

Details: Dr Thapelo Neul Mojanga

Student Number: 21220693

ABSTRACTS

1. English

Study Title: Incident Risk Management: A Framework for Security Services at Higher Education Institutions In South Africa

Security services at campuses of higher education institutions (HEIs) in South Africa face various challenges when applying frameworks that are applicable to guide its responsibilities and actions when dealing with campus incidents. The challenges faced by all security services, including the private security industry (PSI) and campus protection services, when reacting to incidents reported are, for example, protests actions, criminal activities, verbal abuse and violent behaviour. This study determined the existing gaps in this framework, especially the aspects such as challenges and efficiency in the implementation process by the security personnel and institutions. The process of this research differentiates the risks presented in the framework of incident risk management by providing importance to the strategies which are active in reducing risks. The outcomes of this research highlight the requirement of a framework for integrated evaluation formulated for HEIs which will provide importance to complicated risks such as accidents, discrimination and protest. The study aims to fill these gaps to strengthen the aspects such as detection of risks, infrastructure related improvement, and providing better protection to the stakeholders of HEI and developing strategies for institutional security.

Some of the challenges regarding directives from current frameworks are also applicable to the security industry. The key aim of this study is to develop an effective and comprehensive framework for incident risk management that tailor to enhance the overall effectiveness of the security services at the South African Higher Secondary education and address some unique challenges as well as promote a safe and secure learning environment. The aim of this research was to formulate a new framework that will provide directives to security personnel during a crisis. The framework could assist the total security industry as a guideline during crisis management. A qualitative research method was applied to obtain information on the actual incidents and the responses from the PSI and staff of HEIs. Several tertiary institutions in South Africa were identified. The research findings portrayed the challenges experiences by the mentioned security personnel and identified shortcomings in the incident management frameworks of the security industry. The recommendations of the research can be implemented by private and public security companies in dealing with campus incidents at HEIs in South Africa. Suggestions to amend the current legal framework in South Africa were also made. The study utilised structured methods for data collection in this research. All the participants are asked questions about the same aspects with a standardized format that minimizes biases and increases reliability.

Keywords: frameworks, higher institutions of learning, incidents, incident management, private security, private security industry, risks, risk management, security industry

2. Afrikaans

Studietitel: Voorvalrisikobestuur: 'n Raamwerk vir Sekuriteitsdienste by Hoër Onderwysinstellings in Suid-Afrika

Sekerheidsdienste op kampusse van hoër onderwysinstellings (HOI) in Suid-Afrika word gekonfronteer met verskeie uitdagings wanneer hulle raamwerke toepas wat van toepassing is om hul verantwoordelikhede en optrede tydens kampusvoorvalle te lei. Die uitdagings waarmee alle sekuriteitsdienste, insluitend die private sekuriteitsbedryf (PSB) en kampusbeskermingsdienste, te staan kom wanneer hulle reageer op gemelde voorvalle, sluit in, byvoorbeeld, betogings, misdaadaktiwiteite, verbale mishandeling en gewelddadige gedrag. Hierdie studie het die bestaande leemtes in hierdie raamwerk bepaal, veral die aspekte soos uitdagings en doeltreffendheid in die implementeringsproses deur sekuriteitspersoneel en instellings. Die proses van hierdie navorsing onderskei die risiko's wat in die raamwerk van voorvalrisikobestuur voorgestel word deur belang te heg aan die strategieë wat aktief is in die vermindering van risiko's. Die uitkomst van hierdie navorsing beklemtoon die behoefte aan 'n raamwerk vir integrale evaluering, ontwerp vir HOI's, wat belang sal heg aan komplekse risiko's soos ongelukke, diskriminasie en betogings. Die studie het ten doel om hierdie leemtes te vul om die aspekte van risiko-detectie, infrastruktuurverbetering en die bied van beter beskerming aan die belanghebbendes van hoër onderwysinstellings te versterk, asook strategieë vir instellingsveiligheid te ontwikkel.

Partye van die uitdagings rakende riglyne uit bestaande raamwerke is ook van toepassing op die sekuriteitsbedryf. Die hoofdoel van hierdie studie is om 'n effektiewe en omvattende raamwerk vir voorvalrisikobestuur te ontwikkel, wat daarop gemik is om die algehele doeltreffendheid van sekuriteitsdienste by Suid-Afrikaanse hoërskool- en sekondêre instellings te verbeter en 'n paar unieke uitdagings aan te spreek, terwyl 'n veilige en sekure leeromgewing bevorder word. Die doel van hierdie navorsing was om 'n nuwe raamwerk te formuleer wat riglyne aan sekuriteitspersoneel tydens 'n krisis sal bied. Die raamwerk kan die hele sekuriteitsbedryf ondersteun as 'n riglyn tydens krisisbestuur. 'n Kwalitatiewe navorsingsmetode is toegepas om inligting oor werklike voorvalle en die reaksies van die PSB en personeel van HOI's te verkry. Verskeie tersiêre instellings in Suid-Afrika is geïdentifiseer. Die bevindinge van die navorsing het die uitdagings beskryf wat deur die genoemde sekuriteitspersoneel ervaar word, en tekortkominge in die voorvalbestuurs raamwerke van die sekuriteitsbedryf geïdentifiseer. Die aanbevelings van die navorsing kan deur private en publieke sekuriteitsmaatskappye in die omgang met kampusvoorvalle by HOI's in Suid-Afrika geïmplementeer word. Voorts is voorstelle gemaak om die huidige wettelike raamwerk in Suid-Afrika te wysig. Die studie het gestruktureerde metode gebruik vir datainsameling. Al die deelnemers is gevra oor dieselfde aspekte met 'n gestandaardiseerde formaat om vooroordele te minimaliseer en betroubaarheid te verhoog.

Sleutelwoorde: raamwerke, hoër onderwysinstellings, voorvalle, voorvalbestuur, private sekuriteit, private sekuriteitsbedryf, risiko's, risiko-bestuur, sekuriteitsbedryf

3. Isizulu

Isihloko Socwaningo: Ukulawulwa Kobungozi Bwezigameko: Uhlaka Lwezinsizakalo Zokuphepha Ezikhungweni Zemfundo Ephakeme ENingizimu Afrika

Izinsiza zokuphepha ezikhungweni zemfundo ephakeme (HEIs) eNingizimu Afrika zibhekene nezinselele ezihlukahlukene uma zisebenzisa izikhungu ezilungele ukuqondisa imisebenzi yazo uma zibhekene nezimo ezisemikhakheni yemfundo. Izinselele ezibhekene nazo zonke izinhlobo zezinsiza zokuphepha, okuhlanganisa nomkhakha wezokuphepha wangasese (PSI) kanye nezinhlangano zokuvikela ezisemikhakheni, uma ziphendula ezimweni ezibikiwe zifaka phakathi izenzo zokuphikisa, ubugebengu, ukucindezelwa ngokwezilimi nokuziphatha kwaqediwe nokungathi sína. Lolu cwaningo luveze izikhala ezikhona kulo msebenzi wokusebenza, ikakhulukazi izici ezifana nezinselele nokusebenza kahle enkathini yokusebenza yabasebenzi bokuphepha nezikhungo. Inqubo yocwaningo lwakho hlukanisa ubungozi obukhona ephasekukhweni lwezingozi zokubika izenzakalo ngokugxila emabhilweni asebenza ekunciphiseni ubungozi. Imiphumela yalolu cwaningo igcizelela isidingo seqhaza lokuzenzela izinhlelo zokuhlola ezihlanganisiwe ezibhekiswe ezikhungweni zemfundo ephakeme, ezizogxila ezisingathweni eziyinkimbinkimbi ezifana nezingozi, ukwahlukana nokuphikisana. Lolu cwaningo luhlose ukugcwalisa lezi zikhala ukuze kuthuthukiswe izici ezifana nokutholwa kwengozi, ukuthuthukiswa kwemitholampilo kanye nokuhlinzeka ngokuvikeleka okungcono kubabambiqhaza bezikhungo zemfundo, nokuthuthukisa amasu okugcina ukuphepha kwezikhungo.

Ezinye zezinselele eziphathelene nemiyalelo evela kuzikhungo ezikhona nazo zisebenza futhi embonini yezokuphepha. Umgomo oyinhloko walo cwaningo ukusungula uhlaka oluphelele nolusebenza kahle lokuphatha izingozi ezisemthethweni ezihloswe ukuthuthukisa ukusebenza konke kwezinsiza zokuphepha eNingizimu Afrika, nokusingatha izinselele ezihlukile ngaleso sikhathi, futhi ukukhuthaza indawo yokufunda ephephile nephephile. Inhloso yocwaningo kwakuwukusungula uhlaka olusha oluzonikeza imiyalelo kubasebenzi bokuphepha ngesikhathi kube nesimo sezulu esingalindelekile. Lolu hlaka lungasiza yonke imboni yezokuphepha njengomhlahlandlela wokuphathwa kwezimo eziphuthumayo. Indlela yocwaningo lwezobunjalo yaphothulwa ukuze kutholwe ulwazi ngemicimbi yangempela nokuphendula okuvela kubasebenzi be-PSI nabasebenzi bezikhungo zemfundo eziphezulu. Kukhishwe izinhlangano eziningi zemfundo ephakeme eNingizimu Afrika. Imiphumela kwathinta izinselele ezibhekene nalaba basebenzi bokuphepha futhi ibonisa ukungaphumeleli kwezinhlelo zokuphatha izimo okukhulunywe ngazo embonini yezokuphepha. Iziphakamiso zalolu cwaningo zingasetshenziswa yizinkampani zokuphepha eziyimfihlo nezikahulumeni uma zibhekene nezehlakalo ezisemikhakheni yezikhungo zemfundo. Kwenziwe izincomo zokulungisa umthetho okhona eNingizimu Afrika. Ucwaningo lusetshenziswe izindlela ezinhle zokuhlanganisa idatha. Bonke ababamba iqhaza buzwa imibuzo efanayo mayelana nezihloko ezifanayo ngokwefomethi ejwayelekile, okusiza ukunciphisa ukuhlukumezeka kokuhlola nokwandisa ukwethenjelwa.

Amagama angukhiye: izikhungo, izikhungo zemfundo ephakeme, izenzakalo, ukuphathwa kwezimo, ukuphepha kwabazimele, imboni yezokuphepha, ubungozi, ukuphatha ubungozi, imboni yezokuphepha

4. Xhosa

Isihloko soPhando: Ulawulo loMngcipheko weZiganeko: Isakhelo seeNkonzo zoKhuseleko kwiiZiko zeMfundo ePhakamileyo eMzantsi Afrika

Izinsiza zokhuseleko kwiikholeji zemfundo ephakamileyo (HEIs) eMzantsi Afrika zibhekene neengxaki ezahlukeneyo xa zisebenzisa iiframewoek eyiqhelileyo zokunceda ekuncedeni uxanduva lwazo kunye nemisebenzi xa zibhekene neengozi okanye iziganeko ezisemakholeji. Izingqinamba ezibhekene nayo yonke imisebenzi yezokhuseleko, kuquka noshishino lwezokhuseleko lwabucala (PSI) kunye neenkonzo zokhuselo ezikhungweni zemfundo, xa baphendula kwiimeko ezibhengeziweyo, ziquka, umzekelo, iimbambano zokuphumela ngaphandle, ubugebengu, ukwahlukwana ngokweelwimi kunye nokuziphatha ngokungathandabuzekiyo. Olu hlalutyo luveze iimeko ezikhoyo kwiiframewo yomsebenzi wokulawula iingozi, ikakhulu iinjongo zokunceda ekunciphiseni ubungozi nokuzibophelela ekufundeni okuphumelelayo. Ingqokelela yetiekyana iwaphakamisa ulwazi olusisiweyo lwemigaqo-nkqubo yokuhlola udingerero lhlala yahlulwa ngeenjongo eziluncedo ekunciphiseni iingozi ezifana neengozi, ukuqhawuka kwabantu nokunyuka kwezinto, uphuhliso lwemizila yeenkqubo kunye nokuphumeza iinjongo zokhuseleko ezingama- inhlango.

Ezinye zeengqiniba ezibhekise kwiimfuno neziphumo zomgaqo-nkqubo wesikhumbuzo ziya kum ClienteY intselelo imboni yezokhuseleko ikakhulu. Iinjongo eziphambili kweli phando kukukhula kwenkqubo epholeleyo nempumelelo yolawulo lweengozi ezisemthethweni, ukunceda ukuphucula ukusebenza okupheleleyo kwezikhonkwane zokhuseleko eMzantsi Afrika, nokusingatha iingxaki ezithile ezizodwa kunye nokuphakamisa indawo yokufunda esekuphepheni nokuqinisekileyo. Injongo yokuphanda kukunguqula umgaqo-nkqubo omtsha oza kubonelela ngemiyalelo kwabasebenzi bokhuseleko xa kukho imeko yeengozi. Olu hlaka lunokunceda wonke umzi mngeni wokhuseleko njengomhlahlandlela wokulawula iimeko zekrisis. Indlela yophando lwezobunjalo isetyenzisiwe ukufumana ulwazi malunga neengozi zangempela kunye nempendulo ezivela kwi-PSI nababambiqhaza beharitshwe kwizikhululo zemfundo eziphezulu. Zahlulwe izikhululo ezahlukeneyo zemfundo ephakamileyo eMzantsi Afrika. Iziphumo zibalasele ukuhlupheka kunye neengxaki ezibhekene neendlela zokulawula iimeko ezisekhampasini, kwaye ziye zahlalutya ubuncwane kwizicwangciso zokulawula iimeko zemigangatho yezokhuseleko. Iingcebiso zomphumo wokuphanda zinokuthathwa ngokuba zizikhokelo kwishishini lezokhuseleko labucala nohulumeni xa kulo masango ezikhumbuzo zeenkampani kwiikhampasi ezinkolweni. Kwakhona, zimbalwa iingcebiso zokulungisa umgaqo-nkqubo wobulumko waseMzantsi Afrika. Ucwangingo lwesetyenziso lweendlela ezifanelekileyo zokuqoqa idatha. Bonke abantu abamncinci bubuza imibuzo efanayo malunga neengxaki ezifanayo ngendlela ecwangcisiweyo, eyenza kube lula ukunciphisa ukukhetha okungafunekiyo kunye nokwandisa ukwetyiswa.

Amagama angundoqo: iiframewo, izikhululo zemfundo ephakamileyo, iimeko, ulawulo lweengozi, ukhuseleko olungenabucala, ishishini lezokhuseleko, ubungozi, ulawulo lweengozi, ishishini lezokhuseleko