was constantly reviewed to ensure that there were no errors and to avoid the researcher from omitting any important text. Coding rules guaranteed consistency, eliminated unpredictability, and prevented inconsistency. Thus, by coding the entire text, mistakes and the omission of crucial text were prevented.

### 3.8.6 Assessing coding consistency

The correctness of the coding was tested again when the complete data set had been coded. By asking if emergent themes are important to the research question, coding consistency was examined.

### 3.8.7 Drawing of conclusions from the coded data

In order to draw conclusions from the coded data, it may be necessary to investigate the characteristics and dimensions of the various data categories. Additionally, the researcher found trends, established linkages between categories, and evaluated categories using the entire set of data. As a result, conclusions were drawn from the coded data in accordance with these well recognized best practices.

### 3.8.8 Reporting methods and findings.

As accurately as possible, the analytical methods and processes were reported. Typical quotations were used to present research findings and to support conclusions. There have been discussions on how the results were obtained and explanations of the data generation and analysis processes have been given.

## 3.9 ETHICAL CONSIDERATION

The term ethics implies preferences that influence behaviour in human relations, moral duty, conforming to a code of principles, the rules of conduct, the responsibility of the researcher and the standards of conduct of a given profession (Fouche, Strydom & Roestenburg, 2021:279). The researchers further define *ethics* as a set of moral principles that is suggested by an individual or group, is subsequently widely accepted, and offer rules and behavioural expectations about the most correct conduct towards experiment subjects and respondents, employees, sponsors, other researchers, assistants and students (Fouche, Strydom, & Roestenburg, 2021:279). The following are the ethical considerations the researcher followed:

### 3.9.1 Permission to conduct a study

The researcher obtained an ethical clearance letter from Tshwane University of Technology (See Annexure C), and permission was also obtained from the organizations where the research was conducted (See Annexure D & E). Since the research was conducted at the Soshanguve

policing area, specifically with the SAPS members, Tshwane Metropolitan Police Department and Soshanguve community, permission to conduct the research was obtained from those entity. The ethical clearance letter ensured that the researcher has been made aware of and will follow proper guidelines in conducting the research.

### 3.9.2 Informed consent

Information such as the goal of the investigations, expected behaviours, durations of involvement, the procedures to be followed, possible advantages and disadvantages, possible dangers to which respondents may be exposed, as well as the credibility of the researcher, should be supplied to potential subjects or their legal representative (Fouche, Strydom, & Roestenburg, 2021:287). Explanations were given to the respondents detailing the purpose of the study and what it entails. Participants were only interviewed after they had given their consent. Important information that the respondents needed to know was provided to them. Thus, informed consent was sought from the respondents in conducting the study.

### 3.9.3 Privacy, Anonymity, and confidentiality

Privacy refers to the physical setting in which data is collected (Fouche, Strydom, & Roestenburg, 2021:290). Confidentiality can be viewed as a continuation of privacy-agreement between person that limit others access to private information. Anonymity and confidentiality differ from each other in that anonymity refers to not being asked to give personal information that will enable others to recognize you, whereas confidentiality refers to how others manage your confidential information (Fouche, Strydom, & Roestenburg, 2021:291). In this study, personal details of participants which may reveal the participants' identities were not captured on the interview questions during interviews. Participants privacy, anonymity and confidentiality were safeguarded by the researcher.

### 3.9.4 Voluntary participations

Fouche, Strydom, and Roestenburg (2021:285) claim that good ethical research practice requires voluntary, unforced decision-making about participation and its consequences. In this regard, participants were given the right to choose whether to participate in the study or not. Participants ware notified about this right before they undertook an agreement to participate in

this study. The researcher did not force any participants to participate in this study. With reference to the above discussions, the respondent's voluntary to participate was safeguarded.

## 3.10 CONCLUSION

This chapter dealt with the research methodology of the study. The researcher received ethical clearance from the Tshwane University of Technology to conduct the study and then obtained permission from the SAPS, the Tshwane Metropolitan Police Department and the community centre to conduct the study with the police officials, Metro police officials and community members. During the entire process of data collection, all participants were treated with respect and were told that all information given by them is confidential. This chapter also described the instrument used to collect data and to analyse data. Furthermore, the chapter highlighted the efforts made to ensure data validity and reliability. Data will be presented, interpreted, and analysed in the next chapter.

# CHAPTER FOUR

# DATA ANALYSIS AND INTERPRETATION OF FINDINGS

## 4.1. INTRODUCTION

This chapter (chapter 4) aims to analyse and interpret the data collected through in-depth face-to-face interviews with various stakeholders such as community members, Tshwane Metro Police members, and South African Police Service (SAPS) members. The goal is to provide a comprehensive understanding of the perceptions regarding the effectiveness of body-worn cameras (BWCs) and explore strategies for their successful implementation in law enforcement.

The primary aim of this study was to investigate the perceptions of both policing and community members on the effectiveness of BWCs in the Soshanguve policing area and to explore possible suggestions for their implementation across South Africa.

The specific objectives of the study are to:

- Describe the police and community perceptions on the effectiveness of body-worn cameras.
- Investigate the readiness of the government on the implementation of body-worn cameras within law enforcement.
- Explore how police officers and the community accept the use of body-worn cameras within law enforcement.
- Identify strategies in dealing with the challenges in the implementation of body-worn cameras.

The research questions guiding this study are:

- What are the perceptions of policing on the effectiveness of body-worn cameras in the Soshanguve policing area?

- What are the perceptions of community members on the effectiveness of body-worn cameras in the Soshanguve policing area?
- What are the measures that the government has implemented for body-worn cameras within law enforcement?
- To what extent will police officers and the community accept the use of body-worn cameras within the Soshanguve policing area?
- What strategies can be used to address challenges and support the effective implementation of body-worn cameras?

This study employed a qualitative research design to understand the individual and collective meanings participants ascribe to the effectiveness of BWCs (Creswell, 2009). This approach facilitated direct interaction with participants in their natural environments, enabling the researcher to capture authentic opinions and perceptions through in-depth face-to-face interviews. The study involved 30 participants, consisting of 10 community members, 10 Tshwane Metro Police members, and 10 SAPS members in the Soshanguve Policing Area.

The qualitative approach was chosen to facilitate direct comparisons of opinions and perceptions among the study participants. By conducting in-depth interviews, the researcher aimed to gain a deep understanding of how participants perceive the effectiveness of BWCs in enhancing law enforcement. This chapter discusses the key findings, provides an analysis and explanation of the data collected, and draws comparisons with existing literature and policies to contextualise the results.

## 4.2. PARTICIPANTS BIOGRAPHICAL INFORMATION

### 4.2.1 Community Members Biographical Information

The biographical information of the 10 community members who participated in this study reveals a diverse demographic profile. The gender distribution among the respondents indicates that there were more females (6) than males (4). Regarding marital status, the majority of the participants were single (9), with only one participant being married.

The age distribution of the respondents varied, with 2 participants aged 25 or less, 5 participants within the age range of 26-35, and 3 participants aged between 36-45. Notably, there were no

respondents aged 46-55 or 56 and above. In terms of educational qualifications, the participants were relatively well-educated, with 2 holding a matric qualification, 3 having an undergraduate degree, and 5 possessing postgraduate degrees.

All participants were members of the Soshanguve community, demonstrating a strong local representation in the study. The duration of their residence in Soshanguve varied, with one participant having lived there for 1-5 years, 5 participants for 5-10 years, and 4 participants for more than 10 years.

Employment status among the respondents was evenly split, with 5 employed and 5 unemployed. The positions held by the employed participants were diverse, including a patrol attendant, a software developer, a college dean, an intern admin, and a part-time lecturer. All employed participants had between 1-5 years of employment experience.

Regarding their knowledge of Body-Worn Cameras (BWCs) in policing, the community members were also divided. Six participants reported having general knowledge about BWCs, while four indicated they have such knowledge based on Movies. This distribution highlights varying levels of awareness and understanding of BWCs within the community.

### 4.2.2 Tshwane Metropolitan Police Member

The biographical information of the Tshwane Metro Police officials who participated in this study is summarized as follows:

Out of the 10 respondents, 6 were male, and 4 were female. In terms of marital status, 5 were single, 3 were married, 1 was divorced, and 1 fell into the 'other' category. The age distribution of the respondents varied, with 1 individual in the 26-35 age range, 5 in the 36-45 range, and 4 in the 46-55 range.

Regarding educational qualifications, the respondents displayed a range of academic achievements. The group included 2 officials with a BTech in Road Traffic Management, 1 with a National Diploma, 1 with a BTech in Language Practice, 1 with a Diploma in Community Policing, 1 with a Certificate in Criminology, 1 with a Diploma in Policing, 1 with a general diploma, 1 with a degree in Law, and 1 with a Diploma in Criminology.

Eight of the respondents were residents of the Soshanguve community, with all 8 having lived there for over 10 years. All 10 respondents were employed, with their employment histories reflecting various roles within the City of Tshwane's Metro Police. Positions held included a commander, inspectors, sergeants, and constables, with the majority (8 out of 10) having over 10 years of employment experience in their respective roles. Only 2 respondents had between 5 and 10 years of employment history.

In terms of knowledge about body-worn cameras (BWCs) in policing, 9 out of the 10 respondents indicated that they were familiar with the technology.

### 4.2.3 South African Police Service Officials

The biographical information of the South African Police Service officials who participated in this study reveals a diverse group in terms of gender, marital status, age, educational background, and professional experience. Out of the 10 respondents, 7 were male, and 3 were female. In terms of marital status, the majority were single, with 6 identifying as single, while 2 were married, and 2 were divorced. The age distribution of the participants varied, with 3 individuals falling within the 26-35 age range, 5 within the 36-45 range, and 2 in the 46-55 age range.

Regarding educational qualifications, the respondents displayed a range of academic achievements. Five of the officials held BTech degrees, 2 had obtained National Diplomas, and 3 had completed Grade 12. Additionally, 7 of the respondents were residents of the Soshanguve community, with all 7 having lived there for over 10 years, reflecting a long-term connection to the area.

In terms of employment, all 10 respondents were currently employed in various roles within the South African Police Service. These positions included detectives, sergeants, and constables. Notably, 7 out of the 10 respondents had over 10 years of employment experience in their respective roles, while the remaining 3 had between 5 and 10 years of service. When it came to knowledge about body-worn cameras (BWCs) in policing, all 10 respondents confirmed that they were familiar with the technology. This diverse biographical profile provides valuable context for understanding the perspectives and insights shared by the officials in relation to body-worn cameras in the Soshanguve policing area. Table 4.1 illustrates the main themes and sub-themes from community members.

## 4.3 MAIN THEMES AND SUB-THEMES GENERATED FROM THE FINDINGS

### 4.3.1 Community member

Table 4.1 below depicts the main themes and sub-themes from Soshanguve community members:

**Table 4.1** *Main themes and sub-themes from community members*

| Main themes | Sub-themes |
|---|---|
| **Theme 1: The perceptions of community members on the effectiveness of BWCs in the Soshanguve policing area** | **1.1. General Understanding and Awareness of BWCs**<br>• Basic understanding of BWCs as recording devices worn by police officers.<br>• Awareness of BWCs' potential to provide transparency in police-community interactions.<br><br>**1.2. Perceived Benefits of BWCs**<br>• Increased trust in police through transparent and accountable interactions.<br>• Enhanced safety and reduction in crime rates.<br>• Provision of solid evidence aiding in justice delivery.<br><br>**1.3. Concerns and Challenges**<br>• Concerns over privacy infringement.<br>• Fear of misuse of recorded data, especially in sensitive cases.<br>• Mixed feelings about constant surveillance.<br><br>**1.4. Acceptance and Recommendations**<br>• Overall positive reception with suggestions for proper education and awareness programs.<br>• Calls for clear guidelines on usage, especially in sensitive situations. |

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| | • Advocacy for community involvement in the implementation process. |
| **Theme 2: Police officers and community members' acceptance of the use of BWCs within policing** | **2.1. Community perception on acceptance levels among Police Officers:**<br>• Mixed acceptance with support if privacy concerns are addressed.<br>• Resistance due to fears of exposing internal corruption.<br><br>**2.2. Community Acceptance:**<br>• General support from the community, viewing BWCs as tools for justice and safety.<br>• Suggestions for ongoing community education and involvement in the implementation process. |
| **Theme 3: Measures the government implemented regarding BWCs within law enforcement?** | **3.1. Current Status and Readiness**<br>• Perception of the government's lack of preparedness and strategy for BWC implementation.<br><br>**3.2. Recommended Actions for Implementation**<br>• Need for proper funding and resource allocation for effective deployment.<br>• Engagement with academic institutions for research and development.<br>• Development of clear policies and guidelines for BWC usage.<br>• Comprehensive training programs for law enforcement officers. |
| **Theme 4: Strategies to overcome negative perceptions** | **4.1. Educational and Awareness Programs** |

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| **and support the positive implementation of BWCs?** | • Conducting educational campaigns to inform both police officers and community members about the benefits and functionalities of BWCs.<br>• Addressing myths and misconceptions about BWC usage.<br><br>**4.2. Policy and Regulatory Framework:**<br>• Developing comprehensive policies that balance transparency, accountability, and privacy.<br>• Establishing clear protocols for BWC activation, data storage, and access.<br><br>**4.3. Engagement and Collaboration:**<br>• Encouraging community involvement in the decision-making process.<br>• Collaboration between law enforcement agencies, government bodies, and civil society organizations.<br><br>**4.4. Addressing Specific Concerns**<br>• Implementing measures to protect sensitive information during recordings.<br>• Providing support for officers and community members to adapt to new technology and practices. |

*Source: Own data*

### 4.3.2 Tshwane Metropolitan Police Department Officials

Table 4.2 below depicts the main themes and sub-themes from officials of the Tshwane Metropolitan Police Department (TMPD):

**Table 4.2:** *Main themes and sub-themes from TMPD officials*

| Main themes | Sub-themes |
|---|---|
| **Theme 1: The perceptions of Tshwane Metro Police Officials on the effectiveness of BWCs** | **1.1 Understanding and Awareness of BWCs**<br>• General understanding of what BWCs is and their functions (e.g., devices that record interactions, evidential tools, similar to vehicle-mounted cameras).<br><br>**1.2. Perceived Benefits of BWCs**<br>• Crime Reduction<br>• Evidence Collection.<br>• Transparency and Accountability<br>• Trust Building<br>• Officer Safety<br><br>**1.3. Implementation Challenges and Concerns**<br>• Operational Challenges<br>• Privacy Concerns<br>• Resource Constraints<br><br>**1.4. Effectiveness of BWCs**<br>• Mixed Perceptions on Effectiveness<br>• Improving Law Enforcement Practices<br><br>**1.5. Recommendations for Implementation**<br>• Training and Proper Usage<br>• Balancing Privacy and Transparency.<br>• Community and Officer Support. |

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| **Theme 2: Police officers and community acceptance of the use of body worn cameras within the Soshanguve policing area.** | **2.1. Tshwane Metro Police Perception on Acceptance Levels Among Community Members**<br>• Community Support<br>• Concerns About Community Reaction<br>• Need for Community Engagement and Education<br><br>**2.2. Tshwane Metro Police Acceptance**<br>• General Support for Implementation<br>• Conditional Acceptance<br>• Concerns and Reservations<br>• Operational and Practical Challenges<br>• Recommendations for Effective Implementation |
| **Theme 3: Measures the government implemented regarding BWCs within law enforcement?** | **3.1. Readiness of the Government**<br>• Perceived Readiness<br><br>**3.2. Recommendations for Successful Implementation**<br>• Workshops and Community Education:<br>• Training and Guidelines:<br>• Consultation and Collaboration:<br><br>**3.3. Barriers to Implementation**<br>• Resource Limitations<br>• Political and Financial Constraints<br>• Priority of Basic Needs |
| **Theme 4: Strategies to overcome negative perceptions and support the positive implementation of BWCs?** | 4.1. Addressing Corruption and Misuse<br><br>4.2. Education and Awareness Programs |

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| | 4.3. Training and Workshops<br>4.4. Community Involvement and Consultation<br>4.5. Legislative and Policy Support<br>4.6. Technological and Resource Support |

*Source: Own data*

### 4.3.3 South African Police Service Officials

Table 4.3 below depicts the main themes and sub-themes from officials of the South African Police Service (SAPS):

**Table 4.3:** *Main themes and sub-themes from SAPS officials*

| **Main themes** | **Sub-themes** |
|---|---|
| **Theme 1: The perceptions of South African Police Service officers on the effectiveness of BWCs** | 1.1. Awareness and understanding of BWCs<br>1.2. Perceived Benefits of Implementing BWCs<br>1.3. Concerns and Challenges Regarding BWCs<br>1.4. Recommendations for the Implementation of BWCs |
| **Theme 2: Police officers and community members acceptance on the use of BWCs within policing** | **2.1. Conditional Acceptance of BWCs by Police Officers**<br>2.1.1 Implementation of National Instructions or law<br>2.1.2 Proper Training and Guidelines<br>2.1.3 Ability to control recording for privacy<br>2.1.4 Assurance of Crime prevention and officer protection |

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| | **2.2. Concerns About Privacy and Monitoring**<br>2.2.1 Concerns About Continuous Monitoring<br>2.2.2 Resistance Due to Administrative Burden<br>2.2.3 Apprehension About Privacy Violations<br>2.2.4 Fear of Unintended Consequences<br>2.2.5 Divided Opinions on Acceptance<br>2.2.6 Community Acceptance Linked to Understanding<br><br>**2.3. Perceived Benefits of BWCs for Crime Prevention and Evidence Collection**<br>2.3.1 Enhanced Evidence Collection and Court Proceedings<br>2.3.2 Curbing Corruption and Misconduct<br>2.3.3 Crime Prevention and Officer Protection:<br>2.3.4 Support for Police and Community Relations<br>2.3.5 Requirements for Effective Implementation |
| **Theme 3: Measures the government implemented regarding BWCs within law enforcement** | 3.1. Resource Constraints and Funding<br><br>3.2. Infrastructure and Logistical Challenges<br><br>3.3. Corruption and Governance Issues<br><br>3.4. Training and Discipline<br><br>3.5. Political Will and Policy Development<br><br>3.6. Stakeholder Engagement and Collaboration<br><br>3.7. Prioritization of Government Resources |
| **Theme 4: Strategies to overcome negative perceptions and support the positive implementation of BWCs** | 4.1. Education and Awareness<br><br>4.2. Pilot Programs and Testing |

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| | 4.3. Addressing Privacy and Ethical Concerns<br><br>4.4. Resource Allocation and Training<br><br>4.5. The Role of Technology and Integration |

*Source: Own data*

## 4.4. COMPARATIVE THEMATIC TABLE

Table 4.4 below presents comparative themes and sub-themes among Community Members, TMPD & SAPS officials:

**Table 4.4:** *Comparative themes and sub-themes of Community Members, TMPD & SAPS Officials*

| **Main themes** | **Subthemes** | **Community Members** | **Tshwane Metro Police** | **South African Police Service** |
|---|---|---|---|---|
| **Perceptions of BWCs** | Understanding and Awareness | Basic understanding of BWCs as recording devices worn by police officers. | General understanding of BWCs as recording and evidential tools. | Basic awareness, understanding of BWC functions, perceived as tools for evidence and transparency. |
| | Perceived Benefits | Increased trust, transparency, enhanced safety, crime reduction, and solid evidence for justice. | Crime reduction, evidence collection, transparency, trust-building, and officer safety. | Enhanced evidence collection, crime prevention, curbing corruption, and support for police-community relations. |
| | Privacy Concerns | Concerns over privacy infringement and misuse of data, mixed feelings on surveillance. | Operational challenges, privacy concerns, resource constraints. | Concerns about continuous monitoring, privacy violations, and potential misuse. |

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| | Implementation Challenges | Fear of misuse in sensitive cases, concerns over government readiness. | Operational and practical challenges, resource constraints, balancing privacy with transparency. | Resource constraints, logistical challenges, governance issues, and policy development hurdles. |
| **Acceptance and Recommendations** | Community and Police Acceptance | General support with the need for education, mixed acceptance among police, resistance due to fear of exposing corruption. | Conditional acceptance, concerns about community reaction, need for community engagement. | Conditional acceptance based on privacy, crime prevention assurances, and effective implementation strategies. |
| | Recommendations for Implementation | Suggestions for proper education and clear guidelines, community involvement in the process. | Training, balancing privacy and transparency, community and officer support. | Need for training, proper resource allocation, stakeholder collaboration, pilot programs, and addressing privacy concerns. |
| **Government Measures and Readiness** | Government Readiness | Perception of lack of preparedness and strategy. | Perceived readiness, need for workshops, community education, and consultation. | Identified resource constraints, corruption issues, and need for political will and policy development. |

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| | Strategies for Overcoming Challenges | Advocacy for education programs, clear protocols, and community involvement. | Addressing corruption, education and awareness programs, training, and workshops. | Emphasis on education, pilot programs, addressing privacy concerns, and resource allocation. |
| **Strategies to Overcome Negative Perceptions and** Support Positive Implementation of BWCs | Education and Awareness Programs | Advocacy for educational campaigns to inform both police officers and community members about BWC benefits and functions. | Emphasis on education and awareness programs to dispel myths and provide clarity. | Strong focus on education and awareness, addressing misconceptions, and informing the public about privacy safeguards. |
| | Policy and Regulatory Framework | Calls for clear protocols and guidelines that balance transparency, accountability, and privacy. | Development of comprehensive policies to manage the balance between transparency and privacy. | Establishment of policies that protect privacy while ensuring accountability and effective use of BWCs. |
| | Engagement and Collaboration | Advocacy for community involvement in the decision-making process | Need for community involvement, collaboration with civil society | Strong emphasis on stakeholder engagement, community consultation, and collaboration with |

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| | | and implementation strategy. | organizations, and engagement with law enforcement. | various entities for successful implementation. |
| | Addressing Specific Concerns | Suggestion for implementing measures to protect sensitive information during recordings and support for adapting to new technologies. | Strategies to address corruption, misuse, and specific privacy concerns through training and workshops. | Focus on addressing privacy and ethical concerns, resource allocation, and integrating new technologies effectively. |

Source: *Own data*

## 4.5 PARTICIPANTS RESPOND ACCORDING TO THE THEME AND SUBTHEME

### 4.5.1 Theme 1: The perceptions of community members, Tshwane Metro and South African police service on the effectiveness of BWCs in the Soshanguve policing area

#### 4.5.1.1 Community members

**Subtheme 1.1: General Understanding and Awareness of BWCs**

Community members generally understand BWCs as devices worn by police officers to record their activities and interactions. These devices are seen as tools to document events, gather evidence, and ensure accountability. Participants demonstrated a basic understanding of body-worn cameras (BWCs), recognising their potential to enhance transparency in police-community interactions.

One participant explained, *"My understanding of BWCs is that police officers when they are on duty, they will be recording their every step while on duty"* (Community Participant 2). Another noted, *"BWC is the camera that police officials wear on their chest to capture whatever they encounter"* (Community Participant 6). The sentiment of BWCs promoting accountability was echoed by Community Participant 5: *"My understanding of BWCs is the device that records visuals and audios which enables accountability enhancement for law enforcement. Using it, for example, in the United States context, we can see the police brutality, like the George Floyd story. It also provides an objective sense in instances where it turns to be an abuse of power or people dying."*

Further emphasizing the practical use of BWCs, another participant stated, *"Body-Worn Camera is a device used by police officials to gather information and for them to be able to be seen while working"* (Community Participant 7). Additionally, a community member elaborated, *"BWCs in my own understanding is a camera that police officers wear; it records live recording of any particular law enforcement personnel on how they go about their day, doing their duties. The main purpose is to check if whether the law enforcement officers are really doing their duties and not doing what is unlawful to citizens"* (Community Participant 9). Finally, one participant summarized, *"BWC is a small device that records a video and audio of police officers when they are interacting with the public"* (Community Participant 10). This

awareness of BWCs' functions suggests that the community acknowledges the role of these devices in documenting police activities and ensuring accountability.

**Sub-theme 1.2: Perceived Benefits of BWCs**

The implementation of BWCs is widely perceived as a means to enhance trust and accountability between the community and the police by providing transparent and accountable interactions. One participant noted, *"It will be a great implementation because most of the time we don't know if our police officers are working or not since even crime rate is high, so the implementation of BWCs will make it easy to identify the hard work of police officers as they state that they are working"* (Community Participant 2).

In addition to fostering trust, BWCs are expected to improve safety for both police officers and the community. They are anticipated to aid in reducing crime rates by providing solid evidence. This sentiment is reflected in the statement, *"It will help in reducing crime and collecting evidence during patrol"* (Community Participant 3). Another participant emphasized, *"It will also help with the safety of police officers"* (Community Participant 5).

BWCs are also seen as invaluable tools for providing indisputable evidence to support justice delivery, thus helping in legal proceedings. A community member explained, *"BWC is a small device that records a video and audio of police officer[s] when they are interacting with the public"* (Community Participant 10). Another participant shared a broader perspective, saying, *"BWCs help in preventing crimes, I haven't heard about it in South Africa, but I heard about it in America (USA) that there are police officers who wear BWCs to detect some things that they couldn't see with their eyes, but with BWCs, they can detect some crime in the surrounding area"* (Community Participant 8).

**Sub-theme 1.3: Concerns and Challenges**

Despite the recognised benefits of BWCs, participants expressed significant concerns about privacy infringement and the potential misuse of recorded data. Many community members worry about how the recorded data will be used and who will have access to it. One participant highlighted, *"There are concerns over privacy, especially in sensitive cases"* (Community Participant 7). Another pointed out, *"If a police[official] is searching a private property and*

*capture[s] sensitive footage and it leaks to the public, it might be a security concern to the people involved"* (Community Participant 5).

Fear of misuse of BWCs' recorded data is prevalent among community members. Community Participant 7 mentioned, *"Fear of misuse of recorded data, especially in sensitive cases,"* and Community Participant 5 added, *"There are some issues with corruption claims that members of the public are complaining about corruption by metro police. If there's a camera footage that shows what took place with a police X and a member of the public, it will prove what happened."*

There are mixed feelings about constant surveillance. While some see the value in it, others express discomfort and unease about being continuously recorded. One participant remarked, *"It should be implemented because police officials won't use force, but it will compromise privacy"* (Community Participant 7). Another participant emphasized, *"I won't accept it if, for example, someone stole, and they say the system is not working, they can't have access to footage"* (Community Participant 1).

Community Participant 5 expressed concern about the uncertainty of where the information and evidence end up without proper notification: *"Where it is unclear where the information and the evidence end up if I'm not given a heads-up, I think that might be a problem for me."* Additionally, Community Participant 6 mentioned, *"It will be a disadvantage when it comes to GBV because you find there's a rape case, and it exposes those or sexual harassment. I won't accept it. So, for certain cases or scenes, they need to switch it off."* Lastly, Community Participant 9 added, *"I wouldn't accept the use of BWCs if you're dealing with sensitive information, for example, a fresh case of rape that took place a few minutes or a few days ago. It's very fresh, I cannot be sitting there watching the officer record while questioning the victim. So, for sensitive issues, it won't be very easy to accept its use."* These concerns highlight the need for clear guidelines and assurances regarding the privacy and security of BWC data.

**Subtheme 1.4: Acceptance and Recommendations**

This Subtheme highlights the community's positive reception towards body-worn cameras (BWCs), with an emphasis on the importance of proper education and awareness programs. The community suggested that clear guidelines on the usage of BWCs, particularly in sensitive

situations, are essential. Additionally, they advocated for active community involvement in the implementation process to ensure the effective use of BWCs.

One participant recommended, *"There must be support between policing and community to work together, having a positive belief that BWCs will work and will reduce crime and improve community safety"* (Participant 9). Another participant expressed their willingness to accept BWCs within law enforcement in Soshanguve, stating, *"I will accept the use of body-worn cameras within law enforcement in Soshanguve, especially if I can get advice or explanation on how it works from the police or police boss, people who know about policing. For example, if they say when some crime happened, it will call them immediately"* (Participant 1).

Further, one participant suggested that education on BWCs is crucial, as they believe BWCs will be effective in providing evidence in situations where it may be difficult to do so otherwise. They explained, *"The officer assaulted you, but because the officer has worn the BWC and it records everything and saves automatically in the cloud, the officer won't be able to delete the footage. So, it will be you finding the evidence easier than it being your words against his words"* (Participant 2). Another participant noted that "*community members are unlikely to oppose BWCs. I recommend educational programs regarding their use* (Participant 4). Similarly, a participant suggested, *"I would suggest educational awareness where the public and police are taught the positivity of BWCs rather than focusing on the negative aspect of it"* (Participant 8). Those responses indicate a strong desire for collaborative efforts between the police and the community to ensure the successful adoption of BWCs.

#### 4.5.1.2 Tshwane Metropolitan Police Officials

**Sub-themes: 1.1 Understanding and Awareness of BWCs**

Participants from the Tshwane Metro Police exhibit a varied understanding of body-worn cameras (BWCs) and their functions. Participant 1 defines them as "*devices that record the interaction between the driver of the vehicle, the person during the law enforcement operation like patrol or searching of the vehicle."* Participant 3 describes BWCs simply as *"devices that are worn by police officials when reporting for duty."* This understanding extends to the notion that BWCs function similarly to vehicle-mounted cameras, as indicated by Participant 10, who compares them directly to *"cameras that are mounted in the vehicles."*

**Sub-theme: 1.2 Perceived Benefits of BWCs**

The perceived benefits of BWCs among participants are multilayered. Many highlight the potential for crime reduction. Participant 1 notes that BWCs *"might reduce the number of criminal activities drastically."* Evidence collection is another significant benefit, with Participant 4 emphasised that BWCs would *"help with evidence in terms of our job as law enforcement."* Transparency and accountability are seen as critical advantages, with Participant 5 stating that BWCs will "*reduce corruption"* and ensure officers are *"doing the job and in line with his duties."* Trust building between the police and the community is also a recurring subtheme, with Participant 3 asserting that BWCs will *"make our job easy in terms of evidence gathering"* and Participant 5 mentioning they will help *"the community to have trust on[in] us."* Lastly, officer safety is acknowledged by Participant 10, who believes BWCs will *"eliminate police officers getting shot."*

**Sub-theme: 1.3 Implementation Challenges and Concerns**

Several participants expressed concerns and challenges regarding the implementation of BWCs. Operational challenges are highlighted by Participant 2, who explains the difficulties of using BWCs during complex crime prevention activities, particularly in informal settlements: *"Imagine doing crime prevention wearing that BWC, it's going to be difficult."* Privacy concerns are also noted. Participant 8 mentions that while BWCs are beneficial, there are worries about *"talking about things that are personal and not work-related"* being recorded. Resource constraints are another significant issue, with Participant 10 pointing out that *"cameras without infrastructure and resources are useless."*

**Sub-theme 1.4 Effectiveness of BWCs**

Perceptions on [of] the effectiveness of BWCs in the Soshanguve area are mixed. Participant 7 is confident, stating that BWCs *"will help, especially outside crime will be reduced and even transparency will be much effective between police and the community."* However, others like Participant 2 remain sceptical, recalling past failures with similar technologies: *"I don't think BWCs will work, remembering NAMOLA was introduced, and it didn't work."* Despite these mixed views, the potential for BWCs to modernize law enforcement practices and improve current methods is acknowledged by several participants, including Participant 9, who believes they *"will be useful on what transpired during the interaction."*

**Sub-theme 1.5 Recommendations for Implementation**

Participants provided several recommendations for the successful implementation of BWCs. The need for proper training was emphasized by Participant 8, who stated, *"ensure officials are trained on proper usage on them."* Balancing privacy and transparency is crucial, with the same participant urging to *"balance the issue of privacy invasion."* Support from both community members and officers is also vital, as highlighted by Participant 6, who recognizes the need for acceptance among law enforcement officers: *"some law enforcement officers are not comfortable enforcing the law while wearing BWCs."*

The Tshwane Metropolitan Police officials have a comprehensive understanding of BWCs, recognising their potential benefits in crime reduction, evidence collection, transparency, trust building, and officer safety. However, they also express concerns regarding operational challenges, privacy issues, and resource constraints. The effectiveness of BWCs is seen with mixed perceptions, with strong recommendations for proper training, privacy considerations, and community and officer support for successful implementation.

**4.5.1.3 South African Police Service**

**Sub-theme 1.1: Awareness and Understanding of BWCs**

The awareness and understanding of body-worn cameras (BWCs) among the police officers in the Soshanguve policing area vary significantly. Participant 1 admitted, "*I never heard of them until you explained what the BWC is and how it works."* This lack of prior knowledge is shared by Participant 4, who stated, *"I don't know much about it, but the first time I heard about the BWCs…"* This suggests that BWCs are relatively new to many officers, indicating a need for more education and training on the technology.

However, other participants demonstrated a clearer understanding of BWCs. For instance, Participant 5 defined BWCs as *"a tool that assists law enforcement to be effective; it also protects the police officer and protects the rights of the driver."* Similarly, Participant 9 described BWCs as *"devices worn by police officers to record interactions with the public… providing an accurate record of events, which can be used for evidence, training, and improving police accountability."* These responses highlight that while some officers have a

thorough understanding of the purpose and function of BWCs, there is still a significant gap in awareness among others.

**Sub-theme 1.2: Perceived Benefits of Implementing BWCs**

The perceived benefits of implementing BWCs within the Soshanguve policing area are widely recognized by the participants. Participant 1 emphasized that BWCs *"will make a huge impact, and even the danger to police officers will be minimized as it will record everything in the scene."* This perspective aligns with Participant 8's view that BWCs are *"a great initiative… most cases could be solved accurately unlike relying on written statements."*

Furthermore, several participants underscored the role of BWCs in enhancing transparency and accountability. Participant 10 noted, *"The implementation of body-worn cameras in Soshanguve could be highly beneficial… it would likely enhance accountability, improve evidence collection, and foster trust between the police and the community."* Participant 5 also echoed this sentiment, stating that BWCs *"protect the drivers and the officers themselves; it captures the activity of the driver and the activity of the police."* These comments reflect a strong belief among officers that BWCs can improve the quality of policing by providing clear and unbiased evidence of police activities.

**Sub-theme 1.3: Concerns and Challenges Regarding BWCs**

Despite the recognised benefits, some officers expressed concerns and challenges regarding the implementation of BWCs. Participant 4 expressed apprehension, stating, *"I don't think they will be good… as police officers, we work with different communities sometimes they react somehow and as a police officer, you have to use your mind sometimes we have to use force when doing our job."* This concern is related to the fear that BWCs might restrict officers' ability to perform their duties effectively, particularly in situations requiring discretion or force.

Participant 7 also highlighted potential legal challenges, stating, *"It can be very good, but in the longer term… it could lead to a situation where police without BWCs would be questioned."* The concern here is that BWCs might create unrealistic expectations for constant surveillance, which could complicate legal proceedings. Moreover, Participant 3 expressed worry that BWCs might feel like *"they're putting a track on us,"* potentially leading to a lack of trust in the system among officers. These concerns suggest that while BWCs have many advantages,

their implementation needs to be carefully managed to address the fears and challenges raised by officers.

**Sub-theme 1.4: Recommendations for the Implementation of BWCs**

When asked whether they would recommend the implementation of BWCs, the majority of participants were in favour, although with some reservations. Participant 6 stated, *"Yes, because we are dealing with many issues of police brutality, corruption, bribes along the road, so the implementation of BWCs will try to assist in stopping such incidences."* This view is supported by Participant 2, who mentioned, *"Yes, I would recommend it because on [in] my personal view, I want to help people in a fair way… I want everything that I do to be on record."*

However, some participants recommended BWCs with caution. Participant 7, while acknowledging the potential benefits, was concerned about the resources required for effective implementation, noting, *"Overall in South Africa, I will not, because I don't think we have the funding to implement it effectively… it will require a lot of training."* This cautionary stance reflects a broader concern about the practical challenges of rolling out BWCs across the Soshanguve policing area.

While there is significant support for the implementation of BWCs among police officers in Soshanguve, the data reveals varying levels of understanding, perceived benefits, concerns, and recommendations. These insights suggest that successful implementation will require addressing knowledge gaps, managing concerns, and ensuring adequate resources and training are provided.

### 4.5.2 Theme 2: Police officers and community members acceptance on the use of BWCs within policing

#### 4.5.2.1 Community members

**Sub-theme 2.1 Community perception on acceptance levels among Police Officers**

Community members in Soshanguve exhibit mixed perceptions regarding police officers' acceptance of body-worn cameras (BWCs). A prevailing sentiment is that officers might support BWCs if privacy concerns are addressed. Community Participant 1 expresses this duality by stating, *"Sometimes I think they will accept the use of BWCs and some they won't because they don't know anything about it, but if they show them where it starts and how*

*beneficial it is in crime prevention, they will accept it."* Similarly, Community Participant 5 suggests, *"If they have nothing to hide, sure why not, I think it will enhance their work greatly."* This indicates a belief that transparency and education could mitigate some resistance. However, there are notable concerns about internal corruption being exposed. As Community Participant 3 mentions, *"I don't think they will accept it because it will expose their corruption."*

**Sub-theme 2.2 Community Acceptance**

The community members generally support the implementation of BWCs, viewing them as tools for justice and safety. Community Participant 2 emphasises the potential reduction in bribery and intimidation by police officers, saying, *"It will make it easier for crime to become less, hence when a person knows a police officer is recording, it will reduce bribery and intimidation."* This sentiment is echoed by Participant 6, who states, *"Yes, because it will be effective in solving crime."* The community's support is also tied to the perceived benefits in [of] accountability and transparency. Community Participant 8 asserts, *"Yes, because it will help in police officials working effectively."*

To ensure effective implementation and community support, participants suggest ongoing community education and involvement. Community Participant 4 advocates for educational programs, stating, *"Community members won't be against it, but I'd suggest educational programs regarding the BWCs."* This idea is supported by Community Participant 10, who recommends, *"The community member need[s] to be informed about it."* By engaging the community through education and involvement, the implementation of BWCs could gain broader acceptance and effectiveness in enhancing safety and justice within the community.

**4.5.2.2 Tshwane Metro police officials**

**Sub-theme 2.1: Tshwane Metro Police Perception on Acceptance Levels Among Community Members**

The majority of Tshwane Metro police officials believe that the community will support the implementation of body-worn cameras (BWCs). This belief is rooted in the perception that BWCs will enhance transparency and accountability in law enforcement. For example, Participant 1 articulated this view, stating, *"they will accept it because there are so many things*

*that they report to us as those in charge of the subordinate."* Similarly, Participant 7 expressed strong confidence, saying, *"100% if it's applying to police, it's something that must be transparent."* Many officers share the sentiment that community members will support the use of BWCs as it aligns with their desire for transparency and accountability in policing. For instance, Participant 2 noted, *"Yes, they will accept it, because corruption is too much and it will limit it,"* while Participant 9 added, "*Yes, because members of the community are not bound by law to perform certain duties, and they are the ones who blame and complain that police are corrupt."* These statements collectively reflect a broader sentiment among officers that the community in the Soshanguve policing area will welcome the introduction of BWCs as a means to ensure better oversight and integrity in policing.

Despite the overall positive outlook, there are concerns about community reactions. Participant 4 expressed doubt: *"No, I don't think so, they know in most cases that they are at fault."* This suggests some scepticism about universal acceptance among community members, particularly those who might feel targeted by increased surveillance.

Several participants highlighted the necessity of educating the community about BWCs. Participant 8 suggested, *"I would suggest that rather than just being against, interact with the policymakers, put your concerns forward so the concerns will be addressed before implementation."* Participant 10 emphasized public participation: *"Public participations [participation] must be engaged [encouraged]. It means people should decide what type of policing they want."* These responses underscore the importance of community engagement in the successful adoption of BWCs.

**Sub-theme 2.2: Tshwane Metropolitan Police Acceptance**

Many police officials expressed support for BWCs, citing various benefits. Participant 1 noted, *"Yes, I would accept, I would encourage it to take place."* Participant 7 echoed this support: *"Yes, because if we have BWCs, [the] safety of police will increase, and everything will be captured as evidence."* The general consensus is that BWCs could enhance transparency and safety for both officers and the public.

Acceptance is often conditional upon specific terms. Participant 3 specified, "*When on duty, the 12 hours that I book on duty until I knock off."* Similarly, Participant 6 stated, *"On the section of the police that we are appointed on, the standard standing order that is the guidance*

*that is expected on the uniform."* These conditions reflect concerns about privacy and the practicalities of using BWCs.

Despite general support, there are notable concerns and reservations. Participant 2 expressed, *"I cannot accept it because I'm not sure what type of the camera are [those], because members carry a lot of things and even the weight is too much."* Participant 3 added, *"If I am off duty, I will have no uniform on, so it will not be acceptable."* These responses highlight worries about the physical burden of BWCs and privacy issues when officers are off duty. Concerns about BWCs potentially invading personal privacy and the risk of footage being misused were also raised. Participant 8 commented, "*On the terms of they might reach the wrong hands, should our members be allowed to carry those even if they are off duty, those BWCs will end in the wrong hands, and the criminals will use it for their own benefits."* In addition, Participant 10 stated, "*When I'm not on duty, because I don't want my personal space to be invaded."* These concerns underscore the complexity of implementing BWCs and the need to address practical and privacy-related issues to gain full support from the officers.

Operational challenges are a recurring subtheme. Participant 1 raised the issue of misuse: *"On the terms of they might reach [the] wrong hands, should our members be allowed to carry those even if they're off duty."* Participant 2 pointed out the difficulty during night shifts: "*Night shift concentration is different with day shift."* These practical considerations need to be addressed to ensure effective implementation.

Officials provided various recommendations to enhance the implementation of BWCs. Participant 1 suggested workshops, stating, *"They should attend workshops with other law enforcement agencies on the use of BWCs to get a deeper understanding."* Participant 8 recommended, *"Proper training, proper guidelines so that it doesn't infringe the right of privacy of the officials."* Ensuring thorough training and clear guidelines will be critical for the successful adoption of BWCs. Emphasizing the need for comprehensive training for both officers and community members, Participant 4 advised, *"They should go through courses and community awareness where they educate about the advantages and disadvantages of the BWCs."* Similarly, Participant 5 highlighted the importance of education, saying, *"Education about the BWCs, most of us [we] might have the wrong perception so with education it will assist us to understand the importance of the BWCs."* These recommendations underscore the

necessity of proper education and training to facilitate the effective and acceptable implementation of BWCs among officers and the community.

While there is significant support among Tshwane Metro Police officials for the implementation of body-worn cameras, this support is conditional and accompanied by concerns that need to be addressed. Community engagement, proper training, and clear guidelines are essential to maximise the benefits and acceptance of BWCs both within the police force and the broader community.

#### 4.5.2.3 South African Police Services

**Sub-theme 2.1: Conditional Acceptance of BWCs by Police Officers**

Police officers in the Soshanguve policing area express conditional acceptance of Body-Worn Cameras (BWCs), emphasizing the need for certain conditions to be met for successful implementation. These conditions include the implementation of national instructions or laws, proper training and guidelines, the ability to control recording for privacy, and the assurance that BWCs will aid in crime prevention and protect officers.

One of the primary conditions for acceptance is the necessity for national directives mandating the use of BWCs. According to one participant, *"...as long as there's an implementation on the act that all police officials have to use them"* (Police official participant 1). This sentiment is echoed by another officer who stated, *"As long as they authorize it on the national instructions, I will accept it, hence we use national instruction to do our work"* (Police official participant 3). This highlights the officers' preference for structured and legally supported implementation.

Proper training and clear guidelines on the operation and use of BWCs are also crucial for their acceptance. One officer mentioned, *"I would accept their use if there are clear guidelines on when and how to use them, proper training for officers, and strict protocols for data storage and access to ensure privacy and security"* (Police official participant 9). Similarly, another officer emphasized the need for *"provision of good quality equipment, proper training"* (Police official participant 7). This reflects the officers' concern for being well-prepared and adequately informed about the use of BWCs.

The ability to control recording in specific situations, particularly to maintain privacy, is another significant concern. One participant noted, *"I would accept it if it works in a manner*

*in which there's a stop-start record because of the privacy issues. The law of South Africa states that if someone doesn't want to be on record, you must not force the person to be recorded"* (Police official participant 2). Another officer added, *"Officers should switch it off at reasonable times, for example, if they went to the restroom"* (Police official participant 8). This demonstrates the officers' desire to balance the benefits of BWCs with the need to protect their privacy during non-operational activities.

Finally, officers are more likely to accept BWCs if they believe these devices will aid in crime prevention and provide protection for officers. One officer expressed this by stating, *"I will accept it when it assists in preventing crime within Soshanguve, especially car hijacking"* (Police official Participant 1). Another officer highlighted the importance of BWCs in ensuring officer safety, noting, *"Yes, as long as it will benefit our organization in crime prevention and to protect us as police officials. The BWCs will also help in the investigation"* (Police official Participant 1). This underscores the officers' expectation that BWCs will enhance their safety and effectiveness in the field.

While there is a general willingness among police officers in Soshanguve to accept BWCs, their acceptance is heavily conditional. The legal mandate for use, the perceived benefits in crime prevention and officer protection, the ability to manage privacy concerns, and the assurance of data security and proper usage guidelines are all pivotal in their decision to embrace this technology.

**Sub-theme 2.2 Concerns About Privacy and Monitoring**

The Subtheme reveals diverse perspectives among police officials regarding the implementation of body-worn cameras (BWCs) in the Soshanguve policing area. The feedback from the participants highlights the complexity of balancing the benefits of BWCs with the concerns surrounding privacy and continuous monitoring.

Participants expressed apprehension about the constant surveillance that BWCs impose. For example, one participant (Participant 2) was wary of the BWCs being used as a tool for continuous tracking, stating, *"If ever there's a tracking device, I won't accept it... I will be traced where I am."* This reflects a significant concern that BWCs could lead to an invasion of privacy, especially during non-operational moments, such as breaks or personal errands, which they believe should not be monitored.

Another concern is the additional administrative burden that BWCs might introduce. One participant (Participant 3) mentioned that wearing and managing BWCs, especially when going to the restroom or dealing with wires all over the body, would create unnecessary complications: *". it will be too much administration, you have to go back to your office, put down the camera, you have wiring all over your body."* This resistance is rooted in the practicality of implementing BWCs without disrupting daily routines and causing inconvenience.

Privacy concerns are also tied to the potential misuse of the recorded data. Some participants emphasized that they would only accept the use of BWCs if strict controls were in place regarding the start-stop functionality and data security. For instance, one participant (Participant 2) stated, *"I would accept it if it works in a manner in which there's a stop-start record because of the privacy issues."* This concern is grounded in the belief that individuals have the right to control when and how their actions are recorded, especially in situations where recording might be deemed unnecessary or intrusive.

There is also a fear that BWCs might be abused or lead to unintended negative consequences. One participant (Participant 6) voiced concerns about the potential misuse of BWCs, particularly in terms of selective recording or tampering with the devices: *"If the BWCs are abused, if the police officers conduct themselves in an improper manner and they switch off the BWCs... then it's no longer serving the purpose."* This suggests that while BWCs have the potential to enhance accountability, there is also a risk that they could be manipulated in ways that undermine their intended function.

The participants' opinions on whether BWCs would be accepted by police officials and the community are mixed. Some believe that those who perform their duties with integrity would welcome the technology, while others are sceptical due to the fear of constant monitoring and the potential for misuse. One participant (Participant 4) noted*, "The honest ones will accept it; those who are not honest will try to find a way to sabotage it."* This indicates a recognition that the acceptance of BWCs is likely to vary depending on individual attitudes toward transparency and accountability.

Regarding community acceptance, participants generally believe that with proper education and clear communication of the benefits, community members would likely accept BWCs. However, they acknowledge that acceptance may be contingent on how well the technology is

implemented and the extent to which it is perceived as enhancing rather than infringing upon personal privacy. One participant (Participant 5) mentioned, *"The community will accept the use of BWCs as soon as they have a clear understanding and the objective of having those BWCs."*

The concerns raised by police officials in the Soshanguve policing area highlight the need for a careful and considered approach to the implementation of BWCs. While there is recognition of the potential benefits, particularly in terms of accountability and evidence collection, there is also significant concern about privacy, the practical implications of wearing BWCs, and the risk of misuse. To address these concerns, it will be crucial to ensure that BWCs are implemented with clear guidelines, robust data protection measures, and adequate training for police officials. Furthermore, gaining the trust and understanding of both police officials and the community will be essential for the successful adoption of BWCs in the Soshanguve policing area.

**Sub-theme 2.3: Perceived Benefits of BWCs for Crime Prevention and Evidence Collection**

Despite the various concerns about privacy and monitoring, a significant number of police officers within the Soshanguve policing area recognise the potential benefits that body-worn cameras (BWCs) can offer in crime prevention and evidence collection. This recognition is rooted in the understanding that BWCs can serve as a critical tool in enhancing accountability, protecting both the community and officers, and providing reliable records that can be instrumental in legal proceedings.

Participant 5 highlighted the critical role that BWCs could play in gathering evidence, particularly in the context of court proceedings. The participant noted, *"Police officials will accept those BWCs so that it makes it easier for them when they go to court; they can produce evidence to the court of law. A lot of people get away with murder because the magistrate will say you don't have enough evidence."* This statement reflects a common sentiment among officers that BWCs can help secure convictions by providing indisputable evidence, thus strengthening the overall criminal justice system (CJS) process.

Another significant perceived benefit of BWCs is their potential to curb corruption within the police service. Participant 6 expressed this view, stating, *"Within the police service, we have*

*issues related to corruption; it's not all police officials working with integrity, so I think it's a good thing."* BWCs are seen as a deterrent against unethical behaviour, as they can document interactions and actions, making it more difficult for officers to engage in corrupt practices without being held accountable.

Officers also view BWCs as a means of enhancing crime prevention and protecting themselves while on duty. For example, Participant 1 mentioned that BWCs would be accepted if they *"assist in preventing crime within Soshanguve, especially car hijacking."* The same participant emphasized that BWCs could protect officers by documenting their interactions, thereby providing evidence in cases of police killings or other threats to their safety.

The use of BWCs is also perceived as a tool that can improve police-community relations by fostering transparency and accountability. Participant 6 indicated that the implementation of BWCs would ensure that police officers do their jobs effectively and have backup evidence, which could help build trust within the community. This participant noted, *"The image of police officers is not quite well within the community members, so the community members will view BWCs as protection against police brutality and the solicitation of bribes."*

While there is support for BWCs, officers also emphasise the need for proper implementation to maximize their benefits. Participant 7 pointed out that the acceptance of BWCs depends on the provision of *"good quality equipment" and "proper training."* This participant also stressed that proper planning, financial support, and clearly defined standard practices are essential for the successful integration of BWCs into law enforcement operations.

The perceived benefits of BWCs among police officers in the Soshanguve policing area revolve around their potential to enhance crime prevention, provide reliable evidence for court proceedings, curb corruption, and improve police-community relations. However, these benefits are contingent on proper implementation, training, and the assurance that BWCs will be used within the boundaries of the law and ethical standards. The acceptance of BWCs among officers appears to be driven by the belief that these devices can make a positive difference in both policing and the community's perception of law enforcement.

### 4.5.3 Theme 3: Measures the government implemented regarding BWCs within law enforcement

#### 4.5.3.1 Community members

**Sub-theme 3.1: Current Status and Readiness**

The perception of the government's lack of preparedness and strategy for the implementation of Body-Worn Cameras (BWCs) is evident among community participants. Community participant 1 expressed uncertainty, stating, *"if sometimes they agree if this will work, we also as a community will have belief in it, maybe they are ready, I don't know."* This sentiment of doubt is echoed by Community Participant 2, who highlighted economic concerns: "*To be honest, judging from the economy, I doubt[the] government is ready because there is going to be a lot of money to be used."* Furthermore, Community Participant 3 attributed the government's perceived lack of readiness to corruption and insufficient funding: *"Government doesn't seem like they have enough funding due to corruption so they might be ready but end up buying cheap BWCs."* Community participant 4 shared similar uncertainty, remarking, *"I'm not sure because I don't know if the government will accept it or not."* The doubts extend to the awareness and strategy within the government, as Community participant 6 pointed out, *"I don't think so because I haven't heard about any research on BWCs in SA."* Overall, these responses indicate a general belief that the government lacks the necessary preparedness and strategic planning to implement BWCs effectively

**Sub-theme 3.2: Recommended Actions for Implementation**

Several participants provided recommendations for the successful implementation of BWCs. A recurring suggestion was the need for proper funding and resource allocation. Community Participant 1 emphasised the necessity of funding, stating, *"Government should provide funding for this project."* This was reinforced by Community Participant 2, who advised the government to "use funds wisely" and explore international funding options: *"If they take money to buy BWCs and test them to see if they work first then raise money from other countries or use South African Revenue Service (SARS) money to buy more BWCs."* Community participant 8 also highlighted the importance of funding: *"For us to have more resources to use, we need funding."*

Engagement with academic institutions for research and development was another key recommendation. Community participant 6 suggested that the government should *"engage universities just like you are doing research about crime, what are strategies to reduce crime."* Similarly, Community participant 4 recommended the government *"do research about BWCs to see how it works and helps in crime prevention."*

The development of clear policies and guidelines was also deemed essential. Community participant 7 stressed the importance of strategic planning: *"They must develop a strategy that they can use in implementing the BWCs."* Lastly, comprehensive training programs for law enforcement officers were suggested by Community participant 10, who stated that *"people need to be informed, educate personnel and public about the BWCs."*

#### 4.5.3.2 Tshwane Metro Police

**Sub-theme 3.1: Readiness of the Government**

The readiness of the government to implement body-worn cameras (BWCs) within law enforcement is a mixed perspective among Tshwane Metro Police officials. Participant 1 believes that due to the high number of police killings, the government might consider implementing BWCs as they could assist in identifying criminals: *"Given the magnitude of police killings, I think government might consider the implementing the BWCs because they might assist them in identifying the criminals that are killing the officials."* In contrast, Participant 2 highlights the severe lack of resources, stating, *"I don't think they are ready, we don't even have resources, we don't have cars, like today we have 41 members on duty with only 3 cars, they don't have guns they don't even have caps so introducing BWCs without those."* Similarly, Participant 4 points out, *"I don't think [the] government is ready, we are lacking some resources first and foremost, so if we don't have resources that we need to do our job, where will the budget come from for BWCs."* The political and financial constraints are also noted by Participant 3, who mentions, *"Government, political so is not ready, although If we can take political issues and put it away government can be ready."* This sentiment is echoed by Participant 9, who adds, *"I don't think they are ready to implement the BWCs, there were recent issues where the employees were on strike due to issues of salaries. You cannot be able to implement BWCs while they cannot pay the workers."*

**Sub-theme 3.2: Recommendations for Successful Implementation**

Participants suggest several recommendations for the successful implementation of BWCs.

- **Workshops and Community Education:** Participant 1 recommends that the government should start by implementing workshops to gauge community support and educate the public about BWCs: *"The government should start implementing some few workshops and see if they could get a buy-in just to try to get a background of how community feel about the BWCs, so I think that's where they can start by creating several workshops in educating the public about the BWCs."* Similarly, Participant 4 believes in creating workshops from top ranks to [very] low ranks: *"I think they should start by creating workshops from all members starting from top ranks to[very] low ranks so that we can know about BWCs, how does it work,[?] what's the reason with it , [and why should it be implemented, so that we be educated and informed about it."*
- **Training and Guidelines:** Training is crucial, according to Participant 7: *"They should train the officers how the BWCs work and how effective are they."* Participant 8 also emphasizes the need for proper training and guidelines: *"Proper training, proper guidelines so that it doesn't infringe the right of privacy of the officials."*
- **Consultation and Collaboration:** Participant 8 stressed the importance of consultation with end users and labour unions: *"Consultation with end users which are the police officials, consultation with labour unions concerning all the concerns that the police officials are raising about, safety issues, right to privacy issues."*

**Sub-theme 3.3: Barriers to Implementation**

Several barriers to the implementation of BWCs were identified.

- **Resource Limitations:** Participants frequently mention the lack of essential resources as a significant barrier. Participant 5 highlights the need for basic equipment: *"There's a lot of things[s] to be done before we engage ourselves on BWCs the police officer needs to have all equipment like cars, men power and if police officer lack equipment like vehicles, bulletproof and uniform there's no way we can introduce a new source."*
- **Political and Financial Constraints:** Political issues are noted by Participant 3, while financial instability is a major obstacle according to Participant 9: *"They should ask*

*funding from the province to other stakeholders to implement BWCs, they are not financially stable to cater for this implementation."*

- **Priority of Basic Needs:** Participant 6 insists on prioritizing basic needs: *"They must pay us first. we [are] still waiting for our money, then they can implement it they need to start with [a] basic thing."* This highlights the sentiment that fundamental needs and existing problems must be addressed before new technology can be introduced.

While there is recognition of the potential benefits of BWCs, the readiness of the government is questioned due to significant resource, political, and financial constraints. Recommendations focus on comprehensive training, community education, and proper consultation, while barriers emphasise the need for addressing basic resource needs and financial stability first.

#### 4.5.3.3 South African Police Service

The data analysis focuses on the measures the government has implemented regarding BWCs within law enforcement, with specific emphasis on the sub-themes identified, namely:

- Resource constraints and funding,
- Infrastructure and challenges,
- Corruption and other governance issues,
- Training and discipline,
- Political will and policy development,
- Stakeholder engagement and collaboration, and
- Prioritisation of government resources.

The analysis integrates direct quotations from the participants to provide insight into their perspectives.

**Sub-theme 3.1: Resource Constraints and Funding**

A significant barrier to the implementation of Body-Worn Cameras (BWCs) within law enforcement, as highlighted by multiple participants, is the scarcity of resources and inadequate funding. Participant 3 pointed out the severity of these constraints, stating, *"We don't even have toilet papers so how are they going to maintain the BWCs if they're failing to give us enough vehicles, enough manpower, and enough resources?"* This quote reflects a broader issue of

resource scarcity within the South African Police Service (SAPS), which impedes the government's ability to introduce new technologies like BWCs.

Participant 5 reinforced this concern by indicating that BWCs are not on the government's priority list, emphasizing that *"funding is not made available for these BWCs, the government has a lot of priorities such as unemployment, basic needs for the community in which they are putting their financial resources on."* This suggests that even if there is a recognition of the importance of BWCs, financial limitations and competing priorities hinder their implementation.

**Sub-theme 3.2: Infrastructure and Logistical Challenges**

Participants expressed concern about the current state of infrastructure and logistical support within SAPS, which are critical for the successful deployment of BWCs. Participant 4 highlighted this by stating, *"We don't have vehicles now, so if they provide those cameras, they need to give us enough vehicles so that when we see a member need backup, we can rush to the scene."* The lack of basic infrastructure, such as vehicles, raises concerns about the feasibility of introducing BWCs, which require not only initial investment but also ongoing maintenance and operational support.

The logistical challenge extends beyond physical infrastructure, as Participant 9 noted, *"Successful implementation will require adequate funding, clear policies, comprehensive training programs, and robust infrastructure for data management."* This indicates that the infrastructure needed for BWCs is multi-faceted, encompassing not only equipment but also the systems and processes required to manage the data generated by these cameras.

**Sub-theme 3.3: Corruption and Governance Issues**

Corruption within both the government and law enforcement agencies emerged as a critical issue affecting the implementation of BWCs. Participant 1 directly linked the issue of corruption to the lack of resources, saying, *"The government does have money, but the problem is corruption and corruption within our organization."* This suggests that even when funds are available, they may be misappropriated, preventing necessary resources from reaching the intended projects, such as the introduction of BWCs.

Participant 3 further emphasised the impact of corruption on resource allocation, expressing scepticism about the government's ability to manage BWCs effectively: *"They need to have enough funding and also there should be a plan to prevent corruption so that the funding works for what it's allocated for."* This statement underscores the need for strong governance measures to ensure that resources are used appropriately, and that corruption does not derail the implementation process.

**Sub-theme 3.4: Training and Discipline**

The need for proper training and discipline was another prominent concern among participants. Participant 2 mentioned, *"Having them [BWCs] will require a lot of discipline and insurance in case they get lost, and again, if they fall into the wrong hands, they might be used in a very bad way like stealing of information."* This highlights the importance of not only equipping officers with BWCs but also ensuring that they are trained to use them responsibly and that there are safeguards in place to prevent misuse.

Participant 4 echoed the need for proper training, stating, *"Proper training of the officials and the staff that will be monitoring the BWCs is crucial, especially if they can collaborate with countries that already implemented BWCs to assist in training."* This suggests that successful implementation would require learning from international best practices and investing in comprehensive training programs for officers.

**Sub-theme 3.5: Political Will and Policy Development**

Several participants questioned the government's political will to implement BWCs. Participant 6 observed, *"It's again the willingness, the political will; if there's a political will in doing it, they can implement it, but if there's no political will in it, there's nothing that can be done."* This statement reflects a broader concern that without strong leadership and commitment from the government, the implementation of BWCs may remain stagnant.

The need for clear and fair policies was also highlighted. Participant 10 noted that successful implementation would require *"developing clear and fair policies, providing thorough training for officers, and establishing robust data management systems (DMS) to handle the footage."* This suggests that political will must be coupled with practical, well-thought-out policies to ensure that BWCs are introduced in a way that is sustainable and effective.

**Sub-theme 3.6: Stakeholder Engagement and Collaboration**

The importance of involving all relevant stakeholders in the implementation process was emphasized by several participants. Participant 6 stated, *"Government needs to involve all the stakeholders during the implementation process, they should ensure that everyone is educated on the BWCs so that they know how it works."* This indicates that successful implementation would require not only governmental action but also [a] collaboration with law enforcement officers, the community, and possibly international partners.

Participant 4 also suggested collaboration with other countries, noting, *"If they can collaborate with countries that already implemented BWCs to assist in training."* This implies that learning from the experiences of other nations could help overcome some of the challenges associated with introducing BWCs in South Africa.

**Sub-theme 3.7: Prioritization of Government Resources**

Participants highlighted that the government has multiple competing priorities, which might delay the implementation of BWCs. Participant 5 stated, *"The BWCs are not in [on] their priority list; the government has a lot of priorities such as unemployment, basic needs for the community in [on] which they are putting their financial resources on."* This statement reflects a broader issue of resource allocation, where urgent social needs may take precedence over the introduction of new technologies in law enforcement.

Participant 8 added another dimension by mentioning load shedding as a factor, saying, *"Due to load shedding still ongoing, I don't think they are ready, but financial[ly] wise yes, the budget speech for this year can confirm the financial will."* This highlights the complex interplay between various national issues that can impact the government's ability to prioritize and implement BWCs effectively.

The analysis reveals several critical barriers to the implementation of body-worn cameras within law enforcement in South Africa. These include resource constraints, infrastructure challenges, corruption, the need for training, political will, stakeholder engagement, and the prioritization of government resources. The participants' responses underscore the complexity of implementing BWCs, suggesting that without addressing these foundational issues, the government's readiness to deploy this technology remains questionable. However, with

adequate funding, strong governance, proper training, and a commitment to collaboration, the successful implementation of BWCs is achievable in the future.

### 4.5.4 Theme 4: Strategies to overcome negative perceptions and support the positive implementation of BWCs

#### 4.5.4.1 Community members

**Sub-theme 4.1: Educational and Awareness Programs**

To address the negative perceptions surrounding the implementation of body-worn cameras (BWCs), community members suggested conducting educational campaigns aimed at informing both police officers and the community about the benefits and functionalities of BWCs. One participant emphasised the importance of research and awareness, stating, *"I would suggest since it's not yet implemented in Soshanguve that the policing sector do research about BWCs"* (Community Participant 1). Another participant echoed this sentiment, advising that *"my advice would be to educate the community member and the police officials"* (Community Participant 5). Such campaigns would also help in addressing myths and misconceptions about BWC usage.

**Sub-theme 4.2: Policy and Regulatory Framework**

Developing comprehensive policies that balance transparency, accountability, and privacy is crucial. Participants underscored the need for clear protocols regarding BWC activation, data storage, and access. One participant highlighted the importance of proper usage and management, suggesting *"there must be training for police officers on how to use the BWCs"* (Community Participant 2).

**Sub-theme 4.3: Engagement and Collaboration**

Community involvement in the decision-making process was seen as vital. Encouraging collaboration between law enforcement agencies, government bodies, and civil society organizations can enhance trust and support for BWC implementation. Community Participant 1 recommended fostering a partnership between police and community members to ensure a positive belief in the efficacy of BWCs: *"There must be support between policing and*

*community to work together having a positive belief that BWCs will work, and it will reduce crime and improve community safety."*

**Sub-theme 4.4: Addressing Specific Concerns**

Implementing measures to protect sensitive information during recordings is essential to alleviate privacy concerns. Providing support for officers and community members to adapt to new technology and practices was also recommended. Community Participant 8 stressed the importance of educating people on how BWCs work: *"They should educate the people on how the BWCs work so they will also know what to do and what not to do."* Another participant added that *"the implementation of BWCs is a good thing to pursue, and it will really help the people"* (Community Participant 9).

Strategies to overcome negative perceptions and support the positive implementation of BWCs among community members include comprehensive educational and awareness programs, the development of clear policies and regulatory frameworks, active engagement and collaboration, and addressing specific privacy and adaptation concerns. These approaches collectively aim to foster a well-informed, cooperative, and supportive community, ensuring the effective and positive use of BWCs in law enforcement.

**4.5.4.2 Tshwane Metro Police Officials**

**Sub-theme 4.1: Addressing Corruption and Misuse**

One of the critical barriers to the implementation of body-worn cameras (BWCs) within law enforcement is the issue of corruption and misuse. Many participants pointed out that individuals might have their own motives against the deployment of BWCs, including involvement with criminal syndicates or personal gain through corrupt practices. For example, Participant 1 mentioned that *"some community members are in a relationship with the criminal syndicate, so they won't need to be identified as part of it."* Participant 3 highlighted the issue of tender and corruption, noting, "*people look after their pockets, and corruption is another reason."* Similarly, Participant 4 stated that some officials *"don't want to be seen taking bribes and doing other things that are not part of their work."* Addressing these concerns requires ensuring transparency and accountability in the use of BWCs to build trust among both law enforcement officers and the community.

### Sub-theme 4.2: Education and Awareness Programs

Lack of education and awareness about BWCs is another significant reason for negative perceptions. Many participants emphasised the need for educational programs to help both law enforcement officers and the community understand the benefits and functionalities of BWCs. Participant 2 pointed out the *"lack of education regarding those BWCs,"* while Participant 6 suggested that *"[the] government should run programs and workshops that teach the understanding of BWCs and their importance."* Participant 3 also recommended *"training, courses, and workshops, community awareness regarding the BWCs."* Providing comprehensive education and awareness campaigns can help demystify the technology and demonstrate its potential benefits in enhancing security and accountability.

### Sub-theme 4.3: Training and Workshops

Proper training and workshops for law enforcement officers are crucial for the successful implementation of BWCs. Participants stressed the importance of ensuring that officers are comfortable using the technology and understand its significance. Participant 5 noted that before implementation, *"officers need to be in a good working environment and then taken for training."* Participant 4 suggested *"workshops and a pilot study to see if it works or not,"* while Participant 8 emphasized *"proper training and continuous consultation on how BWCs are working and what can be improved."* This approach ensures that officers are well-prepared and confident in using BWCs effectively.

### Sub-theme 4.4: Community Involvement and Consultation

Involving the community in the decision-making process and addressing their concerns is essential for gaining their support for BWCs. Continuous consultation and feedback mechanisms can help in building trust and ensuring that the community's voices are heard. Participant 8 recommended that *"policymakers should interact with the community to ensure their concerns are heard before rollout,"* and Participant 9 emphasised the need for involvement from *"management, stakeholders, senior politicians, and the community."* Participant 7 also noted the importance of *"more resources, including vehicles and law enforcement officers"* to support the implementation. This collaborative approach can help in overcoming resistance and fostering a positive perception of BWCs.

**Sub-theme 4.5: Legislative and Policy Support**

Ensuring a strong legislative framework and clear policies is vital for the effective implementation of BWCs. This includes addressing privacy concerns and setting guidelines for the appropriate use of the technology. Participant 8 suggested *"proper training and proper legislation,"* with continuous consultation to improve the implementation process. Participant 10 highlighted the need for leaders who are willing to change policies to support the effective use of BWCs, noting that *"managers follow policy, and policy needs to be changed."* Establishing clear guidelines and legal frameworks can ensure that the use of BWCs is regulated and that their benefits are maximised.

**Sub-theme 4.6 Technological and Resource Support**

Technological and resource support is essential for the successful implementation of BWCs. Ensuring that there is a sufficient budget and logistical support for the technology is crucial. Participant 1 suggested that *"the government should verify for it not to fail, they must have enough budget for the implementation in order for sustainability,"* and Participant 7 emphasized the need for *"more resources, including vehicles and law enforcement officers."* Participant 10 pointed out that *"BWCs will be your third eye, even during load-shedding they work."* Providing adequate resources ensures that the implementation of BWCs is sustainable and effective in achieving its intended goals.

By addressing these subthemes-corruption and misuse, education and awareness programs, training and workshops, community involvement and consultation, legislative and policy support, and technological and resource support strategies can be developed to overcome negative perceptions and support the positive implementation of BWCs within the Tshwane Metro Police and the broader community.

**4.5.4.3 South African Police Service Officials**

This theme explores the strategies that can be employed to address the negative perceptions surrounding the implementation of Body-Worn Cameras (BWCs) in law enforcement. The responses of police officials highlight various subthemes, such as the importance of education and awareness, the role of pilot programs, the need for adequate resources, and addressing concerns related to privacy and ethics.

**Sub-theme 4.1: Education and Awareness**

A significant portion of the participants emphasised the need for increased education and awareness about BWCs as a primary strategy to overcome negative perceptions. Participants identified a lack of knowledge as a major reason behind opposition to BWCs, both within law enforcement and the community.

Participant 1 mentioned that resistance to BWCs is often due to a *"lack of knowledge of the BWCs and the benefits of it,"* suggesting that educational initiatives could help mitigate opposition. He advised that *"people shouldn't resist knowledge about BWCs when it's been provided."* Participant 5 also highlighted the importance of awareness campaigns, stating, *"The reason why people reject this is because of little information and not having a clear understanding as to why this thing happens. A lot of awareness needs to be done and make sure people are aware of the BWCs."* Participant 7 echoed this sentiment, recommending that *"knowledge on the topic must be improved."* This subtheme suggests that targeted educational campaigns aimed at both police officials and community members could play a crucial role in fostering a more positive perception of BWCs.

**Sub-theme 4.2: Pilot Programs and Testing**

Another recurring suggestion among participants was the implementation of pilot programs to test the effectiveness of BWCs before full-scale deployment. This strategy was seen as a way to address potential issues and gather evidence of the benefits.

Participant 2 recommended that BWCs should be brought in for testing, stating, *"They should bring it for testing first to see how it can benefit the state, the police, and the community members."* Participant 6 supported this approach, advising that the government should *"start by piloting it, let's have a certain system if it works in a certain environment, then we can learn from that and start implementing it."* Participant 5 also emphasized the need for a pilot study, suggesting that *"during the pilot study, we are going to identify the areas of improvement, challenges, and will be able to monitor whether the BWCs are effective or not."* The participants' emphasis on pilot programs indicates that a phased implementation, supported by initial testing, could help alleviate concerns and build confidence in the effectiveness of BWCs.

**Sub-theme 4.3: Addressing Privacy and Ethical Concerns**

Concerns about privacy and ethics were highlighted as significant barriers to the acceptance of BWCs. Participants suggested that clear policies and open discussions are necessary to address these issues.

Participant 3 expressed concerns about the ethical implications, stating, *"It takes us back to the issue of ethics, conduct... police officers don't need to be monitored."* He also noted that certain community groups, such as *"drug dealers, people selling alcohol without licenses,"* may oppose BWCs to protect their illegal activities. Participant 10 recognized privacy concerns, suggesting that resistance might stem from *"concerns over privacy, fear of misuse or abuse of footage, lack of trust in the authorities managing the data, and resistance to change."* He advised that open discussions and transparent practices could help in mitigating these concerns. This subtheme reveals that addressing ethical and privacy concerns through transparent policies and dialogue is crucial for gaining broader acceptance of BWCs.

**Sub-theme 4.4: Resource Allocation and Training**

Participants stressed the importance of ensuring adequate resources and training for the effective implementation of BWCs. They highlighted that without proper resources, the effectiveness of BWCs could be compromised.

Participant 4 argued that before implementing BWCs, the government must ensure that *"members have enough resources, members must have vehicles, must have enough cell phones, members must be paid enough, and members must be provided enough manpower."* Participant 8 also emphasized resource needs, recommending that *"before I would suggest a pilot study and also that they buy strong equipment and also have enough storage for the data."* Participant 6 mentioned the need for *"proper training on how to use BWCs"* and suggested that community engagement is vital, stating, *"We need to involve the community; we shouldn't take [make] decisions about the community without including them."* These insights underscore the importance of resource allocation and comprehensive training as prerequisites for the successful implementation of BWCs.

**Sub-theme 4.5: The Role of Technology and Integration**

The integration of technology within law enforcement was another key subtheme, with participants discussing the need to modernise the police force to keep up with advancements. Participant 8 acknowledged the role of technology, noting that *"we are living in a new era, we are forced to keep pace with the technology... we must upgrade now and again."* Participant 5 suggested that integrating systems, such as linking BWCs with databases from Home Affairs or South African Revenue Service (SARS), could enhance the effectiveness of BWCs, stating, *"If we start integrating the system, we will be able to monitor and make law enforcement effective."* This subtheme highlights the potential benefits of technological integration in enhancing the effectiveness of BWCs, suggesting that it could play a vital role in modern policing.

The analysis reveals that overcoming negative perceptions of BWCs requires a multifaceted approach, including education and awareness campaigns, pilot testing, addressing privacy and ethical concerns, ensuring adequate resources and training, and leveraging technology. Participants' direct quotations provide valuable insights into the concerns and suggestions from those within law enforcement, offering a clear direction for policymakers and law enforcement agencies looking to implement BWCs effectively. By addressing these subthemes, the implementation of BWCs can be better positioned to gain acceptance and achieve the intended benefits of enhancing transparency, accountability, and community trust in law enforcement.

## 4.6 DATA ANALYSIS AND INTERPRETATION OF FINDINGS BASED ON THE COMPARATIVE THEMATIC TABLE

The study explores community perceptions and the perceptions of law enforcement officials (including both Tshwane Metropolitan Police and SAPS) regarding the effectiveness of body-worn cameras (BWCs) within law enforcement in the Soshanguve Policing Area. The analysis identifies several themes and subthemes, providing insights into the variances in perceptions across these different groups.

Regarding Perceptions of BWCs, community members generally have a basic understanding, seeing BWCs primarily as devices that record police activities, but their knowledge is often limited, leading to varied perceptions of the effectiveness and purpose of BWCs. In contrast, Tshwane Metro Police officials exhibit a more sophisticated understanding, recognizing BWCs

as tools for recording, evidence collection, and enhancing transparency and accountability. SAPS officials share a similar awareness, viewing BWCs as important for promoting transparency and collecting evidence, though they are also mindful of how these devices might be perceived by the public. This variation in understanding between community members and law enforcement officials suggests the need for targeted educational campaigns to improve community understanding and support for BWCs.

When considering the Perceived Benefits of BWCs, all groups generally agree on their advantages. Community members believe BWCs can increase trust, enhance transparency, improve safety, reduce crime, and provide solid evidence in legal proceedings. Both Tshwane Metro Police and SAPS officials also view BWCs positively, emphasizing their role in crime reduction, evidence collection, promoting transparency, and building public trust. This consensus across groups highlights that BWCs are broadly seen as positive tools that can strengthen law enforcement and improve public trust. However, while the community places more emphasis on trust and transparency, police officials focus more on the operational benefits, such as evidence collection.

Concerns and Challenges emerge primarily around privacy. Community members express significant concerns over privacy infringement and the potential misuse of BWC data. There are mixed feelings about surveillance, with some viewing it as necessary for security, while others fear it could lead to unwarranted invasions of privacy. Tshwane Metro Police officials acknowledge these privacy concerns, particularly the operational challenges of using BWCs in sensitive situations, while SAPS officials also voice concerns about the potential misuse of recorded data and how continuous monitoring might affect both officers and citizens. These shared privacy concerns across all groups indicate a significant barrier to the acceptance of BWCs, highlighting the need for clear policies and regulations that protect privacy while ensuring the effective use of BWCs.

The Implementation Challenges are another significant concern, with the community fearing that BWCs might be misused, especially in sensitive cases, and questioning the government's readiness to implement such technology effectively. Tshwane Metro Police officials identify operational and practical challenges, such as resource constraints and balancing transparency with privacy, while SAPS officials emphasize resource constraints, logistical challenges, and the need for comprehensive policy development. These implementation challenges are

articulated differently by each group, but they collectively underscore the need for a well-planned and adequately funded approach to BWC deployment that addresses both logistical issues and public scepticism.

In terms of Acceptance and Recommendations, the community generally supports BWCs but emphasizes the need for education to ensure proper understanding. However, acceptance among police is mixed, with some resistance stemming from fears that BWCs could expose corruption within the ranks. Tshwane Metro Police officials are conditionally accepting of BWCs but express concerns about how the community might react, stressing the importance of engaging the community and gaining their support before fully rolling out BWCs. SAPS officials similarly emphasize that acceptance is contingent on addressing privacy concerns and ensuring that BWCs are used effectively to prevent crime and improve police-community relations. This conditional acceptance across all groups indicates that comprehensive engagement strategies will be essential to build acceptance and trust in the use of BWCs.

Regarding Government Measures and Readiness, the community perceives the government as unprepared and lacking a coherent strategy for BWC implementation, leading to scepticism about the effectiveness of future rollouts. Tshwane Metro Police officials see the government as somewhat ready but believe that workshops, community education, and consultation are necessary for successful implementation. SAPS officials identify resource constraints, corruption issues, and the need for strong political will and policy development as critical challenges that must be addressed for the government to be truly ready for BWC deployment. This general perception of insufficient government readiness highlights the importance of transparent communication and visible actions by the government to build confidence in its ability to implement BWCs effectively.

Finally, strategies to overcome negative perceptions and support the positive implementation of BWCs were discussed. All groups agree on the importance of Education and Awareness Programs to overcome negative perceptions. Community members, Tshwane Metro Police officials, and SAPS officials all advocate for educational campaigns to inform both police officers and community members about the benefits and functions of BWCs, emphasizing the need for comprehensive campaigns to educate both the public and law enforcement about the benefits and safeguards associated with BWCs. Additionally, there is a strong consensus on the need for a robust Policy and Regulatory Framework. Community members call for clear

protocols and guidelines that balance transparency, accountability, and privacy, while Tshwane Metro Police and SAPS officials stress the need for comprehensive policies to manage this balance. All groups also highlight the importance of Engagement and Collaboration, with a focus on involving the community in the decision-making process, collaboration with civil society organizations, and engagement with law enforcement. This engagement is seen as crucial for overcoming negative perceptions and ensuring the successful implementation of BWCs. Lastly, there is an emphasis on Addressing Specific Concerns, particularly around privacy and the potential misuse of BWCs. Community members suggest implementing measures to protect sensitive information, while police officials focus on addressing corruption, misuse, and privacy concerns through training and workshops.

The analysis reveals a complex landscape of perceptions, concerns, and recommendations surrounding the implementation of BWCs in Soshanguve Policing Area. While there is broad support for the potential benefits of BWCs, significant challenges remain, particularly around privacy, operational feasibility, and government readiness. Addressing these challenges through education, policy development, and stakeholder engagement will be crucial for the successful deployment of BWCs.

## 4.7 CONCLUSION

In this chapter, the data collected from in-depth face-to-face interviews with various stakeholders, including community members, Tshwane Metro Police members, and South African Police Service (SAPS) members, was thoroughly analysed and interpreted to provide a comprehensive understanding of the perceptions regarding the effectiveness of body-worn cameras (BWCs). The analysis focused on key themes such as the perceptions of BWCs, acceptance and recommendations, government measures and readiness, and strategies to overcome negative perceptions and support positive implementation.

The chapter began by presenting the biographical information of participants, which provided context to the perspectives shared during the interviews. Following this, the main themes and subthemes generated from the findings were discussed in detail, highlighting the different views and concerns held by the community and law enforcement officers. A comparative thematic table was also created to succinctly present the similarities and differences in perceptions across the groups involved.

Through the data analysis and interpretation based on the comparative thematic table, it was evident that while there is broad support for the use of BWCs, significant challenges remain, particularly around privacy, operational feasibility, and the readiness of the government to effectively implement this technology. The findings suggest that successful deployment of BWCs will require careful consideration of these challenges, alongside strategies for education, policy development, and stakeholder engagement.

The next chapter (Chapter 5) summarises the main findings of this study. It presents the conclusions drawn from the data analysis and provide recommendations for implementing BWCs in law enforcement. This chapter synthesises the insights gained from the research and offer practical suggestions to address the identified challenges and enhance the effective use of BWCs in the Soshanguve policing area and potentially across South Africa.

# CHAPTER FIVE

# RESEARCH FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

## 5.1 INTRODUCTION

This chapter provides a comprehensive summary of the key findings from the research conducted on community and policing perceptions of the effectiveness of body-worn cameras (BWCs) in law enforcement, specifically in the Soshanguve policing area. Drawing on the data collected through in-depth face-to-face interviews with participants, including members of the South African Police Service (SAPS), Tshwane Metropolitan Police, and community members, the chapter presents an integrated analysis of the perceptions and challenges associated with the implementation of BWCs.

The findings are organised according to the study's research objectives, which focus on exploring the effectiveness of BWCs, perceptions of their use, and potential strategies for overcoming negative views on their implementation. The chapter highlights key themes such as privacy concerns, operational challenges, government readiness, and the overall acceptance of BWCs by law enforcement officers and the community. Through this process, the chapter aims to synthesize these insights and present clear conclusions and actionable recommendations.

The analysis in this chapter not only reveals the areas of alignment and divergence between the perspectives of different stakeholders but also examines the implications of these findings in relation to existing literature. The integration of findings underscores the importance of a holistic approach to the implementation of BWCs, considering the concerns of both police officers and the community, while addressing critical gaps in resources, training, and policy support.

This chapter offers recommendations aimed at enhancing the effective use of BWCs in the Soshanguve policing area. The proposed strategies focus on education, training, resource allocation, privacy protection, and stakeholder engagement, providing a roadmap for

overcoming the identified challenges and ensuring the successful integration of BWCs in law enforcement practices

## 5.2 RESEARCH OBJECTIVES

The primary aim of this study was to investigate the perceptions of both community and policing members on the effectiveness of BWCs in the Soshanguve policing area and to explore possible suggestions for their implementation within the Soshanguve policing area. The specific objectives are to:

- Describe policing and community perceptions on the effectiveness of body-worn cameras.
- Investigate the readiness of the government on the implementation of body-worn cameras within law enforcement
- Explore how policing and community accept the use of body-worn cameras within law enforcement.
- Identify strategies for dealing with the challenges in the implementation of body-worn cameras.

## 5.3 SUMMARY OF MAIN FINDINGS

### 5.3.1 Findings from South African Police Service (SAPS) Members

#### 5.3.1.1 Objective 1: To describe the perceptions of SAPS members regarding the effectiveness of BWCs.

The perceptions of SAPS officers regarding the effectiveness of BWCs in the Soshanguve policing area reveal a varied understanding and awareness of the technology. Some officers, such as Participant 1 and Participant 4, exhibited limited knowledge, admitting that they had not heard of body-worn cameras prior to this study. This highlights a significant knowledge gap that suggests a need for more comprehensive education and training on BWCs. On the other hand, several officers demonstrated a clear understanding of the purpose and functionality of BWCs. For example, Participant 5 and Participant 9 recognised BWCs as tools that enhance law enforcement effectiveness, protect both officers and the public, and improve accountability.

This indicates that while awareness is inconsistent, there is a foundational understanding among some officers that could be further developed.

The perceived benefits of implementing BWCs are widely recognised among SAPS officers. Participants emphasised that BWCs could have a significant impact on policing by enhancing officer safety, improving the accuracy of evidence collection, and promoting transparency and accountability. Participant 1, for instance, highlighted that BWCs could minimize dangers to officers by recording all interactions at the scene. In addition, officers like Participant 8 believe that BWCs could help solve cases more accurately by reducing reliance on written statements, reflecting a strong belief in the practical advantages of BWCs in improving the quality of policing and fostering trust between the police and the community.

However, despite these recognised benefits, some officers expressed concerns about the challenges associated with implementing BWCs. Participant 4 voiced apprehension that BWCs might restrict officers' ability to use discretion or force, when necessary, potentially hindering their effectiveness in certain situations. Legal and procedural concerns were also raised by officers like Participant 7, who feared that the absence of BWCs in some cases might lead to legal complications, and Participant 3, who felt uncomfortable with the idea of constant surveillance, suggesting that BWCs might create mistrust among officers.

When it comes to recommendations for the implementation of BWCs, the majority of SAPS officers expressed support, acknowledging the potential for BWCs to address issues such as police brutality, corruption, and unfair practices. Participant 6, for example, emphasised that BWCs could help reduce such incidents by ensuring that interactions are recorded and transparent. However, some officers recommended the implementation of BWCs with caution, citing concerns about the resources and training required for effective deployment. Participant 7, while supportive of the concept, expressed doubts about whether there was sufficient funding and infrastructure to effectively roll out BWCs across the Soshanguve policing area.

The findings indicate a complex landscape where SAPS officers in Soshanguve generally support the implementation of BWCs but also express significant concerns and challenges. While there is an appreciation of the potential benefits of BWCs, their successful implementation will require addressing knowledge gaps, managing concerns related to discretion and surveillance, and ensuring that adequate resources and training are provided.

#### 5.3.1.2 Objective 2: To Investigate the readiness of the government to implement BWCs within law enforcement.

The findings from the study reveal several significant barriers to the successful implementation of body-worn cameras (BWCs) within law enforcement in the Soshanguve Policing area, focusing on resource constraints, infrastructure challenges, and corruption. A recurring issue is the scarcity of resources and inadequate funding, with participants highlighting that essential needs within the South African Police Service (SAPS) are not being met, making the introduction of BWCs a lower priority. Furthermore, logistical challenges, such as the lack of basic infrastructure and vehicles, further complicate the deployment of BWCs. Corruption within both the government and law enforcement agencies emerged as a critical issue, with participants expressing concerns that even when funds are available, they may be misappropriated, preventing necessary resources from reaching their intended projects.

Training and discipline were also identified as crucial factors, with participants stressing the need for comprehensive training programs and safeguards to prevent the misuse of BWCs. The findings also highlighted a lack of political will and the need for clear and fair policies to ensure the sustainable and effective introduction of BWCs. Stakeholder engagement and collaboration were emphasized as vital components of the implementation process, with participants suggesting that the government should involve all relevant parties, including international partners, to learn from best practices. Lastly, the prioritization of government resources was identified as a significant barrier, with participants noting that pressing social issues, such as unemployment and load shedding, may delay the implementation of BWCs. Overall, the findings suggest that while the successful implementation of BWCs is achievable, it requires addressing these foundational challenges through adequate funding, strong governance, proper training, and a commitment to collaboration.

#### 5.3.1.3 Objective 3: To explore how both policing and community members accept the use of BWCs.

The findings from the study indicate that police officers in the Soshanguve policing area express a conditional acceptance of body-worn cameras (BWCs), with a significant emphasis on the need for proper national directives, training, guidelines, and privacy considerations to be met for successful implementation. Many officers believe that BWCs could significantly aid in crime prevention and enhance officer protection. For example, some participants noted that

BWCs would be more acceptable if supported by national laws and instructions, ensuring that their use is legally mandated and structured. Moreover, the need for thorough training and clear guidelines on the use of BWCs was consistently emphasized, with officers expressing concerns about privacy and the ability to control when recording takes place. These concerns highlight the importance of balancing the operational benefits of BWCs with respect for personal privacy, particularly during non-operational moments.

The study also revealed diverse opinions on the impact of BWCs on daily operations, with some officers concerned about the potential administrative burden and the risk of misuse. There were fears that BWCs could lead to constant monitoring, invasion of privacy, and possible manipulation of recorded data. Despite these concerns, there is a strong recognition of the potential benefits that BWCs can offer, particularly in crime prevention, evidence collection, and reducing corruption within the police service. Officers believe that BWCs can serve as a critical tool in enhancing accountability and protecting both the community and officers, as well as improving the police's image within the community by fostering transparency.

Overall, while there is a general willingness among police officers to accept BWCs, this acceptance is heavily conditional. The successful implementation of BWCs in the Soshanguve policing area will require careful consideration of legal mandates, proper training, privacy protections, and adequate resources to ensure that BWCs are effectively integrated into policing practices. The officers' acceptance of BWCs is largely driven by their belief in the potential benefits of these devices, provided that their concerns are adequately addressed.

#### 5.3.1.4 Objective 4: Identify strategies to overcome negative perceptions and support the positive implementation of BWCs

Education and awareness emerged as crucial strategies, with participants emphasizing that a lack of knowledge contributes significantly to resistance against BWCs. They suggested that targeted educational campaigns could help both law enforcement officers and community members understand the benefits of BWCs, thereby reducing opposition. Pilot programs were also highlighted as an essential step, allowing for the testing and refinement of BWCs before full-scale implementation. This approach was seen as a way to address potential issues, gather evidence of benefits, and build confidence in the technology.

Concerns about privacy and ethics were identified as significant barriers to acceptance, with participants advocating for clear policies and open discussions to address these issues. Transparent practices were suggested as a means to mitigate fears related to the misuse of footage and lack of trust in authorities. Resource allocation and training were also emphasised, with participants noting that the successful implementation of BWCs requires adequate resources, such as vehicles, manpower, and training programs. Finally, the integration of technology was seen as a vital component, with participants recognizing the need for law enforcement to modernise and keep pace with technological advancements. They suggested that integrating BWCs with other systems, such as the South African Revenue Service (SARS), the Department of Home Affairs and toll-gates databases, could enhance their effectiveness. Overall, the findings suggest that measures to address education, testing, privacy, resources, and technology are essential for overcoming negative perceptions and ensuring the successful implementation of BWCs in law enforcement.

### 5.3.2 Findings from Metro Police Members

#### 5.3.2.1 Objective 1: To describe the perceptions of Tshwane Metro police members regarding the effectiveness of BWCs.

The findings reveal that Tshwane Metro Police participants possess a comprehensive awareness of BWCs, viewing them as crucial tools for modern law enforcement. They recognise several potential benefits, including crime reduction, enhanced evidence collection, improved transparency and accountability, strengthened trust between the police and the community, and increased officer safety.

However, the study also uncovers significant challenges that could impede the successful implementation of BWCs. These include operational difficulties in high-crime or complex environments, such as informal settlements, concerns over privacy and the potential misuse of recorded footage, and the limitations posed by inadequate resources and infrastructure. The participants' views on the overall effectiveness of BWCs are mixed; while some are optimistic about the potential impact of BWCs on reducing crime and fostering transparency, others express scepticism, citing previous unsuccessful attempts to integrate new technologies into policing.

To navigate these challenges and enhance the likelihood of successful BWC implementation, the officials recommend several strategies. These include comprehensive training programs to ensure that officers are well-equipped to use the technology effectively, a careful balancing of privacy concerns with the need for transparency, and the cultivation of strong support from both the community and law enforcement personnel.

These findings contribute valuable insights to the ongoing discourse on BWCs within law enforcement, highlighting both the potential advantages and the critical considerations necessary for their effective deployment. They underscore the importance of a holistic approach that addresses both technical and human factors, ensuring that BWCs not only fulfil their intended purpose but also gain acceptance among the stakeholders involved. This research, therefore, provides a foundation for further studies and practical applications aimed at optimising the use of BWCs in the South African policing context.

#### 5.3.2.2 Objective 2: To Investigate the readiness of the government to implement BWCs within law enforcement

The summary of findings on the readiness of the government to implement body-worn cameras (BWCs) within law enforcement, as perceived by Tshwane Metro Police officials, reveals a mix of optimism and scepticism. Some officials believe that the government might be motivated to implement BWCs due to the high rates of police killings, as BWCs could serve as a tool to identify criminals and enhance officer safety. However, a more prevalent view among participants is that the government is not ready for such an initiative due to significant resource limitations. Many officers pointed out that there is a severe lack of basic resources, such as vehicles, firearms, and even uniforms, which makes it difficult to envision the successful implementation of BWCs. Political and financial constraints were also frequently mentioned as substantial barriers, with some participants noting that recent issues, such as salary disputes and strikes, further indicate the government's unpreparedness to take on the additional financial burden that BWCs would require.

In terms of recommendations for successful implementation, the officers suggested that the government should start with community workshops and education to gauge public support and inform both the community and law enforcement officers about BWCs. Comprehensive training and clear guidelines for officers were also emphasised as crucial steps to ensure that BWCs are used effectively and do not infringe on privacy rights. Moreover, participants

stressed the importance of consulting with police officials, labour unions, and other stakeholders to address the concerns raised, particularly regarding safety and privacy.

Generally, while the potential benefits of BWCs are acknowledged, the participants expressed significant doubts about the government's readiness to implement them, citing the need to first address fundamental resource gaps, financial instability, and political challenges.

#### 5.3.2.3 Objective 3: Explore how both policing and community members accept the use of BWCs.

The findings from the Tshwane Metropolitan Police officials on the acceptance of Body-Worn Cameras (BWCs) reveal a generally positive attitude towards their implementation, both within the police force and the community. Many officials believe that the community will support BWCs, viewing them as tools that enhance transparency and accountability. Participants frequently mentioned that the community's desire for a more transparent and accountable police force aligns well with the introduction of BWCs. However, there is some scepticism, particularly among those who believe that certain segments of the community may resist BWCs due to fear of increased surveillance or exposure to their own wrongdoing.

Within the police force, many officers expressed support for BWCs, citing benefits such as increased safety for officers and better evidence collection. However, this support often comes with conditions related to privacy and practical concerns. Some officers are worried about the physical burden of carrying additional equipment and the potential misuse of BWC footage, especially if it were to fall into the wrong hands. Privacy concerns were also raised, particularly regarding the use of BWCs off-duty or in non-work-related situations.

The participants emphasized the need for proper training and clear guidelines to ensure the successful implementation of BWCs. They suggested that workshops, comprehensive training, and community education would be critical to addressing any misconceptions and ensuring that both officers and community members understand the benefits and limitations of BWCs.

While there is substantial support for the use of BWCs among Tshwane Metro Police officials, this support is characterised and accompanied by concerns that need to be addressed. The successful implementation of BWCs will require careful consideration of privacy issues, operational challenges, and the need for thorough training and community engagement.

#### 5.3.2.4 Objective 4: To Identify strategies to overcome negative perceptions and support the positive implementation of BWCs.

The findings among Tshwane Metropolitan Police officials highlight several key areas of focus. Participants identified corruption and misuse as significant barriers, noting that individuals with corrupt motives or ties to criminal syndicates may resist the deployment of BWCs to protect their interests. To address these concerns, transparency and accountability must be prioritized to build trust both within law enforcement and in the community.

Education and awareness programs emerged as another critical strategy, with participants stressing the importance of educating both officers and the community about the benefits and functionalities of BWCs. Many emphasised that comprehensive training, workshops, and community awareness campaigns are essential to demystify the technology and demonstrate its potential to enhance security and accountability.

Proper training and workshops for law enforcement officers were repeatedly mentioned as crucial for successful implementation. Participants underscored the need to ensure that officers are comfortable with the technology and understand its significance through ongoing training and pilot studies.

Community involvement and consultation were also highlighted as essential for gaining support for BWCs. Participants recommended continuous consultation with the community, management, stakeholders, and senior politicians to address concerns and build trust. Involving the community in the decision-making process is seen as vital to overcoming resistance and fostering a positive perception of BWCs.

Legislative and policy support was identified as another important area, with participants calling for clear guidelines, proper legislation, and policy changes to regulate the use of BWCs and ensure their benefits are maximised. They emphasized the need for strong leadership willing to drive these changes.

Finally, technological and resource support was seen as crucial for the sustainability and effectiveness of BWCs. Participants pointed out the need for adequate budgeting, logistical support, and additional resources such as vehicles and law enforcement officers to ensure the successful implementation of BWCs.

Overall, the findings suggest that an approach addressing corruption, education, training, community involvement, legislative support, and resource allocation is necessary to overcome negative perceptions and support the positive implementation of BWCs within law enforcement.

### 5.3.3 Findings from Community Members

#### 5.3.3.1 Objective 1: To describe the perceptions of community members regarding the effectiveness of BWCs.

The community perceptions of the effectiveness of body-worn cameras (BWCs) in the Soshanguve policing area reveal a many-sided perspective. Community members generally understand BWCs as tools for recording police activities and interactions, which they believe can enhance transparency and accountability. Participants demonstrated a solid awareness of the functions and potential benefits of BWCs, recognising their role in documenting police work, gathering evidence, and promoting accountability in law enforcement.

The perceived benefits of BWCs were largely positive, with community members viewing them as a means to build trust between the police and the public, improve safety, and support the legal process by providing indisputable evidence. Participants expressed optimism that BWCs could help reduce crime and ensure that police officers are held accountable for their actions, thereby strengthening the overall effectiveness of law enforcement in their community.

However, significant concerns were raised regarding privacy and the potential misuse of recorded data. Many participants were worried about how sensitive information might be handled, particularly in cases involving private property, gender-based violence (GBV), or other sensitive matters. There was a prevalent fear that the data could be leaked or misused, leading to negative consequences for those involved. These concerns highlight the need for clear guidelines on data management and strict protocols to ensure that privacy is protected.

Despite these concerns, there was a general acceptance of BWCs among community members, provided that proper education and awareness programs were implemented. Participants emphasized the importance of educating both the police and the public about the positive aspects of BWCs, suggesting that such efforts could alleviate fears and build support for their use. Additionally, there was a strong desire for community involvement in the implementation

process, with recommendations for clear communication, transparency, and collaboration between law enforcement and the public to ensure the successful adoption of BWCs.

Overall, the findings suggest that while there is broad support for BWCs in the Soshanguve policing area, addressing privacy concerns and ensuring community involvement through education and transparent practices are crucial for their effective implementation.

#### 5.3.3.2 Objective 2: To Investigate the readiness of the government to implement BWCs within law enforcement.

The findings reveal significant concerns among community members regarding the government's preparedness and readiness for the implementation of body-worn cameras (BWCs) within law enforcement in the Soshanguve policing area. There is a widespread perception that the government lacks a clear strategy, sufficient funding, and the necessary commitment to effectively introduce BWCs. Participants expressed uncertainty about the government's readiness, with some attributing it to economic challenges and corruption, which they believe could lead to inadequate funding and the potential for purchasing substandard equipment.

In light of these concerns, community members offered several recommendations for successful implementation. A key suggestion was the need for proper funding, with participants advocating for the government to allocate resources wisely and consider international funding options. Additionally, there was a strong emphasis on the importance of engaging academic institutions for research and development, as well as the necessity of developing clear policies and guidelines to govern the use of BWCs. Finally, participants highlighted the need for comprehensive training programs to ensure that both law enforcement officers and the public are well-informed about the purpose and operation of BWCs. These recommendations underscore the community's desire for a thoughtful and well-supported approach to the implementation of BWCs in South Africa.

#### 5.3.3.3 Objective 3: To explore how both policing and community members accept the use of BWCs.

The findings on the acceptance of body-worn cameras (BWCs) by both police officers and community members in the Soshanguve policing area reveals a mix of perspectives,

particularly regarding the perceived attitudes of police officers toward these devices. Community members generally believe that police officers might be hesitant to accept BWCs, primarily due to concerns about privacy and the potential exposure of internal corruption. However, there is also a sense that if officers are properly educated on the benefits of BWCs, such as crime prevention and enhanced transparency, their acceptance levels could increase. Participants highlighted the importance of transparency and education, with one noting that officers might accept BWCs if they *"have nothing to hide"* and if they understand how BWCs can enhance their work.

On the other hand, community members themselves are largely supportive of the implementation of BWCs, viewing them as essential tools for promoting justice, safety, and accountability within law enforcement. Many participants expressed the belief that BWCs could reduce incidents of bribery, intimidation, and corruption by police officers. There is a strong sense that BWCs will be effective in solving crimes and ensuring that police officers perform their duties more effectively and transparently.

To reinforce the successful implementation and community acceptance of BWCs, participants suggested the need for ongoing education and active community involvement. They emphasized that informing the community about the benefits and functions of BWCs is crucial for gaining widespread support. The community's advocacy for educational programs reflects a desire to ensure that everyone understands the positive impact BWCs can have on both police work and community safety, ultimately leading to a more transparent and accountable policing system in Soshanguve.

#### 5.3.3.4 Objective 4: To identify strategies to overcome negative perceptions and support the positive implementation of BWCs.

The community participants in this study emphasised several key strategies to overcome negative perceptions and support the positive implementation of body-worn cameras (BWCs) in the Soshanguve Policing Area. Firstly, they highlighted the importance of educational and awareness programs, stressing the need for police officers and community members to be well-informed about the benefits and proper use of BWCs. Participants suggested that these programs could dispel myths and misconceptions, ultimately fostering a more informed and supportive community. Additionally, there was a strong call for developing comprehensive policies and regulatory frameworks that balance transparency, accountability, and privacy.

Clear guidelines on BWC usage, data storage, and access were essential to building trust and ensuring the responsible use of this technology.

Community engagement and collaboration also emerged as central themes, with participants advocating for a partnership between law enforcement, government bodies, and civil society organisations. Collaboration was essential for building trust and securing community buy-in for BWC implementation. Moreover, addressing specific concerns, particularly around privacy and adapting to new technologies, was deemed necessary. Participants stressed the need for measures to protect sensitive information and ongoing support to help officers and community members adapt to BWC usage. Overall, these findings suggest that a multifaceted approach involving education, transparent policies, community collaboration, and addressing specific concerns is essential for the successful and positive implementation of BWCs.

## 5.4 INTEGRATION OF FINDING

### 5.4.1 Relationship Between Findings from SAPS Members, Metropolitan Police Members, and Community Members

The findings from the SAPS members, Tshwane Metropolitan Police members, and community members reveal converging and diverging perspectives on using and implementing Body-Worn Cameras (BWCs) in the Soshanguve policing area. Across these groups, there is a shared recognition of the potential benefits of BWCs in enhancing transparency, accountability, and the overall effectiveness of law enforcement. However, each group also emphasises unique concerns and conditions that influence their support or scepticism towards deploying BWCs.

#### 5.4.1.1 Convergent Perspective

All three groups acknowledge the potential of BWCs to improve policing by enhancing officer accountability, gathering reliable evidence, and increasing public trust in law enforcement. There is a general consensus that BWCs can play a critical role in crime prevention, ensuring transparency during police-public interactions, and safeguarding both officers and community members.

Privacy concerns, the potential misuse of recorded footage, and the operational challenges of implementing BWCs in resource-constrained environments were consistently highlighted by SAPS members, Metro Police officers, and community participants. Additionally, all groups

expressed doubts about the readiness of the government to provide the necessary resources, training, and infrastructure for effective BWC deployment.

While there is support for the implementation of BWCs, this support is often conditional. SAPS and Metro Police officers, for instance, stress the importance of comprehensive training, clear guidelines, and policies to ensure that BWCs are used effectively and ethically. Community members echo these concerns, emphasizing the need for privacy protections and transparent data management practices.

#### 5.4.1.2 Divergent Perspectives

A notable difference among the groups is the level of awareness and knowledge about BWCs. SAPS members exhibited varied levels of familiarity with the technology, with some officers admitting to limited knowledge. In contrast, Metro Police officers demonstrated a more comprehensive understanding of BWCs and their implications for law enforcement. Community members, on the other hand, were generally well-informed about the basic functions of BWCs but expressed significant concerns about privacy and the potential misuse of recorded data.

There is a divergence in how the three groups perceive the government's readiness to implement BWCs. SAPS members and Metro Police officers are more sceptical about the government's capacity to provide adequate resources and support, citing issues such as corruption, resource constraints, and logistical challenges. Community members, while also concerned about these issues, place a stronger emphasis on the need for clear policies, proper funding, and government commitment to ensure successful BWC implementation.

### 5.4.2 Comparison with Existing Literature

The findings from this study align with existing literature on the implementation of BWCs in law enforcement but also provide new insights that are particularly relevant to the South African context.

#### 5.4.2.1 Confirmation of Previous Studies

##### 5.4.2.1.1 Enhancement of Accountability and Transparency

The recognition of BWCs as tools that enhance transparency and accountability is consistent with studies conducted in other contexts, such as the United States and the United Kingdom. Research has shown that BWCs can reduce complaints against police officers, increase public trust, and improve the quality of evidence used in legal proceedings (Ariel et al., 2016; Lum et al., 2019). The findings from SAPS and Metro Police members, as well as community participants, reinforce these observations, suggesting that these benefits are universally recognized across different law enforcement contexts.

##### 5.4.2.1.2 Concerns about Privacy and Misuse

Privacy concerns and the potential misuse of BWC footage are common themes in the literature, particularly regarding the ethical implications of constant surveillance and data management (Mateescu *et al*., 2015). The findings from this study echo these concerns, highlighting the need for robust policies and guidelines to address privacy issues and prevent the misuse of recorded data.

#### 5.4.2.2 New Insights

##### 5.4.2.2.1 Resource Constraints and Government Readiness

While previous studies have discussed the challenges of implementing BWCs, such as the costs of technology and training, this study provides specific insights into the unique challenges faced in the South African context. The concerns about resource constraints, corruption, and the lack of government readiness to implement BWCs are particularly salient in the findings from SAPS and Metro Police members. This highlights the need for tailored strategies that address these contextual challenges, which may not be as prominent in other countries with different socio-economic and political conditions.

##### 5.4.2.2.2 Community Engagement and Education

The strong emphasis on community involvement and education in the findings from community members adds a new dimension to the discourse on BWC implementation. While community engagement is often mentioned in the literature, this study underscores its critical importance in the South African context, where mistrust between the police and the public is a

significant barrier to the successful adoption of new technologies like BWCs. This suggests that any BWC implementation strategy in South Africa must prioritise community outreach and education to build trust and ensure widespread acceptance.

### 5.4.3 Synthesis and Implications

Integrating findings from SAPS members, Metro Police officers, and community members highlights the potential and the challenges of implementing BWCs in the Soshanguve policing area. The shared recognition of the benefits of BWCs suggests a foundation of support that could be leveraged to drive successful implementation. However, the conditional nature of this support and the significant concerns raised by all groups indicate that a cautious and well-planned approach is necessary.

#### 5.4.3.1 Policy Implications

Policymakers must address the concerns raised by all three groups, particularly regarding privacy, resource allocation, and the readiness of the government to support BWC implementation. Clear and transparent policies, comprehensive training programs, and adequate funding are essential to overcoming these challenges.

#### 5.4.3.2 Integration of Theoretical Framework

The Technology Acceptance Model (TAM) was adopted in this study to help interpret participants' perceptions of body-worn cameras (BWCs). According to TAM, user acceptance of new technology is shaped by perceived usefulness and perceived ease of use. This framework is particularly relevant to the findings of this study, which revealed that both SAPS and Tshwane Metropolitan Police officers recognised the potential usefulness of BWCs for improving accountability, evidence collection, and public trust. However, concerns about resource limitations, training gaps, and technical capacity illustrate barriers to perceived ease of use. These factors help explain why support among officers is conditional and highlights the importance of addressing these determinants to ensure successful implementation.

For community members, the TAM similarly clarifies that acceptance of BWCs depends on perceived benefits such as increased transparency and accountability as well as ease of understanding how the technology works. The community's concerns about privacy and data misuse also align with perceived risks that can negatively impact acceptance. By applying

TAM, the study underscores the need for comprehensive training, clear guidelines, and public education to improve both perceived usefulness and ease of use, thereby fostering positive attitudes and intentions toward BWC adoption.

#### 5.4.3.3 Integration of legislative framework

The legislative framework in South Africa offers critical context for understanding the implementation challenges and necessary safeguards for body-worn cameras. The Electronic Communications and Transactions Act (ECTA) establishes legal requirements for managing electronic communications and transactions, including digital evidence. Findings from SAPS and Metro Police officers emphasized the need for secure storage, management, and sharing of BWC footage concerns directly addressed by ECTA's provisions on preventing the abuse of information systems and ensuring data integrity. Compliance with ECTA will be vital for maintaining public trust and ensuring that BWC footage is admissible in court.

Additionally, the Constitution of the Republic of South Africa, particularly section 35(5), requires that evidence obtained in violation of rights must be excluded if its admission would render a trial unfair. This underlines participants' concerns about privacy and the potential misuse of footage. The study's findings echo the need for clear legal protocols on collecting, storing, and using BWC data to protect citizens' constitutional rights. The analysis also draws on Canadian jurisprudence, which provides comparative guidance on balancing the evidentiary value of BWCs with privacy rights. Together, these legislative considerations highlight the importance of developing context-specific laws, policies, and operational protocols that ensure BWCs are used ethically, lawfully, and effectively in the South African policing environment.

#### 5.4.3.4 Future Research

The findings from this study suggest several areas for future research, including developing strategies to address resource constraints in low-income settings, designing privacy-protecting BWCs policies, and evaluating community engagement strategies to build trust in law enforcement technologies.

Overall, the integration of findings from SAPS members, Metro Police officers, and community members provides a sophisticated understanding of the potential and challenges of

BWCs implementation in the Soshanguve policing area, offering valuable insights for both policy development and future research in this field.

## 5.5 CONCLUSION

The research findings provide a sophisticated understanding of the perceptions, challenges, and potential strategies for implementing body-worn cameras (BWCs) in the Soshanguve policing area. The study reveals that both police officers and community members recognise the significant potential of BWCs to enhance transparency, accountability, and safety within law enforcement. However, the successful implementation of BWCs is contingent upon addressing various concerns, including privacy, resource limitations, and proper training and guidelines.

### 5.5.1 Perceptions among South African Police Service Members

SAPS members in Soshanguve generally support the implementation of BWCs, acknowledging their potential to improve policing effectiveness and public trust. However, there are concerns about the lack of knowledge and training on BWC use, fears of restricted discretion, and the challenges posed by resource constraints. These findings suggest that while there is a foundational understanding of BWC benefits, significant efforts are needed to address knowledge gaps, legal concerns, and resource limitations.

### 5.5.2 Perceptions among Tshwane Metro Police Members

Tshwane Metro Police members exhibit a more comprehensive understanding of BWCs, recognising their benefits in reducing crime, improving evidence collection, and fostering transparency. However, the successful deployment of BWCs is perceived to be hindered by operational challenges, privacy concerns, and resource shortages. The mixed views on BWC effectiveness underscore the importance of addressing technical and human factors in their implementation.

### 5.5.3 Community Perceptions

Community members in Soshanguve largely support using BWCs, viewing them as tools to promote justice, transparency, and accountability. However, privacy concerns and the potential misuse of recorded data are significant barriers to acceptance. The community's desire for

involvement in the implementation process and the need for clear communication and education are crucial for fostering trust and support for BWCs.

### 5.5.4 Readiness of the Government

The study highlights significant doubts about the government's readiness to implement BWCs, primarily due to resource constraints, financial instability, and corruption. Both police officers and community members express concerns about the lack of a clear strategy, sufficient funding, and the commitment to introduce BWCs effectively. Comprehensive training, transparent policies, and stakeholder engagement are critical to overcoming these barriers.

## 5.6 RECOMMENDATIONS

Based on the findings and conclusions of this study, several recommendations are proposed to facilitate the successful implementation of BWCs in the Soshanguve policing area:

### 5.6.1 Comprehensive Education and Training

Implement targeted educational campaigns for police officers and the community to raise awareness of the benefits and proper use of BWCs. Develop comprehensive training programs for SAPS and Tshwane Metro Police officers to ensure they are well-equipped to use BWCs effectively and understand the legal and procedural guidelines.

### 5.6.2 Resource Allocation and Infrastructure Development

Secure adequate funding and resources for the acquisition, deployment, and maintenance of BWCs. This includes ensuring the availability of essential infrastructure, such as vehicles and IT systems, to support BWC usage. Prioritise government budgeting to address basic resource gaps in law enforcement before rolling out BWCs on a larger scale.

### 5.6.3 Privacy Protection and Data Management

Establish clear guidelines and policies on data management, including storage, access, and usage of BWC footage, to protect the privacy of individuals and prevent misuse of recorded data. Implement strict protocols to ensure that sensitive information, particularly in cases involving private property or GBV, is handled securely.

### 5.6.4 Pilot Programs and Stakeholder Involvement

Initiate pilot programs in select areas to test and refine BWC implementation strategies. This approach will help identify potential challenges and build confidence in the technology before a full-scale rollout.

Engage all relevant stakeholders in the planning and implementation process, including law enforcement officers, community members, civil society organisations, and international partners. This collaboration will ensure that diverse perspectives are considered and that there is broad support for BWCs.

### 5.6.5 Legislative and Policy Support

Advocate for developing national laws and policies that mandate and regulate the use of BWCs, ensuring that their deployment is legally structured and standardised across different policing areas. Encourage strong political leadership and commitment to drive the legislative changes and policy development necessary for the successful implementation of BWCs.

### 5.6.6 Community Engagement and Transparency

Foster ongoing communication and collaboration between law enforcement and the community to build trust and support for BWCs. This includes involving community members in decision-making processes and addressing their concerns through transparent practices. Develop and implement educational and awareness programs to demystify BWCs and promote their positive impact on public safety and police accountability.

In addressing these recommendations, the Soshanguve policing area can overcome the challenges identified in this study and achieve the successful and positive implementation of BWCs, thereby enhancing law enforcement's effectiveness, transparency, and accountability in the region.

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**ANNEXURES**

**ANNEXURE A: DEMOGRAPHIC INFORMATION QUESTIONNAIRE**

## Section A: Biographical information

**Instructions:** Please indicate your answer by crossing (**X**) the applicable boxes and fill on the provided spaces where applicable.

**1. Gender**

| | |
|---|---|
| Male | Female |

**2. Marital status**

| | | | |
|---|---|---|---|
| Single | Married | Divorced | Other |

**3. Age range**

| | | | | |
|---|---|---|---|---|
| 25 or less | 26-35 | 36-45 | 46-55 | 56 or above |

**4. What is your highest qualification?**

| |
|---|
| |

**5. Are you a Soshanguve community member?**

| | |
|---|---|
| Yes | No |

**6. How long have you been a Soshanguve community member?**

| | | |
|---|---|---|
| 1-5 years | 5-10 years | 10 years and above |

**7. Are you employed or unemployed?**

| |
|---|
| |

**8. If employed, where are you working?**

| |
|---|
| |

**9. Rank/ Position**

| |
|---|
| |

**10. How long have you been in a place of employment?**

| | | |
|---|---|---|
| 1-5 Years | 5-10 Years | 10 years and above |

**11. Have you ever had any concerns about body-worn cameras within law enforcement or policing as a whole?**

| | |
|---|---|
| Yes | No |

**ANNEXURE B: INTERVIEW QUESTIONS**

## Section A: Biographical questions

## Section B: Questions about the policing and community perception of the effectiveness of body worn cameras

1. What is your understanding of Body-worn cameras?

2. What would you say about the implementation of body-worn cameras within law enforcement in the Soshanguve policing area?

3. Do you think body worn cameras will be effective once implemented within law enforcement

4. Would you recommend body worn cameras to be implemented within law enforcement?

## Section C: Police officers and community acceptance of body-worn cameras within the Soshanguve policing area.

1. Would you accept the implementation of body-worn cameras within law enforcement? Elaborate.

2. On what terms would you accept the use of body-worn cameras within law enforcement?

3. On what terms would you not accept the use of body-worn cameras in law enforcement?

4. What would you suggest to people who are against the implementation and effectiveness of body-worn cameras within law enforcement?

5. In your opinion, do you think police officials will accept the use of body-worn cameras within law enforcement?

6. In your opinion, do you think community members will accept the use of body-worn cameras within law enforcement?

## Section D: The readiness of the government for the implementation of body-worn cameras within law enforcement

1. In your opinion, do you think the government is ready to implement body-worn cameras within law enforcement?

2. In your opinion, what can the government do in order to successfully implement body-worn cameras within law enforcement officers?

## Section E: Strategies that can be used to overcome the negative perceptions of the implementation of body-worn cameras

1. In your opinion, what can be the reason behind people who are against the implementation of body-worn cameras within law enforcement?

2. What is your advice on people who are against the implementation of body worn cameras within law enforcement?

## Section F: Closing question

1. What would you suggest before or during the implementation of body-worn cameras within law enforcement?

2. Any other comment you would like to make regarding the implementation and effectiveness of body-worn cameras?

## ANNEXURE C: ETHICAL CLEARANCE LETTER

Tshwane University of Technology

### Faculty Committee for Research Ethics – Humanities [FCRE-HUM]

*The TUT Research Ethics Committee is a registered Institutional Review Board (IRB 00005968) with the US Office for Human Research Protections (IORG# 0004997) (Expires 14 Jan 2023). Also, it has Federal Wide Assurance for the Protection of Human Subjects for International Institutions (FWA 00011501). In South Africa it is registered with the National Health Research Ethics Council (REC-160509-21). The FCRE-HUM is a subcommittee of the Senate Committee for Research Ethics*

16 November 2022

Ref #: FCRE/SSM/STD/2022/50
Name: Mokoena, S.
Student #: 215643050

C/o Prof. K.A. Rakubu
Department of Safety and Security Management
Faculty of Humanities

Dear Ms./Mr. Mokoena, S.

**Title: Community perceptions on the effectiveness of body worn camera within law enforcement in South Africa: A case study of Soshanguve Policing area**

**Investigator: Mokoena, S.**
**Qualification: Master of Policing**
**Supervisor: Prof. K.A. Rakubu**
**Co-supervisor:** Ms. M. van der Westhuizen
**Co-supervisor:** None

Thank you for submitting your proposal for ethics clearance.

**Decision: The application be recommended for approval**

In reviewing the proposal, the following comments/notes, emanating from the meeting are tabled for your consideration/attention/notification:

- The study evaluates policing and community perceptions on the effectiveness of body worn camera within law enforcement in the Soshanguve Policing Area. It is an ethically low risk topic.
- The Ethics Checklist and Ethics Declaration have been submitted and are in order, except that in the Ethics Declaration the ethics code that has been consulted (which is usually the HSRC code) is still not ticked.
- The Information Leaflet and informed consent documentation have been submitted and are in order,
- The research proposal is in order.
- An interview schedule has been submitted and is in order

- No draft letter asking for permission to conduct the research has been provided. As soon as an official letter granting permission has been received, it should be submitted to the FCRE for our records No data gathering may be started before this permission has been obtained.
- A TURNITIN report has been submitted, and the 16% similarity index is acceptable
- Recommend: Approval

The Faculty of Humanities Research Ethics Committee reviewed the documents at its meeting on 29 September 2022. The study is **recommended for approval**

The Committee wishes you well with your research endeavours.

Signature

16 NOVEMBER 2022

Chair / Deputy-Chair
Faculty Research Ethics Committee
[Ref#: FCRE/SSM/STD/2022/50]

Cc Prof. K.A. Rakubu; Ms. M. Van der Westhuizen

**ANNEXURE D: PERMISSION LETTER FROM SOUTH AFRICAN POLICE SERVICE**

South African Police Service — Suid-Afrikaanse Polisiedienste

| Privaatsak<br>Private Bag X94 | Pretoria<br>0001 | Faks No.<br>Fax No. | (012) 393 4333 |
|---|---|---|---|

Your reference/U verwysing:

My reference/My verwysing: **3/34/2**

THE HEAD: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

Enquiries/Navrae: **Lt Col (Dr) Smit**
**AC Thenga**
Tel: **(012) 393 4333**
Email: **ThengaS@saps.gov.za**

APPROVED

S Mokoena
**TSHWANE UNIVERSITY OF TECHNOLOGY**

**RE: PERMISSION TO CONDUCT RESEARCH IN THE SOUTH AFRICAN POLICE SERVICE: TSHWANE UNIVERSITY OF TECHNOLOGY: MASTERS DEGREE: POLICING AND COMMUNITY PERCEPTIONS ON THE EFFECTIVENESS OF BODY WORN CAMERA WITHIN LAW ENFORCEMENT IN SOUTH AFRICA: A CASE STUDY OF SOSHANGUVE POLICING AREA: RESEARCHER: S MOKOENA**

1. The above subject matter refers.
2. You are hereby granted approval for your research study on the above mentioned topic in terms of National Instruction 4 of 2022.
3. Further arrangements regarding the research study may be made with the following office:

   The Provincial Commissioner: Gauteng:

   - **Contact Person:** Colonel NS Peters
   - **Contact Details:** (011) 547 9129
   - **Email address:** PetersNS@saps.gov.za

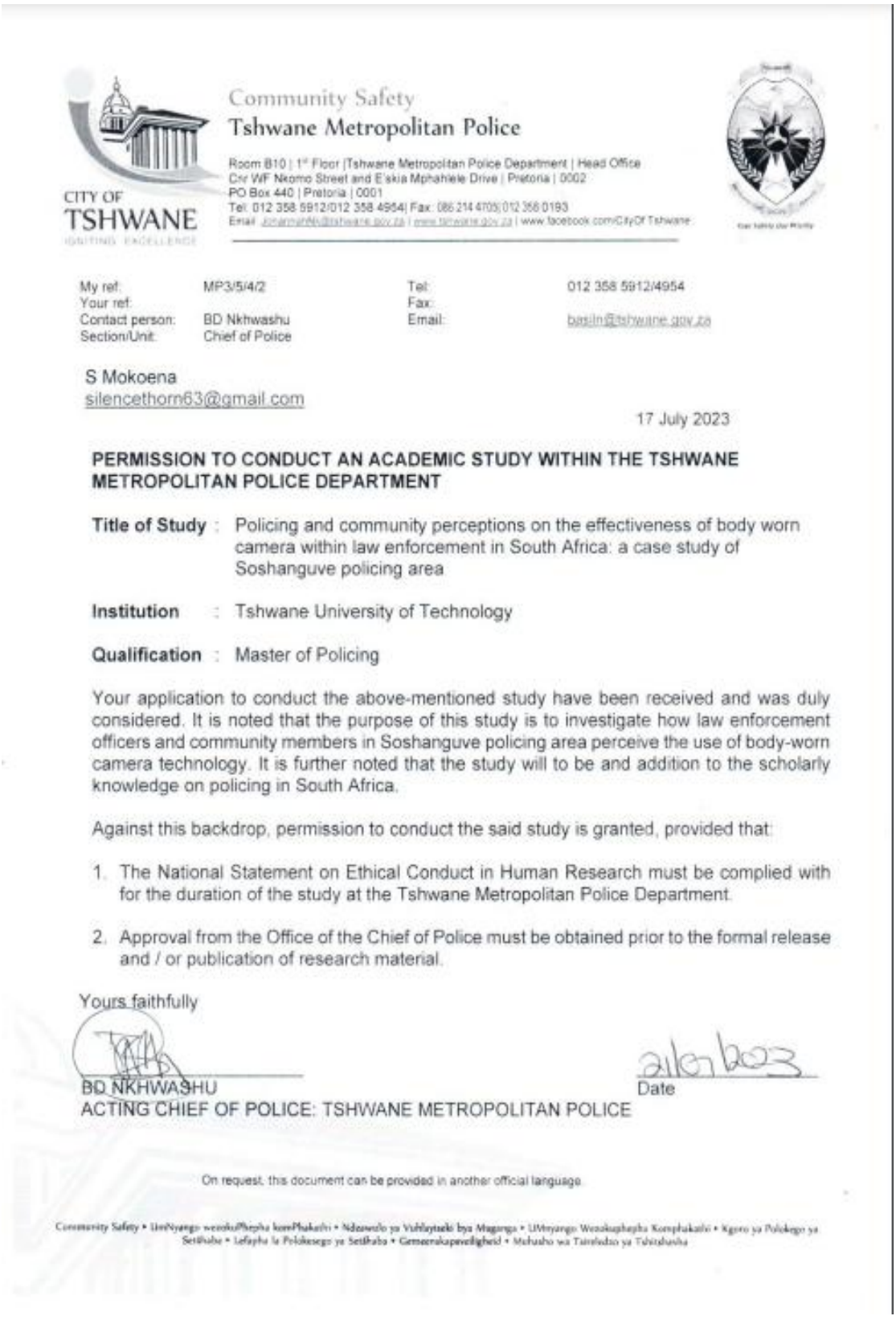
   - **Contact Person:** Captain Nevumbani
   - **Contact Details:** (011) 547 9189
   - Email Address: nevumbanivj@saps.gov.za

4. Kindly adhere to paragraph 8 of our attached letter signed on the **2023-03-01** with the same above reference number.

**MAJOR GENERAL**
**THE HEAD: RESEARCH**
**DR PR VUMA**

Date: 2023-04-1[illegible]

## ANNEXURE E: PERMISSION LETTER FROM TSHWANE METRO POLICE



CITY OF TSHWANE
IGNITING EXCELLENCE

Community Safety
Tshwane Metropolitan Police

Room B10 | 1st Floor |Tshwane Metropolitan Police Department | Head Office
Cnr WF Nkomo Street and E'skia Mphahlele Drive | Pretoria | 0002
PO Box 440 | Pretoria | 0001
Tel: 012 358 5912/012 358 4954| Fax: 086 214 4705|012 358 0193
Email: [illegible] | www.tshwane.gov.za | www.facebook.com/CityOfTshwane

Our safety our Priority

My ref: MP3/5/4/2
Your ref:
Contact person: BD Nkhwashu
Section/Unit: Chief of Police

Tel: 012 358 5912/4954
Fax:
Email: basin@tshwane.gov.za

S Mokoena
silencethorn63@gmail.com

17 July 2023

**PERMISSION TO CONDUCT AN ACADEMIC STUDY WITHIN THE TSHWANE METROPOLITAN POLICE DEPARTMENT**

**Title of Study** : Policing and community perceptions on the effectiveness of body worn camera within law enforcement in South Africa: a case study of Soshanguve policing area

**Institution** : Tshwane University of Technology

**Qualification** : Master of Policing

Your application to conduct the above-mentioned study have been received and was duly considered. It is noted that the purpose of this study is to investigate how law enforcement officers and community members in Soshanguve policing area perceive the use of body-worn camera technology. It is further noted that the study will to be and addition to the scholarly knowledge on policing in South Africa.

Against this backdrop, permission to conduct the said study is granted, provided that:

1. The National Statement on Ethical Conduct in Human Research must be complied with for the duration of the study at the Tshwane Metropolitan Police Department.
2. Approval from the Office of the Chief of Police must be obtained prior to the formal release and / or publication of research material.

Yours faithfully

21/07/2023

BD NKHWASHU
ACTING CHIEF OF POLICE: TSHWANE METROPOLITAN POLICE

Date

On request, this document can be provided in another official language.

Community Safety • UmNyango wezoKuPhepha koMphakathi • Ndzawulo ya Vuhlayiseki bya Magonga • UMnyango Wezokuphepha Komphakathi • Kgoro ya Polokego ya Setšhaba • Lefapha la Polokesego ya Setšhaba • Gemeenskapsveiligheid • Muhasho wa Tshireletso ya Tshitshavha

## ANNEXURE F: PROOFREADING LETTER

***RLGM LANGUAGE SERVICES***

**Declaration of Professional Language Editing**

To whom it may concern

This serves to confirm that I (Ramolobi LG Matlala) have copy-edited the Masters of Policing thesis titled: *Community Perceptions on the Effectiveness of Body-worn Cameras within Law Enforcement in South Africa: A case study of Soshanguve Policing Area*, submitted by **Silence Mokoena**, Student number 215643050 (author).

Kind regards,

R. MATLALA

Professional EDITORS Guild 30+ Est 1993
Promoting excellence in editing

Ramolobi Matlala
Full Member

Membership number: MAT001
Membership year: March 2024 to February 2025

084 781 7734
ramolobi.matlala@gmail.com

www.editors.org.za

06/02/2025