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**CORRECTIONAL ORIENTATION AMONG REHABILITATION OFFICERS IN
ZIMBABWE PRISONS and CORRECTIONAL SERVICES**

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DEDICATION

This research is dedicated to my parents Mr and Mrs Ncube, my sons, Ashley and Ethan and my two brothers Thembinkosi and Bokani. You have been a crucial source of support throughout my learning period. You have been my cheerleaders, life coaches, and safety net instilling in me profound strength, courage and dedication.

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ABSTRACT

The orientation of correctional officers has a significant influence in the effectiveness of correctional rehabilitation treatments or programs and the successful reintegration of offenders after completion of prison sentence. The purpose of this study is to explore the professional orientations of rehabilitation officers in the Zimbabwe Prisons and Correctional Services. This will be done by looking at individual attributes and organisational attributes as potential predictors of attitudes, in relation to their views on ideological orientation. The researcher's motivation for this study is the apparent failure of rehabilitation efforts in the prisons services despite the ZPCS mission statement. The research is focused on the correctional officers rather than on the rehabilitation programs because there has not been much research on correctional orientation in Zimbabwe, yet correctional officers are at the center of the rehabilitation policy. This study is exploratory and cross-sectional in nature. The sample consisted of 149 correctional officers both males and females, with variations in other individual attributes and organisation attributes. Three standardised questionnaire for punitive, custody and rehabilitation orientation and demographics questionnaire was used to gather data. Results showed a significant association between age, gender, level of education, length of service in maximum and minimum security prisons with punitive-ness. Rank, place of residence and level of education were found to have a significant association with rehabilitative orientation. Furthermore, most of the respondents were found to be rehabilitation-oriented whilst some were found custodial and a few punitive-oriented.

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Chapter 1

1.0 Introduction

The study will be exploring the orientation of rehabilitation officers towards their work, and towards the inmates. The literature on corrections rehabilitation has shown that the professional orientation of correctional officers has an impact on the effectiveness of correctional efforts in rehabilitating inmates and reintegration of offenders upon release. This chapter will be looking at background of orientation of the criminal justice system in Africa narrowing down to the prison services in Zimbabwe. The background on the orientation of the Zimbabwe prison services will then shed some light on the change of roles for the prison officers from prisons officers to correctional officers. This chapter will also introduce the statement of the problem and the purpose of the study. It will further outline the significance of this study, assumptions, objectives of the research and research questions.

1.1 Background of study

Mid-fourteenth century, there was a great birth that took place in the sub-Saharan West Africa: The birth of the Songhai Empire. With Askia Muhamund (also known as Askia the Great) at the throne, the empire grew so great that it was equated to the all of Europe. The Songhai Empire at the time included but not limited to countries such as Senegal, Gambia, Mali, Guinea, Sierra Leone, Cote d'Ivoire, Benin and Northern Nigeria. It was hailed by many historians as the largest West African civilization. It had a good government and impartial law and order and was the first to be documented to have had prisons in the pre-colonial Africa.

The criminal justice system of the Songhai Empire was dual in that delivery of justice was done by the King and the Cadi. The Cadi were local head judges who dealt with common law, which in this context was the Sharia Law of the Quran. Crimes such as treason called for Royal Justice where the King was the judge. The common types of punishments were confiscation of merchandise and imprisonment. Individuals who committed a crime and were sentenced to imprisonment suffered double punishment. The imprisoned offenders were subject to further punishments in various forms which included hard labour, beating (lashes) and neglect. These punishments were the common forms; however there were other rare and somewhat bizarre

forms of punishment such as burying an offender alive. The offender would be sewn up bulls' hide while still alive and then buried in the ground (Diop, 1987).

The most part of pre-colonial Africa had no prisons but their criminal justice system was restorative in nature. Restorative justice was important in maintaining and restoring social harmony which is termed "ubuntu" in Africa, including Zimbabwe. It focused more on restoring the harmony which would have been disturbed by the offender. The African beliefs of ubuntu suggested that relationships were very important in their communities. It was therefore believed that when someone commits a crime, the effects of such an act would spread through the immediate victim, the victims' close community, the offender's close community and the community at large. Thus the focus of the restorative justice was on the victim rather than the offender which is the opposite of the punitive approach.

The restoration of the social harmony was achieved through compensation; for young offenders, crimes such as stealing, disrespecting the elders (cursing) it was corporal punishment. For other crimes that were viewed as more serious such as murder, witchcraft, rape among others, they called for penalties such as compensation, *kuripa ngozi*, and banishment. Africans have been known to be spiritual people and so when a member of the community committed a serious crime such as murder; the offender was expected to make some offering/appeasement to the ancestral /supernatural spirits (*amadlozi/mudzimu*) . If the offender failed to do so, it was believed the "*amadlozi*" would punish the offender/ offender's family/the whole community by bringing upon them sickness or death (Robert, 1979).

During the colonial era, Zimbabwe was known as Rhodesia and was colonised by the British. In 1955, prisons were administered throughout the Central African Federation by the Rhodesia Prison Services under the Prisons Act (No. 9 of 1955). However in December of 1963, the Rhodesia Prison Services became the responsibility of the Rhodesian government due to the break-up of the Federation. During this time, it is documented that the daily average prison population was 7133.

In 1964, the government established a Rehabilitation Committee whose purpose was to rehabilitate the detainees who were political prisoners. It was a way of persuading the political prisoners to renounce their political beliefs. One of these prisoners summed up the attitudes of

these reestrictedees when he said, “They want us to be submissive to the Government, that’s what they mean by rehabilitation.” Other prisoners complained that the officers were not trained and so had no understanding of the penal system.

In 1966 Prison Act was amended and this amendment introduced five changes in the Prison services: increase of officer to prisoner ratio; lowered minimum age for recruits; minimum education qualification of three years secondary education for Junior Officers and Standard five for Subordinate Officers; improved salaries and three month training for all new recruits before posts.

The duty of this penal system was to make all efforts to provide vocational training to prisoners with the intention that upon release the ex-offender would take their part in communal life. At face value, it appeared as the Prison services were in support of rehabilitative ideology but that was not the case. The senior officers may have appeared to be subscribing to the rehabilitation approach but nowhere in the existing prison legislation and the Regulations was it stated. There was no document that officiated that rehabilitation rather than punitive approach was the purpose of the prisons. It was documented in the (Amnesty International, 1966) that visitors who had conversations with prison officers, reported that the common attitude of the prison officers (with some exceptions) was punitive in nature. This attitude is summed up in the words, “this is a prison, not a training establishment.”

There is very little information on the punishments that were conducted in the Rhodesia Prison Services due to the Section 188 of the Prison Regulations. This section explicitly forbids the divulgence of any form of information which concerns the prisons administration. It also forbids te divulgence of information pertaining to the conditions of prisons, and the affairs and treatment of inmates. This legal restriction not only is it valid on Prison Officers but also any official visitor. The penalty for breach was incarceration for a year or a fine of 100 pounds. It also be noted that today this regulation still stands under the Official Secrets Act. That being said, there has been a few punishments which have been documented which include solitary confinement, loss of remission, hard labour, solitary confinement with restricted diet and corporal punishment.

When Rhodesia gained its independence in 1980, there were some changes which included the name of the nation to Zimbabwe. As with the changes in government came also changes in

legislations and regulations. The Rhodesia Prison Services was thus called the Zimbabwe Prison services. The Prison Act which governs the operations of the prisons institutions and the Criminal Law which guides in the form of crime and deemed punishments, were also amended several times. Although there seemed to be changes the changes were not much different in terms of the penal system as it was still punitive in nature. The Prison officers' recruitments were short of adequate training in rehabilitation and orientation. Most Prison Officers were recruited on merit of their political status and years went by, the prison services was a safe haven for any young men and women who sought employment and escape of poverty in the rurals.

The new Constitution which was established in May 22 2005 was a turning point in the penal system of Zimbabwe. This constitution introduced rehabilitation in the prison services and thus the name change from Zimbabwe Prison Services to Zimbabwe Prisons and Correctional Services (ZPCS). The new mission statement of the ZPCS is in line with the new constitution which states: "To protect society from criminal elements through the incarceration and rehabilitation of offenders for their successful reintegration into society while exercising reasonable, safe, secure and humane control."

The transition from the punitive ideology to rehabilitative ideology saw the introduction of rehabilitation programs in prisons such as the education programs, skills training programs, arts programs. The prison guards are now referred to as correctional officers thus implying the change in roles expected in from them in the ZPCS as rehabilitation facilitators.

The purpose of the prisons is no longer just a place of incarceration but of also rehabilitation and personal reformation. It is no longer meant to be a place where prisoners are to receive extra punishment onto their existing sentence (Human Rights Bulletin, 2012). This also means that the duties of the prison officers are no longer just custodial but also of rehabilitating the inmates.

The paradigm shift from punitive to rehabilitative corrections/ideology has however been facing challenges which some have been attributed to the programs offered. There has been research done on the effectiveness of rehabilitation programs and treatments in isolation. There have also been studies done on the effects of correctional officers' attitudes on the rehabilitation delivery system. This study was influenced by the findings from these researches in corrections

rehabilitation which presented evidence on the effects of the attitudes of correctional officers on the successful rehabilitation of inmates.

The correctional officers are viewed as keys holders (literally and figuratively) in prison institutions. Their constant interaction with the inmates can have a positive effect towards rehabilitation or negative effect towards punitive approaches to correction of offenders. The rehabilitation programs and treatments are useless without the right people to implement them. The correctional officer's orientation has an impact on the success or failure in rehabilitating an inmate. The measure of effectiveness of rehabilitation paradigm shift in corrections is determined by the correctional orientation of officers and the rehabilitation programs and treatments offered to an inmate.

1. 2 Statement of problem

The problem which is under investigation is the current correctional orientation of officers as it has an impact in the effectiveness of the rehabilitation of prisoners in the Zimbabwe prisons. Despite the introduction of rehabilitation programs which include skills training for prisoners and the psychological pressures imposed by prison life, there has been an increase in recidivism, overcrowding, illegal prison practices and prison violence. There seems to be a trend of amnesty recipients and discharged offenders reoffending and convicted within a short period upon release. The countrywide overcrowding and increasing recidivism rate in prisons is a significant sign to be concerned that there is a fault somewhere in the rehabilitation of offenders in prisons and this includes the people who are assigned to rehabilitate the offenders. In that regard, correctional officers appear to differ in their orientations as individuals based on their characteristics such as age, gender and level of education attained.

1. 3 Purpose of the study

The aim of the study is to explore and identify the attitudes of the correctional officers towards the correction of offenders. The identification of correctional officers' attitudes and the predictors of these attitudes are of great significance; to understanding the work performance or behaviours of correctional officers towards their job, towards the inmates, towards the criminal justice orientation.

1. 4 Significance of study

The study will hopefully benefit many countries in the African continent in improving the effectiveness of correctional rehabilitation efforts. The data collected in this research will unmask some areas that may be in need of attention. The researcher hopes that this study will benefit a variety of populations including the community, ZPCS as an organization, the government and the university.

The results of this study may aid the families of the victims, the families of the offenders and community at large to better understand the services provided by the correctional services thus may work together in achieving the same goal and restoring social harmony. The research may also benefit students in various fields in encouraging and /or enhancing interest in research and research skills, and be more knowledgeable in the area of study. This project will be available as a source of information and reference to other students and researchers at various institutions and also those who wish to carry out research in related research topics.

The results of the study may also assist the government and the institution under study in future in their policy making or in creating training programs , and also in future recruitments of correctional officers to improve their pace and success rate in the transition in rehabilitative approaches. Identifying the faults in the prison rehabilitation efforts, may aid the organization in constructing measures that can enhances the transformation of offenders. The results and the data collected in this study may save time and aid in solving the problem quicker as they may not have to dwell much time on the research but rather in constructing corrective measures. The study may discover and identify factors that are behind the failure of rehabilitation efforts and thus address these factors so to help released offenders to be successfully rehabilitated and reintegrated into the society.

Offender Rehabilitation was conceptualized by Rabie and Strauss (1981) as an action which is geared towards analyzing crime and criminal behaviors for the purposes of accomplishing crime prevention through preventative interventions. This definition is believed to have been based on the cause-effect principles. Human behaviors is viewed as an end- result of antecedent causes and it is to this perception that when these causes can be identified, they can be worked through in a process of rehabilitation. Mangokwana (1996) and William (1974) have laced much emphasize on the view that the rehabilitation of prisoners should start and end in the prison and society, respectively. The end of rehabilitation is marked by the successful reintegration of the

offender as a law abiding citizen (William, 1974). According to Mangokwana (1996) acceptable societal values and norms must be imparted on to the offender throughout the process of rehabilitation.

1. 5 Assumptions

The researcher holds three assumptions in this study. These are:

- Rehabilitation officers have different attitudes towards rehabilitation of offenders.
- The officers' attitudes towards correction approaches have an influence on the effectiveness of rehabilitation efforts.
- Correctional officers would volunteer the information about their honest attitudes and inclinations.

1. 6 Objectives

- To identify the professional orientation of ZPCS correctional officers.
- To establish the predictors of correctional orientation. These will be grouped into two attributes: Individual attributes and Organisational attributes
- To analyse the contributing factors of correctional orientation.

1. 7 Research questions

1. What are the individual attributes of correctional officers?
2. What are the organizational attributes of correctional officers?
3. What are the correctional orientations of ZPCS correctional officers?
4. What is the relationship between individual attributes and correctional orientation?
5. What is the relationship between organizational attributes and correctional orientation?

1. 8 Delimitations

The delimitations are those characteristics that limit the scope and define the boundaries of your study (Simon, 2011). The study is mainly focused on correctional officers in Zimbabwe Prisons and Correctional services. The researcher's choice of prisons will be based the level of custodial management (min/med/max security) and those approved access to by the relevant regional

offices. Basing on the level of custodial management will aid in understanding the influence of these environments on the attitudes of the correctional officers. The researcher's study area will be the whole of Zimbabwe, to get a usable sample size. This study will explore the correctional orientation of correctional officers in Zimbabwe Prisons.

1. 9 Limitations

There could be social desirability bias which will see them self-reporting themselves to be what they think the society expects their orientation to be. Another delimitation could be pluralistic ignorance which was referred to by Kaufman (1981) as the misperception by correctional officers that their workmate's share the same attitudes towards correction of inmates.

1.10 Definition of terms

- Attitude-complex and dynamic concept that can be best describes in terms of its components(Feelings, cognition, behavior) which influence where we are in favor or not in favor of something(like or dislike)
- Correctional officer-These are employees who work in a correctional intuitions whose duties and responsibilities are to supervise, care and custody of the inmates held in the correctional institution.
- Correctional orientation – attitudes of correctional officers that may lean towards support for rehabilitation, custody or punishment.
- Rehabilitation- some form of intervention that is intentionally planned to reduce the criminal behavior of offenders/inmates.
- ZIMSEC-Zimbabwe Secondary education council
- ZPCS-Zimbabwe Prisons and Correctional Services

- Individual attributes- these are characteristics and trait of a person
- Organizational attributes-these are characteristics pertaining to an organizations' environment and work dynamics

1.11 Summary

The chapter was an overview of the scope of the research, giving a clear background on which the research was based. Also presented in the chapter are the problem statement and the research questions which help give direction to the research. Other areas covered in the chapter were significance of study, purpose of study, assumptions, limitations and delimitation.

Chapter 2

Literature review

2.0 Introduction

The current global perspective on the main function of the criminal justice system is not clear for there no consensus on the matter. However it is safe to say that the government and the public both agree on one of the core objectives of the criminal justice system is the assurance of safety of the society. The prison officers' role has been widened by the means of assigning a new name to the officers to correctional officers as an effort by the ZPCS to direct focus on rehabilitative orientation of the officers. For correctional institutions to exploit the role of correctional officers towards support for rehabilitative goals, there's need to make reference to correction research. This chapter shall provide a brief examination of the construct attitude and a summarization of the attitudes that have been studied. This will be followed by an exploration of the research on work related attitudes of correctional officers. Particular attention will be paid to the personal and environmental variables that have been identified as correlates with correctional officers' orientation. The sequence of this chapter includes conceptual framework, literature review, theoretical framework and knowledge gap.

2.1 Conceptual framework

2.1.1 Types of correctional orientation

There are three forms of orientation in the corrections research that have been of interest in the corrections research. There is rehabilitative orientation, custodial orientation and punitive orientation. These are three will be the orientations measured in the current study. Rehabilitative orientation is a mind-set or attitude that is inclined towards the rehabilitation of inmates. Correctional officers who are rehabilitation-oriented are supportive of rehabilitation and treatment programs for inmates and their role expansion as into delivery of human services (Farkas, 2001).

Custodial orientation is those attitudes that are placing more emphasis on control and security. Correctional officers who are custody-oriented are more focused on the incarceration of offenders and has no interest in rehabilitation of offenders. Their main perception of their responsibilities as correctional officers is to the incapacitation of the offenders (Poole & Pogrebin, 1988). Keeping inmates under control and locked up is their major and only concern.

Punitive orientation is emphasized by correctional officers who are in full support of punishment. These punitive orientated correctional officers are more concerned with punishing the inmates. They believe in punishing those offenders who are in the prisons with forms such as hard labour and not viewing criminal as victims .Punitive orientation also share some elements of custodial orientation in the interest of incarceration.

2.1.2 Importation /Individual differences/Differential Experience Model

This model, as adapted from the Irwin and Cressey (1962) importation theory, argues that behaviors and attitudes of correctional officers is based on their attributes that they convey into the correctional setting. Individual attributes such as gender, race, age and education introduce a variety of individual experiences in to the correctional institution (VanVoorhis et. al., 1991) which influence the formation of attitudes. Furthermore, Jurik (1985) argues that prior experience in the security fields such as military as leaning towards custodial orientation.

Another attribute that has been hypothesized to affect attitude of correctional officers is gender. Its association with differential patterns of socialization between males and females in societies has influenced this assumption. Jurik and Halemba (1984) hypothesized that the differences in socialisation between males and females leads to differences in values brought in to the job and thus differences in correctional discipline.

Education attainment is hypothesized to be another individual characteristic that may be influential on correctional officers' attitudes and behavior. Increased educational attainment is argued to correlate with attitudes of correctional officers. Correctional officers who are highly educated are more likely inclined towards treatment-oriented and less punitive attitudes towards inmates. They are also more likely to be interested in human service and be more professional.

There has also been a discussion on the correlation between age and orientation of a correctional officer, in the literature. Some theorists argue that there is a positive orientation between age and punitive attitudes (Toch & Klofas, 1982) and this is more inclined to correctional officers who enter corrections work at a later age in life (Whitehead and Lindquist, 1989).

There has been a discussion also on the impact of geographical origins of correctional officers on punitive attitudes. According to Klofas (1986), the workers from urban environments will differ from those of rural background in variables such as lifestyle and ethnicity. The suggestion brought forward by the theory is that as offender population and correctional officers' backgrounds become more similar, the less the social distance.

2.1.3 Work role/Prisonization model

According to the prisonization model, organizational differences are responsible for overwhelming some of the individual differences when explaining attitudes of correctional officers. The focus of this model lies on the local correctional social structure, how it shapes and directs the attitudes and actions of the correctional officers in the institutions. According to VanVoorhis et al (1991) the attitudes of the correctional officers are most likely to be influenced by the demands imposed on them by their roles, role conflict and also the paramilitary culture of the organizations. It is hypothesized that stress influences the attitudes of the correctional workers and also stress is associated with greater custody orientation.

The models also assume that the security level of the correctional institution influences the orientation of correctional workers in that environment. For example, various researchers found that maximum security correctional institutions are likely to increase custodial orientation of officers. Furthermore, they found that there is an expected increase in punitiveness and inmates alienation. Maximum security facilities houses the most dangerous and troublesome criminals which would give a logical explanation of the inclination of correctional officer's attitudes leaning towards custodial. This expectation may be due to the correctional officers' views on the dangerousness of the inmates, suggesting that a reduction in levels of punitiveness and custodial orientation as the level of security of dangerousness decreases.

However this model does not take into account that some correctional classification schemes results in a facility holding inmates of different levels of dangerousness. The facilities such as

Wahwa medium Prison hold all classifications of offenders in different units but same facility. Thus it is possible to have variation of attitudes and social distance between correctional officers and inmates as they will depend on the type of offender being housed in these different units.

Another factor that is suggested by the model to likely have an impact on the correctional orientation is the shift worked by the officer. A number of American researchers suggested that correctional officers will have different orientations due to the different shifts they will be working. Those working night shifts are suggested to be more custodial orientated due to their reduced contact with the inmates. This was argued by authors outside America who posit that an increase in contact or interaction between correctional officers and inmates actually increased social distance between them. Critics such as Sigelman and Welch (1993) and Smith (1994) pointed out the tendency of the contact hypothesis to ignore the effects of social class and context, and also the intergroup attitudes in the effects of interaction on social distance.

Another organizational factor that has been considered to be of importance in the explanation of correctional orientations of officers is seniority of the correctional staff. Older correctional officers are assumed to be less able to empathize with younger inmates. They are also more likely to experience work stress which in turn will cause more social distance behavior and punitive attitudes. , according to Jurik (1985b). An interesting and different perspective of this matter by Poole and Regoloi (1980a) suggest that the older and more experienced officers feel ignored and neglected due to the change or shift of correctional ideologies from punitive to rehabilitative methods of correctional management. It is hypothesized that these senior correctional officers feel they are gradually being stripped off of their authority in place for more inmate's rights.

In summation, this differential model of correctional workers' attitudes and actions suggest that correctional officers individually bring their variety of experiences from the outside world into the correctional setting. These experiences are hypothesized to be the overriding influential factors of the officer's orientation in the correctional work setting. On the other hand, the prisonization model notes the potential effect of the work milieu on the individual correctional officers orientations which are based how the facility is organized and administered.

2.2 Correctional orientation

2.2.1 The personal characteristics contributing to correctional orientation

With reference to the individual experiences/importation model, a correctional officer's view of his or her correctional work is influenced by that individual's characteristics and experiences that they come with to the correctional position (Blevins et al., 2007; Maahs and Pratt, 2001). Variables that are usually assessed as predictors and contributing factors of correctional orientation consist of age, education and gender but also occasionally other researchers include motivation marital status, and rural versus urban residence.

Age

Philliber (1987) suggested that younger correctional officers rather than older correctional officers have significantly different attitudes towards offenders in prisons. In a study by Jacobs and Kraft (1978) they found that none of the two variables, race nor age were significant predictors of correctional officer's attitude towards inmate and rehabilitation. Their research revealed that attitudes of younger officer were initially positive but rapidly faded because of socialization that takes place in the first few months of employment.

Age-at-entry may also be of significance and there are 3 studies that have done an assessment of this attribute as a possible predictor of COs attitudes. Cullen ET all (1989) found in their study that the higher the age-at entry the more positive attitude the correctional officers are toward rehabilitation. Another study by Tewksbury and Mustane (2008) supported Cullen et al (1989) findings as they found that the age-at-entry was a significant predictor of positive attitude towards rehabilitation ideology. However, Farkas (1999) findings were to the contrary as she found this attribute to be of no significance statistically. These studies may be supporting the significance of chronological age as a predictor variable. However, these studies were done in the western societies.

Education

Education is considered to be useful in the improvement of workforce capabilities according to Frakas (2000). Improvement of educational background of Cos is hypothesized to improve a variety of aspects among them being discretion in interaction with inmates, and increase the

perception of professionalism(Farkas(2000)Poole and Regoloi(1980b) measured education background as the number of years of schooling completed after high school and assessed its impact on attitudes towards inmates. Their findings revealed that the more educated the officers the less likely of being more custody –oriented. They supported their findings with their notion that any attribute which forecasts the inclination towards the rehab ideology should receive support from institutions.

Similarly, Tewkesbury and Mustaine (2008) evaluation of education as an attribute impacting correctional officer’s inclination towards any ideology revealed that college degree significantly decreased support for all ideologies except for rehabilitation. However , Jurik (1985) analysis of education (years of schooling) as a predictor of attitude found a positive bivariate correlation between education and the intention to be employed as a CO for human service reasons, but a multivariate analysis revealed otherwise. Findings showed education insignificant predictor of attitudes toward prisoners. This suggests that any relationship is probably due to other attributes.

Gender

Crouch and Alpert (1982) did a longitudinal study where they assessed gender and the possibility of socialization taking place after a few months of employment. There significant results that showed that gender do in fact impact punitiveness and aggression. Their findings with regard to women were that they tend to gradually tolerate the behaviors of prisoners and are also less punitive as compared to men over the socialization period of about six months whereas the men became more aggressive and increasingly punitive. More so, Jurik (1985) did a bivariate correlation which provides real statistical support of the notion that gender has a significant encroachment on attitudes towards treatment. She found that female officers to be more willing to take a correctional officer job out of the human service prospect than their male counterparts.

Age, education, gender are definitely not the sole potential significant individual characteristics but they seem to be more predominantly and consistently studied. There is evidence that these individual attributes could be useful predictors of attitudes of COs in Zimbabwe. It is a starting point and a referral point for correctional orientation studies in Zimbabwe.

Additional Demographic variables

A couple of studies have included other importation variables such as motivation, and rural versus urban residence among others.

This variable has not been frequently assessed but has been found by some studies to be a significant forecaster of officers' orientation towards professional orientation; this variable is motivation. Some individuals are motivated to be a correctional officer. Study by Robinson et al. (1993) found a strong positive association between a human service motivation to join corrections and rehabilitation orientation. Correctional officers who were motivated to join corrections by their interest in the human service element of the occupation were more likely to support rehabilitation. Furthermore, it was also found that correctional officers who were motivated to join corrections by their interest in security issues were more likely to be punitive or custodially oriented.

One other variable that has been receiving more attention is rural versus urban residence. According to Paboojian and Teske (1997), correctional officers living in the rural areas or smaller towns hold attitudes less supportive of rehabilitation. Other variables were also observed in the same study and they include marital status, previous military service, and prior experience in law enforcement or corrections. However they were found to be not significant predictors of attitudes (Paboojian and Teske, 1997).

2.2.2 Organizational attributes contributing to correctional orientation

With reference to the work role/prisonization model prison environments affect the workers in it and therefore they influence their correctional workers' orientation (Blevins et. al. 2007; Lambert & Hogan, 2009). That is to say, just as prisoners become institutionalized, so too does the correctional workers. The role burden of the occupation lead to the maturity of negative attitudes regardless of personal attributes (Jurik, 1985). Research has included attributes such as direct supervision, length of service, security level of institution and shift worked among many others but this review will focus on the above-mentioned.

Cullen et al (1993) argue that attitudes of correctional officers are shaped by more than the policy changes that have occurred over time. There are a number of contributory factors

pertaining to correctional orientation such as the occupational conditions under which people work. Bazemore & Dicker (1994) illustrated that advancement in organization environment results in less punitive orientation towards inmates. Whitehead & Lindquist (1989) note that occupational environment has a significant effect on the orientation of correctional professionals. The sheer reality of working in a correctional institution which houses young offenders is associated with increment in punitive attitudes (Stohr, Walsh & Hemmes, 2008) which suggest that that population that the officers have in contact with is influential in establishing correctional attitudes.

Organisational attributes do not get as much attention as individual attributes as significant predictors of correctional officers attitudes but they are none the less recognized (Jurik, 1985). According to Hepburn and Albonetti (1980), these attributes may influence CO attitudes indirectly or directly. Maahs and Pratt (2001) have put forward some suggestions that these attributes may in fact contribute more to negative attitudes as compared to individual attributes that officers may have. It should be noted that the assessment of organizational encroachment on CO attitudes has been arduous in past studies. This is probably because of the array of dependent variables such as role conflict and job stress which make it hard to compare the results and to draw conclusions.

Direct Supervision

The management style employed by the correctional institution has been thought to have theoretically substantial impact on the attitudes of correctional officers and more so the overall orientation. Management strategies may play a significant role in shaping attitudes of officers towards the inmates, work climate and rehabilitation. Direct Supervision is one of the strategies that might act as a prospective forecaster of correctional officers' orientation. Werner (2006) believed that with the direct supervision model, the correctional officers view themselves as having more levels of autonomy, professionalism and more importantly to this study, rehabilitative impact. There is an acute shortage of research on the effect of direct supervision on correctional officers' attitude towards inmates and rehabilitation.

Yocum et al (2006) simultaneously ran three studies where they evaluated the effect of direct supervision on correctional officer's perceived control of attitudes towards inmates. They made a comparison between correctional officers who were working in remote supervision facilities and the correctional officers who were working in direct supervision facilities. Factors such as stress, autonomy, boredom, aggression and the attitudes of inmates and correctional officers had toward each other were assessed. The findings were consistent with those by Applegate and Paoline (2006), ANOVA and t-tests showed no differences of importance existing between any of the groups within each study.

Results yielded from the few studies on direct supervision as an organizational predictor of correctional officer's attitudes did not support the hypothesis of management style as a strong attribute. Theoretically attitudes should be influenced by management style but the evidence is to the contrary as it does not support these expectations.

Correctional experience (Length of service)

The length of employment of a CO within the correctional industry is frequently studied and yielding mixed results, according to Philliber (1987). Correctional experience is often considered both a personal and environmental attribute depending on how it is being measured. For the purposes of this study, it is an organizational attribute. This consideration is upon the influence of organizational practices on career officers in the long run which eventually minimize individual influences. Correctional experience seems to have influence on officer attitudes towards inmates, rehabilitation and employment. There is a possibility that the socialisation process that all new officers go through actually maintains over the period of the profession as correctional officers. For assessment purposes, the correctional experience as an attribute has been described as one of the best ways to retrieve an indication of how attitudes of officers change in due course. Cullen et al (1989) assessment of correctional experience as an influential attribute on officers' attitudes showed evidence that as correctional experienced increased, more negative attitudes towards rehabilitation were yielded. This supported the notion that socialization may take place as the officer gains more experience over time. However it should also be noted these findings contradictory to the findings regarding age that suggest the older

COs mellowed than the younger officers. It is thus necessary to differentiate between chronological age and length of service.

Security level

The level of security of a correctional institution is categorized as minimum, medium, or maximum. This can be an attribute viewed in comparison to the differences in the goals of the organization between treatment of inmates and correctional officers. Hepburn and Albonetti (1980) made the prediction of increase of role conflict due to the convergence of treatment and custody goals.

Shift worked

According to Farkas (1999) correctional officers who worked night shifts were established to be notably more likely to have mind-sets that support unsympathetic conditions for inmates and at the same time are more supportive of rehabilitation. Conversely a study by Cullen et al (1989) findings showed these correctional officers to hold custodial orientation.

Other significant influences on correctional worker's attitudes

Pluralistic Ignorance

There are a couple of articles that bring illumination on other contributory factors on correctional officer orientations. Kaufman (1981) proposed what she referred to as 'pluralistic ignorance'; these are situations where correctional officers misperceive the workmate's attitudes towards offenders and support for rehabilitation. Kaufman created a survey which uses case scenarios as a probing tool on how correctional officers described other officers' to be in a distinct way. Respondents would be required to say whether they disagreed or agreed with the actions of the correctional officer in the scenario. They would also be asked to state the number of officers they thought would answer as they did. Kaufman found that officers had a tendency to underestimate the figure of colleagues who would be compassionate to inmates. Furthermore she found that those who had unsympathetic responses believed that most of their fellow officers agreed with their responses.

A replication of Kaufman's study was done by Klofas and Toch (1982). They investigated pluralistic ignorance and anecdotal correctional officer subcultures in a number of establishments in America. Similar to Kaufman's findings, correctional officers constantly appraised their colleagues as having negative viewpoints; overestimated the alienation echelon of their colleagues. Furthermore, they also underrated the professionalism of their colleagues. The most misanthropically and imprecise were those correctional officers who believed that their views were shared by others (Klofas & Toch, 1982). Therefore the conclusion was that there was strong evidence of siding with pluralistic ignorance among correctional officers that consisted of a strong belief in a non-existent, anti-inmate subculture (Klofas & Toch, 1982).

Literature on correctional orientation has highlighted that corrections restructuring and development are inescapable if correctional officers are expected to daunt reoccurrence of criminal behavior. The transformation will facilitate the correctional officer's cope with the contest of executive of the dual role of inmate rehabilitation and incarceration. Furthermore, it is clear that for an achievement in that objective, there is need for the correctional officers to be in the right mind-set for behavior corrections.

2.3 Theoretical framework

2.3.1 Attitude

What are attitudes? According to the tripartite model of attitudes which is quite popular, attitudes consist of the cognitive/belief component, behavioral component and the affective component.

Definitions of these components in this context are:

- Beliefs-these are ways in which people think about the probabilities than the objects or events are associated with a particular attribute.
- Affective-these are those positive or negative feelings experienced by people. These might or might not concern any specific object or event.
- Behavioural- behaviors are actions of individuals which are overt in nature

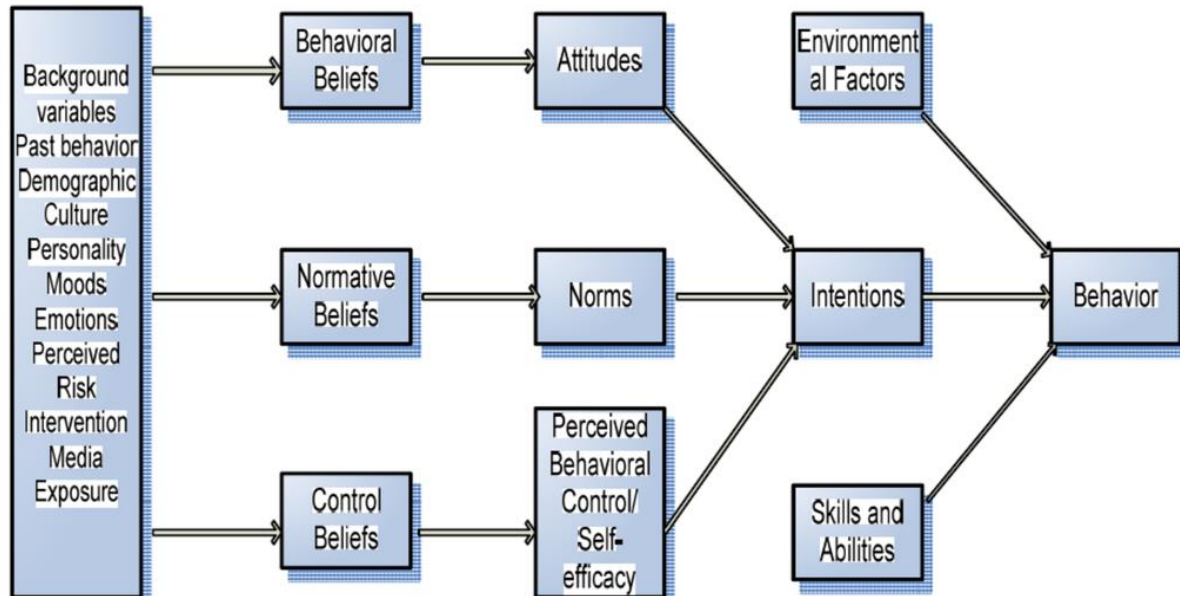
It is noteworthy that some attitudes researchers suggest that these three components are more of sources of information which are used by individuals to develop their attitudes. Thus researchers use them to identify attitudes or better yet as correlates of attitudes. Therefore, according to Kruglanski and Stroebe (2005) the best definition for attitudes is that they are evaluative judgments based from the information in the three components.

There has been a variety of research on correctional officers examining the influences of different factors on a number of attitudinal orientations. Studies or research such as, attitudes towards inmates by the likes of Jurik (1985), research on attitudes towards human service orientation and also towards correctional work (Robinson et al. , 1992). This study will be focusing on the correctional orientation and the predictors of correctional officer support for rehabilitation, punishment or custodial orientation; thus the review will zone in on findings related to them.

2.3.2 Combined theories of reasoned action and planned behavior (Ajzen and Fishbein, 2005)

Ajzen and Fishbein (2005) did an extensive experimental research which was focusing on ascertaining the variables that are contributory in the instigation of a particular behavior. Key component of this theory of reasoned action is that behavioral intention precedes behavior. The assumption is that people first have reasoned intentions of behaving in a specific manner then followed by performing the behavior. The influential intentions are identified as the behavioral, normative and control beliefs.

Below is a diagram of the model combined theories of reasoned action and planned behavior by Ajzen and Fishbein (2005).



Combined theories of reasoned action and planned behavior (Ajzen and Fishbein, 2005)

With reference to the above model, background factors which consist of individual factors, social factors and information are consistent with the elements analyzed and recognized in the literature review of correctional orientation. For example, consistent with the individual factors are the work-related correlates to correctional orientation, social factors are consistent with demographic correlates, information with knowledge and training and normative beliefs with pluralistic ignorance.

2.4 Knowledge gap

The researcher found the research on correctional orientation to be a useful referral as source of information in understanding the phenomenon. It is to the researchers’ knowledge at least that the studies seem to have a huge knowledge gap with regards to context as most of the research was done in other countries. There seems to be a lack of literature on correctional orientation research done in Zimbabwe.

The researcher could not find any research which focused on the correctional officer’s attitudes in relation to their profession done in Zimbabwe. Furthermore, taking a look at the documented literature on professional orientation of correctional officers, most of the studies are not current. The researcher wants to use the predictors that have been associated with correctional officers’

attitudes in the available literature to find out if they apply to the Zimbabwean correctional officers. The researcher also wants to understand the nature of the attitudes of the correctional officers in Zimbabwe.

Summary

The reviewed research on correctional orientation has brought forth some constructive information pertaining to the between correctional orientation and related attributes. Although most of this research has been primarily been undertaken in the Western it does not lack in showing the need to learn more about how correctional organisation in Zimbabwe can rein in the prospective correctional workers to the improvement of correctional result and continuing the goals of the organization.

Chapter 3

RESEARCH METHODOLOGY

3.1 Introduction

As highlighted in the previous chapter, the research is an exploration and identification of the correctional orientation of officers employed in the ZPCS. To identify these orientations the researcher shall be using the predictors which have been identified by scholars in previous studies. This chapter will look at the paradigm of the research, research design, sampling, research instrument,

3.2 Study Paradigm

The study paradigm is positivist which is used in quantitative research when the aim is to deduct conclusions about relationships between variables basing on a theory that already exists. It is used when a researcher is exploring a phenomenon. Quantitative research has been defined by Creswell (2009) as a psychological research which he further expands to describe as a means for testing the relationship between variables. The researcher expects to work with numerical data as quantitative research is categorized as an empirical study.

3.3 Research design

3.3.1 Explorative Survey

A research design is like a blueprint that shows how all the components of the study are coordinated in the effort to answer the research questions. These components referred to in this context include, the sample, the factors being studied, the methods of data collection and analysis. The research design acts as a protection of the study from possible threats to its validity and reliability. This current research used an explorative cross-sectional survey design. The researcher chose this design because of its advantageous quality of being less costly and utilization of fewer resources and also it is less time consuming as compared to the longitudinal and other designs which are exploratory in nature. Another advantage and a good reason for the researcher choosing this design is its documented ability to analyze closely a phenomenon which

is of interest to the researcher. This is done by looking at it as it happens in time (Maxfield & Babbie, 2008).

The population that the current research was studied has been known to be a difficult one to have access to, thus it was beneficial for the use of survey method. According to Maxfield and Babbie (2008), its flexibility to contain a variety of questions in one survey has earned this method its preference among researchers. This was a useful advantage for the researcher as a survey made it possible to collect relatively accurate data considering the special population of interest. Other advantages of a survey which makes it an attractive choice of method for the researcher include that it is relatively inexpensive, and it's fast in terms of obtaining results.

3.4 Target population

The target population for this research was the rehabilitation officers employed at prison facilities. This population was appropriate for this research because they are closely linked to the delivery of rehabilitation programs and the successful reintegration of inmates into the society. Knowing their professional orientation may assist in understanding how they affect the services being offered in correctional facilities.

3.5 Sample

The sample of this research consisted of 149 participants who:

- work in the prison facilities
- Work in different security level facilities
- Both male and female representatives
- Different age groups

The rehabilitation officers who work in administrative offices (for example regional offices and Headquarters) were excluded from the sample.

3.5.1 Sampling Procedure

The researcher will employed stratified sampling which the stratum used where regions. The researcher will select a sample of institution basing on a number of criteria which are

- Prison security level; that is minimum security, medium security or maximum security.
- The characteristics of inmates in a prison
- Geographical location of the institutions ; that is the region in which the prison is located

This research is a quantitative research which thus requires at least 150 participants for the researcher to acquire results which can be generalized.

3.6 Variables

3.6.1. Dependent Variable

Correctional Orientation is the dependent variable. The assumption is that the attitudes of the individual correctional officer are influenced by a number of variables. The idea is to identify the professional orientation of these officers as rehabilitative, custodial or punitive. The importance of knowing the professional orientation of the correctional officers is that it helps in understanding their efforts in abiding by the mission of the organization. These variables which have been categorized as personal and organizational attributes are the independent variables.

3.6.2. Independent Variables

Most of the previous research by the likes of researchers such as Klofas and Toch 1982 has identified variables that potentially have an influence on correctional officers' orientations. The researcher used some of these variables to explore and identify the professional orientations of correctional officers. These independent variables as previously shown in chapter 2, are separated into two groups: individual and organizational attributes:

- Individual attributes → Age; Education; Gender; rural vs. urban residence, previous military service,
- Organisational attributes → Rank; Correctional Experience and security level of the facility,

- Other significant attributes → Pluralistic ignorance

3. 7 Data collection instrument

The researcher used a demographics questionnaire to acquire background information that are linked to the individual and organizational attributes of correctional orientation specifically; age, gender, education level, place of residence, supervision style, correctional experience, security level of workplace, shift worked. In addition to the questionnaire, the researcher adopted 1 subscale from the professional correctional orientation inventory by Klofas and Toch (1982). The punitive orientation which uses a four point Likert scale measures the extent of support of punitive orientation to rehabilitative orientation. The research also adopted the Rehabilitation Orientation Scale by Cullen, Lutze, Link, & Wolfe (1989) which measures the extent to which correctional officers support rehabilitation of inmates. This scale uses a 7-point Likert scale which ranges from 1-strongly agree to 7 strongly disagree. Another scale was adopted from Cullen et al (1989) which was the Custody Orientation Scale. This assessment tool consists of seven statements designed to measure the extent to which a custodial approach towards the treatment of inmates is supported by correctional officers. Items 2, 3, 4, and 5 were drawn from a measure developed by Poole & Regoli (1980), while the remaining statements were added by Cullen, Lutze, Link, & Wolfe (1989). It utilizes a 7-point Likert-type scale, ranging from Very Strongly Agree (1) to Very Strongly Disagree (7).

There were adjustments that had to be made to the scale and wording on one of the items to be more relevant in context. . One of them is, the Likert Scale for the Klofas and Toch scales were expanded from four to seven. This was done as a measure of ensuring consistency in the survey.

3. 8 Data gathering procedure

The researcher first sort approval for data collection from the Zimbabwe Prisons and Correctional Serviced National Headquarters. The researcher made use of the data collection letter which she acquired from the Midlands State University Psychology Department. She also attached her research proposal and data collection instrument which were both approved her supervisor. Due to the sensitivity of the organizations security issues, the approval for data collection took more than expected. The permission for data collection was approved after a few weeks. Upon getting the approval letter, the researcher started her data collection in Harare

Central Prison, followed by Whawha medium Prison, Whawha Young Offenders Prison and lastly Mlondolozhi Prison.

Upon arriving at each station, the researcher introduced herself, produced her approval letter and explained her research to the Officers in Charge.

Pertaining to the research collect process, the researcher oriented participants on how to use the data instrument and also on the ethics that will be guiding the research data collection process. More emphasis was on the issues of confidentiality, informed consent and voluntary participation. With the help of the Officers in Charge and other officers at the respective prisons, 265 questionnaires were distributed in total. At each prison the questionnaires were distributed and collected on the same day with the aim of reducing the number of instruments that would not get back. However, due to the nature of the facilities some respondents would be called for duty before completing the instrument and some would be in their offices where the researcher would not have access to. Despite this these challenges, the researcher managed to acquire 150 participants which was the initial sample size. The researcher thanked the participants, the Officers in Charge at the stations and the ZPCS headquarters for granting me permission, time and assistance in my research.

3. 9 Ethical considerations

The researcher took into consideration a number of ethical issues during data collection for they are protective guides for both the participants and the researcher. Data collection has its costs as to the population participating as it costs time, can cause discomfort of some sort and it can also be potentially harmful.

Confidentiality is very important as it protects the privacy of the individuals. In research, the privacy of the participants is very important and thus must be protected. The researcher ensured the confidentiality of the participants by allowing them to complete the questionnaires where they felt safe and in private. The researcher also emphasized to the participants not to write their names or any way of identification on the questionnaires.

When conducting research, during data collection, there must be no form of deception nor coercion for one to participate in any research. One should volunteer to participate in a research

out of free will. Participants who received the questionnaires had the right to refuse to participate at any point in time. That is the participant may refuse to complete the questionnaire initially, or may decide during completing process that they do not wish to continue. This is evidenced by those individuals who returned a questionnaire not completed at all.

One of the most crucial ethics to be taken in to consideration when collecting data is informed consent. With reference to collection of data, a researcher must take note of the importance of informed consent. Researchers must ensure that their participants know and understand what they are taking part in. They must be informed of all positive and negative consequences that may arise from their participation. The researcher fully explained to the participants what the research and the instrument entailed. The researcher also ensured that all the participants understood what they being asked to do; the outcomes of taking part in the collection of data and answered any questions for clarification.

The information attained from this research will be in two forms: presentation and dissertation. A copy of the dissertation will be found in the Midlands State University library for academic purposes which will benefit students for easy access. Another copy will be submitted to the ZPCS NHQ as per the conditions of the permission grant for data collection.

3. 10 Data analysis

Data analysis is defined as the ordering, manipulating, categorizing and summarizing of collected data which has been obtained from the data collection instrument. This is a crucial stage in interpreting of findings in research. In the current research, the participants completed an adopted and adapted standardized scale and also a demographics questionnaire. The data collected from these was captured with the aim of obtaining statistical data for the purposes of interpreting and analyzing that data. The researcher used differential and inferential statistics in analyzing the data. Using the Statistical Package of the Social Sciences (SPSS) computer software, the data from the research instrument was analyzed quantitatively.

3. 11 Summary

This chapter drew attention to the research methodology made use by the researcher. The study paradigm and research design used was quantitative and explorative survey, respectively. The research instrument used by the researcher consisted of an adopted and adapted standardized scale and also a demographics questionnaire. Non-random, convenient sampling was used and 150 respondents were utilized as the sample. SPSS-WINDOWS computer software was utilized for statistical data analysis.

Chapter Four

Data presentation, data analysis and interpretation

4. 1 Introduction

The previous chapter (Chapter III), the researcher showed the methodology which was utilised in the collection process of data for this particular study. Chapter 4, will be looking at the data collected with respect to how the data was analysed and interpreted. The researcher made use of the Statistical Package of the Social Sciences software in the analysing the collected data. The results are presented in the order of the presentation of scales in administration.

4. 2 Response Rate

Questionnaires Distributed	265	100%
Questionnaires Responses	149	56.2%

The researcher distributed 265 questionnaires using convenient sampling and a total number of responses was 149 responses.

4. 3 Analysis of data

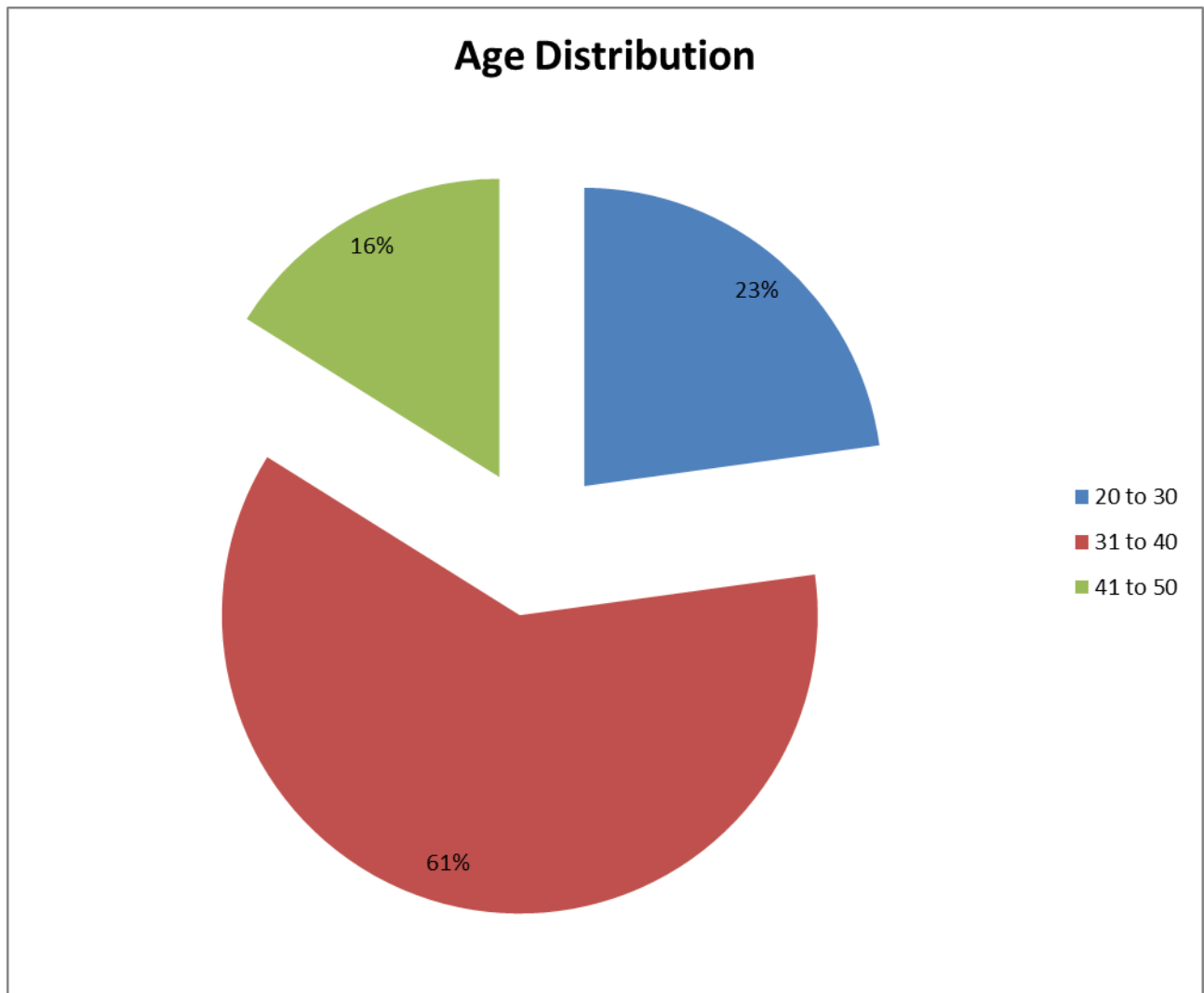


Fig 4.3.1 Age Groups of Respondents

Substantiation from Figure 4.3.1 shows differences amongst the target population sample based on age groups. The pie chart shows that amongst the respondents of the survey, 61% of the respondents were within the age group 31yrs-40yrs, 23 % of the respondents were within the age group 20yrs-30yrs and 16 % of respondents were within the age group 41yrs -50yrs.

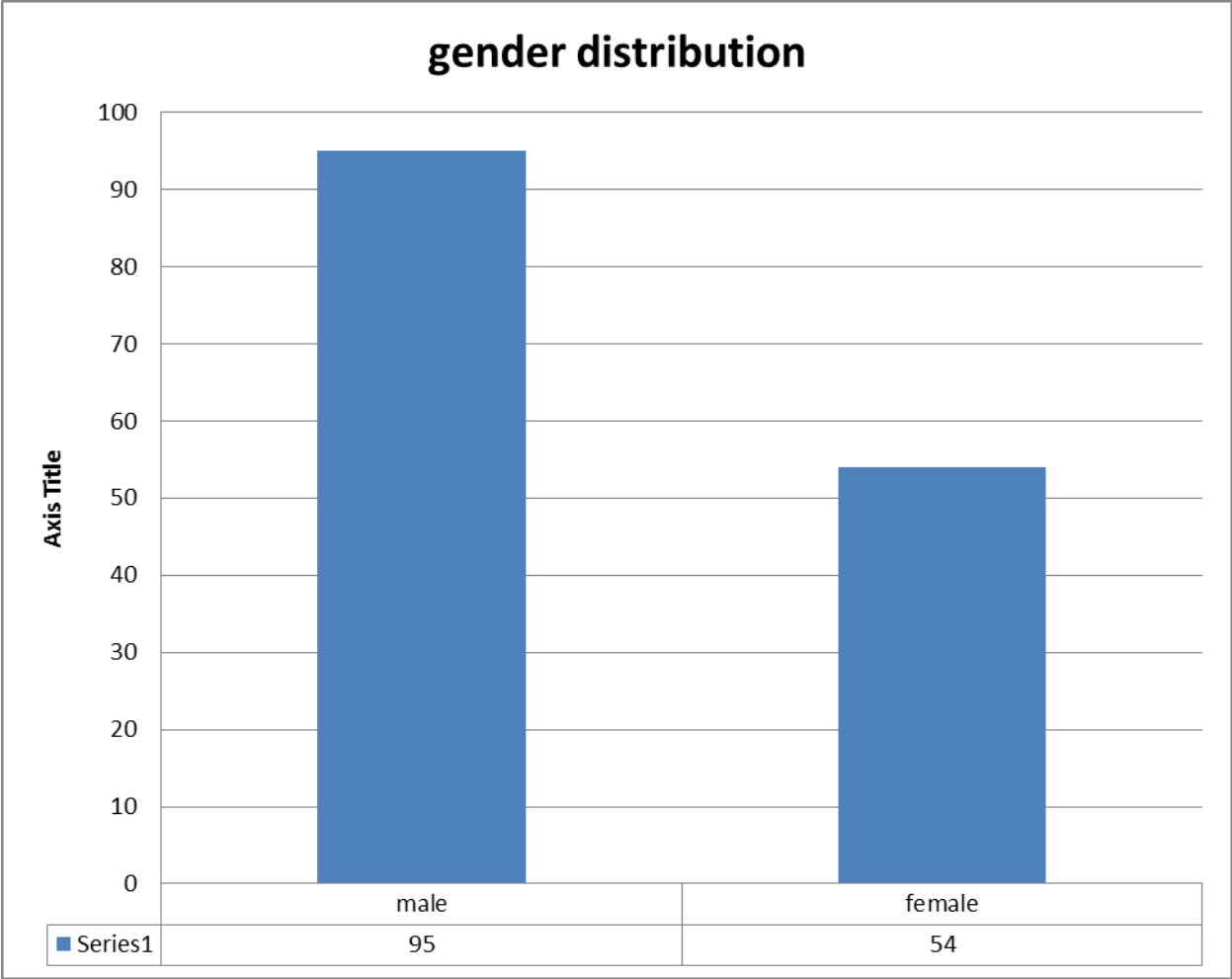


Figure 4.3.2 Gender Distribution of Respondents

Figure 4.3.2 shows the differences between the respondents based on gender. There is evidence from the bar chart that from the target population sample, there were both male and female respondents. As shown on the bar chart, there were 95 male respondents and 54 female respondents.

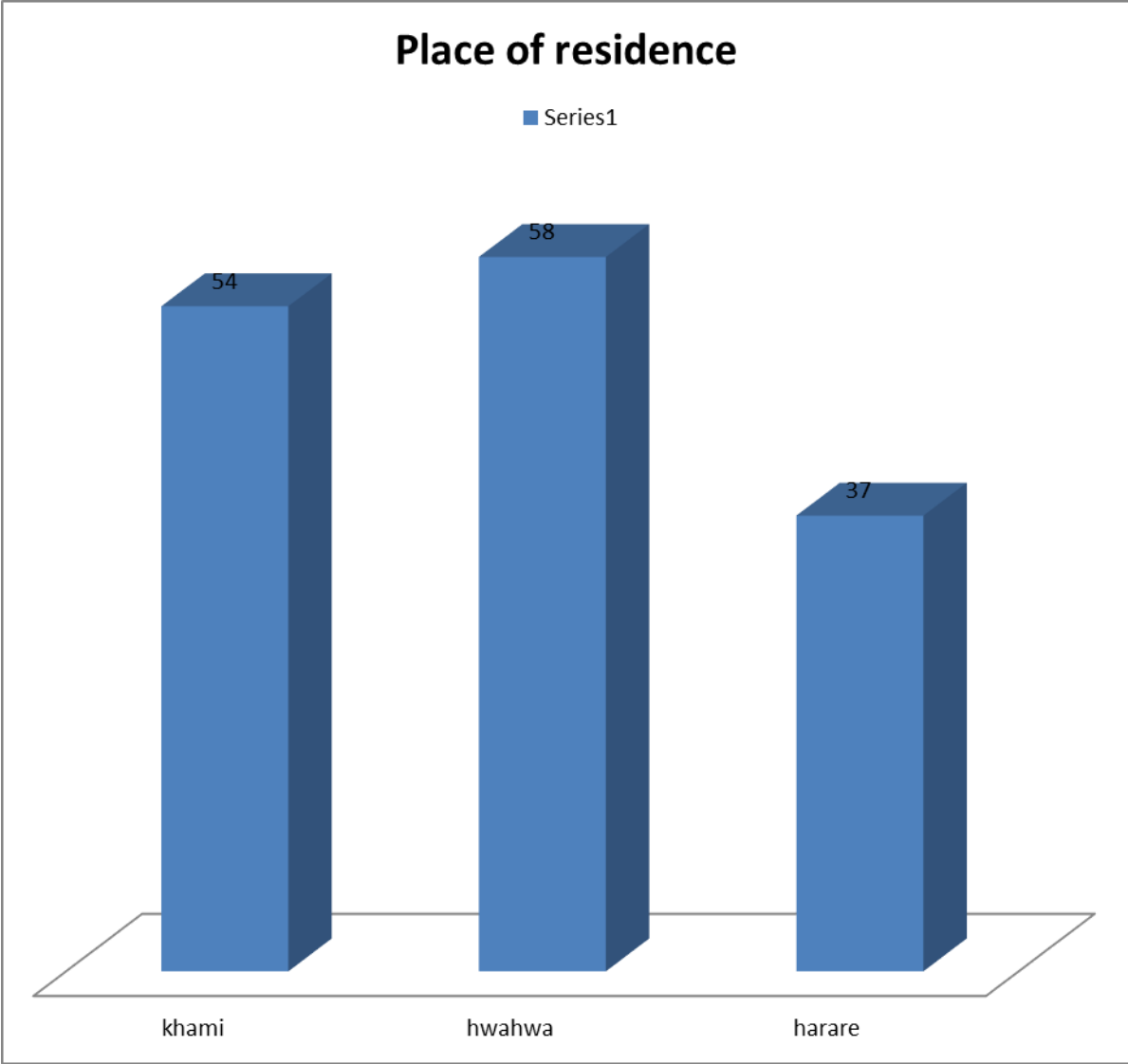


Figure 4.3.3 Residence of Respondents

Substantiated in Figure 4.4.3 is the differences of the places of residence among the respondents. The bar chart highlights that 58 of the respondents are residence in Hwahwa, 54 respondents are residence in Khami and 37 respondents are living in Harare.

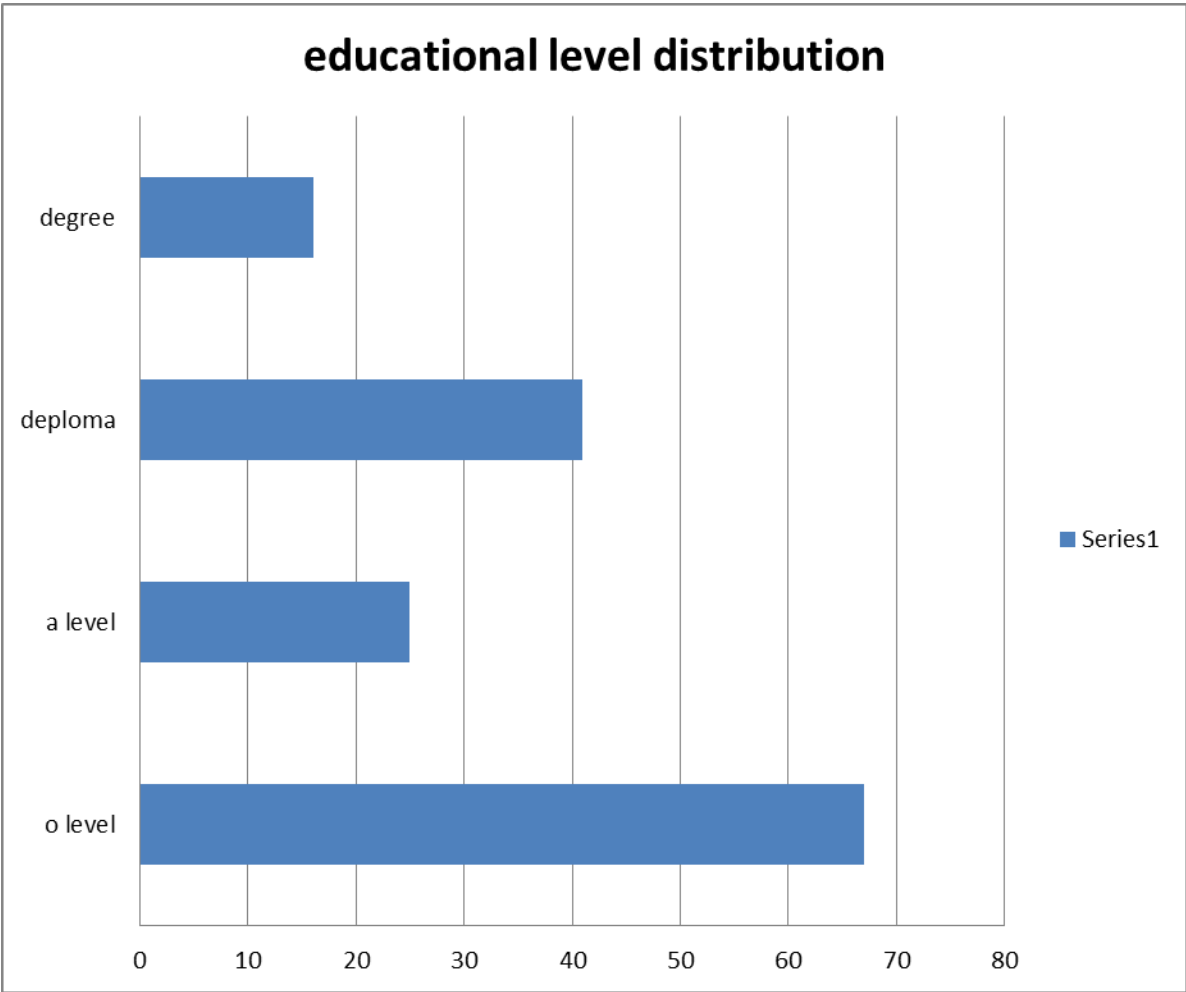


Figure 4.3.4 Educational Levels of Respondents

Substantiated in Figure 4.3.4 is the differences in the level of education attained among the respondents. The bar chart highlights that 67 respondents only attained an Ordinary level (O level) of education, 41 respondents reached and obtained Advanced level(A Level) of education. The number of respondents who reached and obtained a diploma were 25 and for degree were 16 respondents.

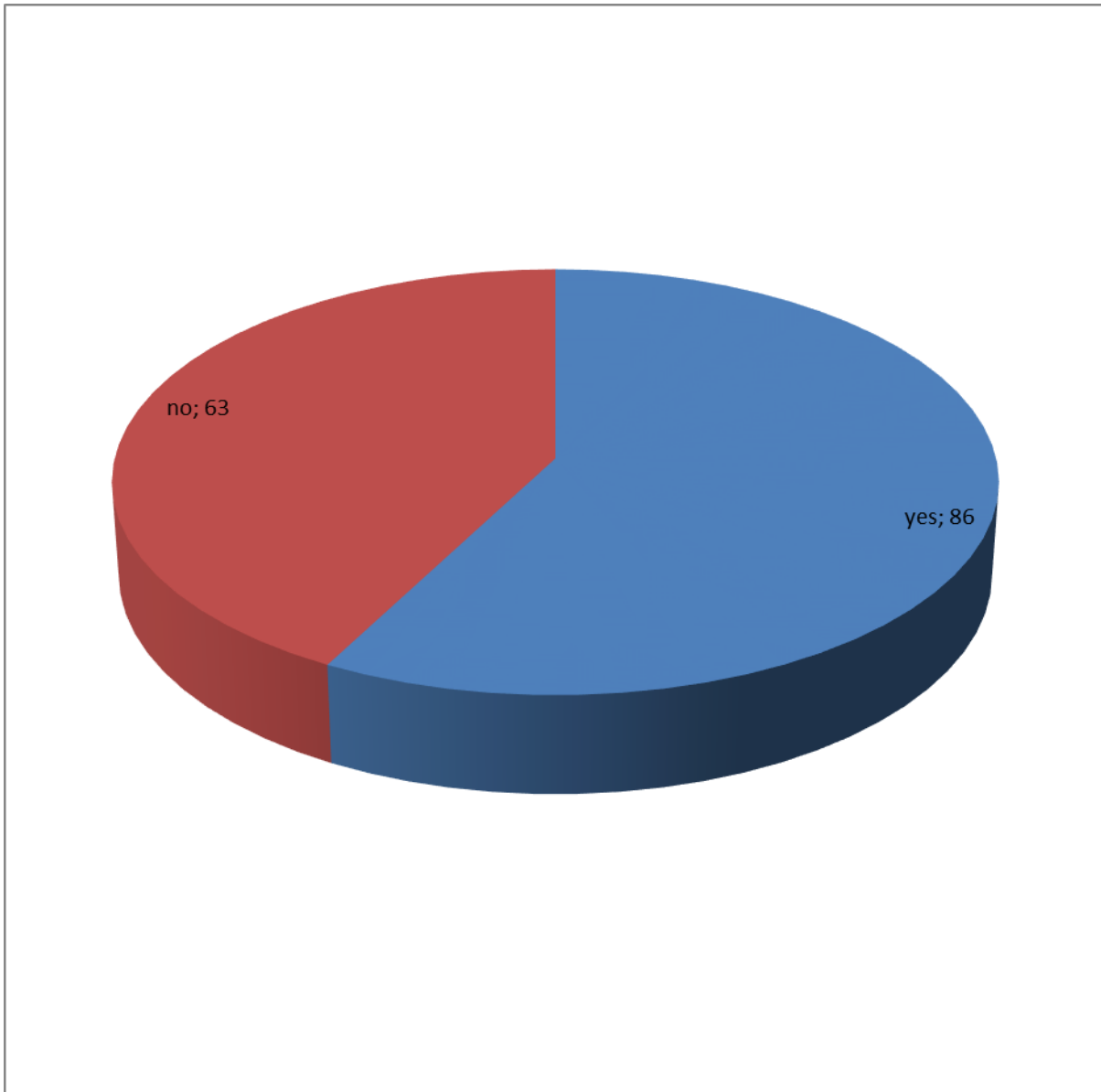


Figure 4.3.5 Service in the Armed Forces

Figure 4.3.5 shows a demarcation among the respondents based on service in the armed forces. Therefore, the pie charts shows that 86 of the 149 respondents have served in the armed forces and 63 respondents did not serve in the armed forces.

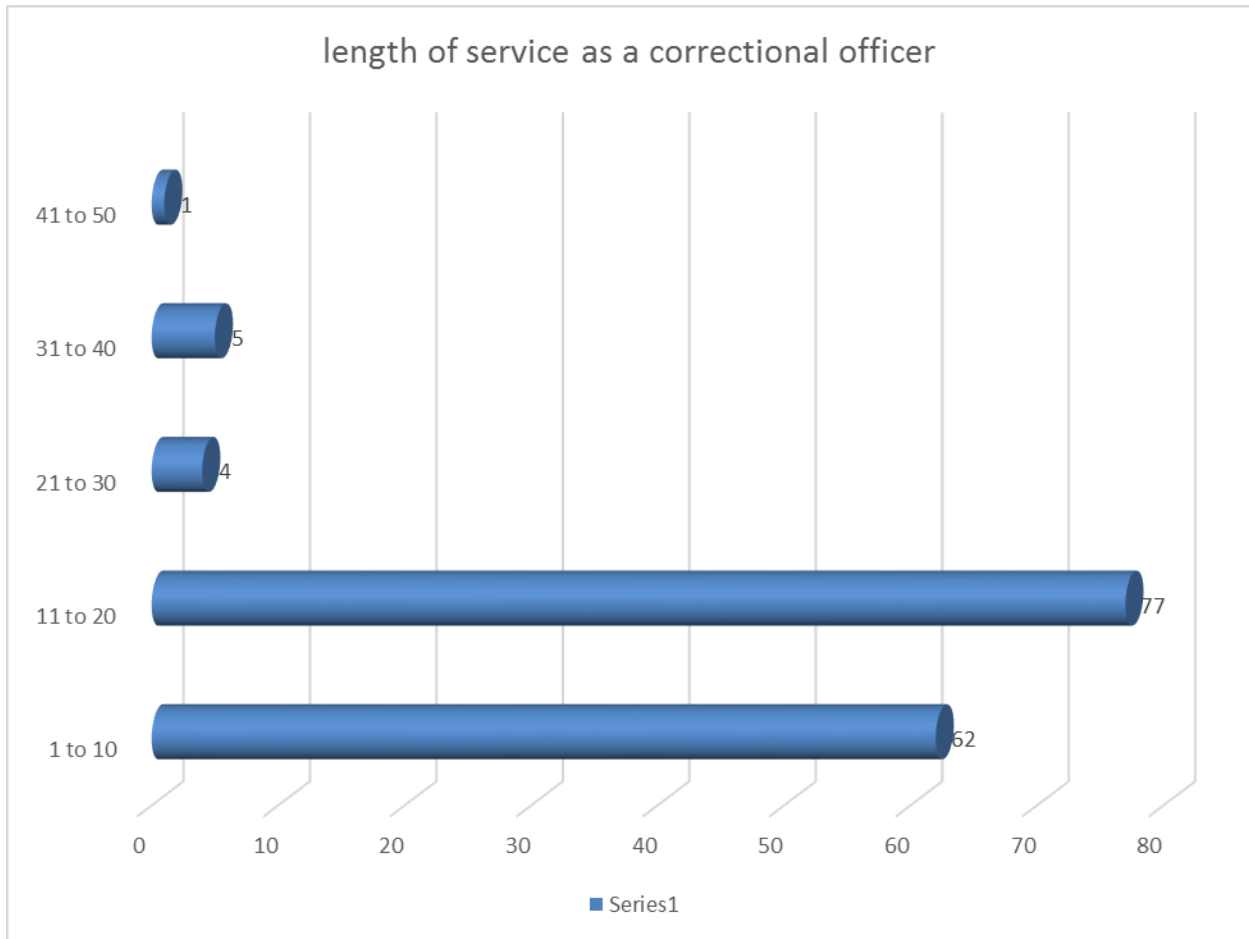


Figure 4.3.5 Length of Service as a Correctional Officer

Evidence from Figure 4.3.5 shows the differences among the respondents on the ground of the period served as a correctional officer. The chart shows that 62 respondents have served as a correctional officer between one to two years. 77 respondents have been working as a correctional officer for eleven to twenty years. 5 respondents have been correctional officers for thirty-one to forty years. 4 and 1 respondent(s) have served as a correctional officer for twenty-one to thirty years and forty-one to fifty years respectively.

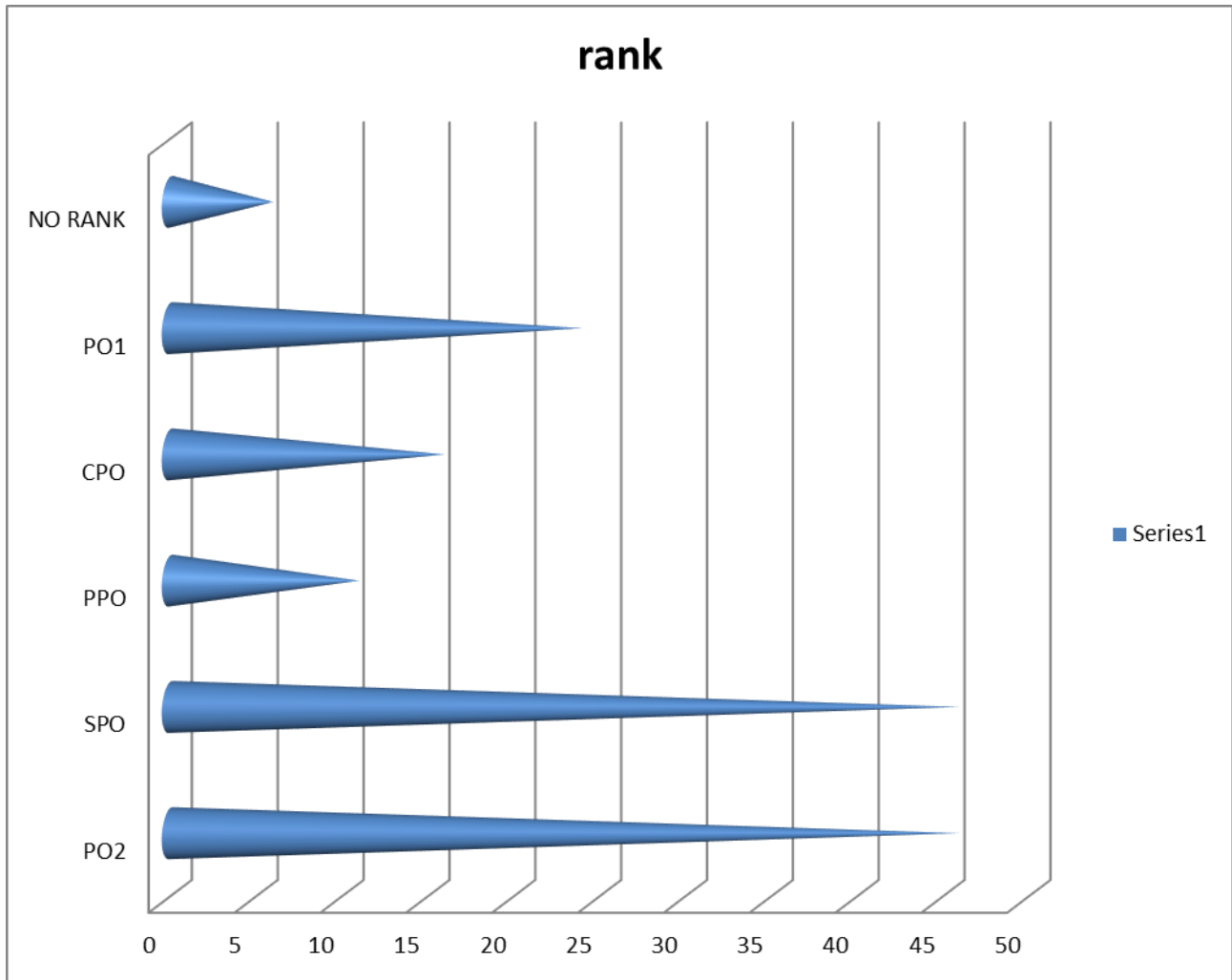


Figure 4.3.6Ranks

Figure 4.3.6 shows evidence of differences among the respondents based on seniority or rank. Therefore, from the chart, there are 48 respondents who are PO2 and also 48 respondents who are SPOs. There are evidently 10 respondents who are PPOs, 15 respondents who are CPOs, 23 respondents who are PO1s and 5 respondents with no rank.

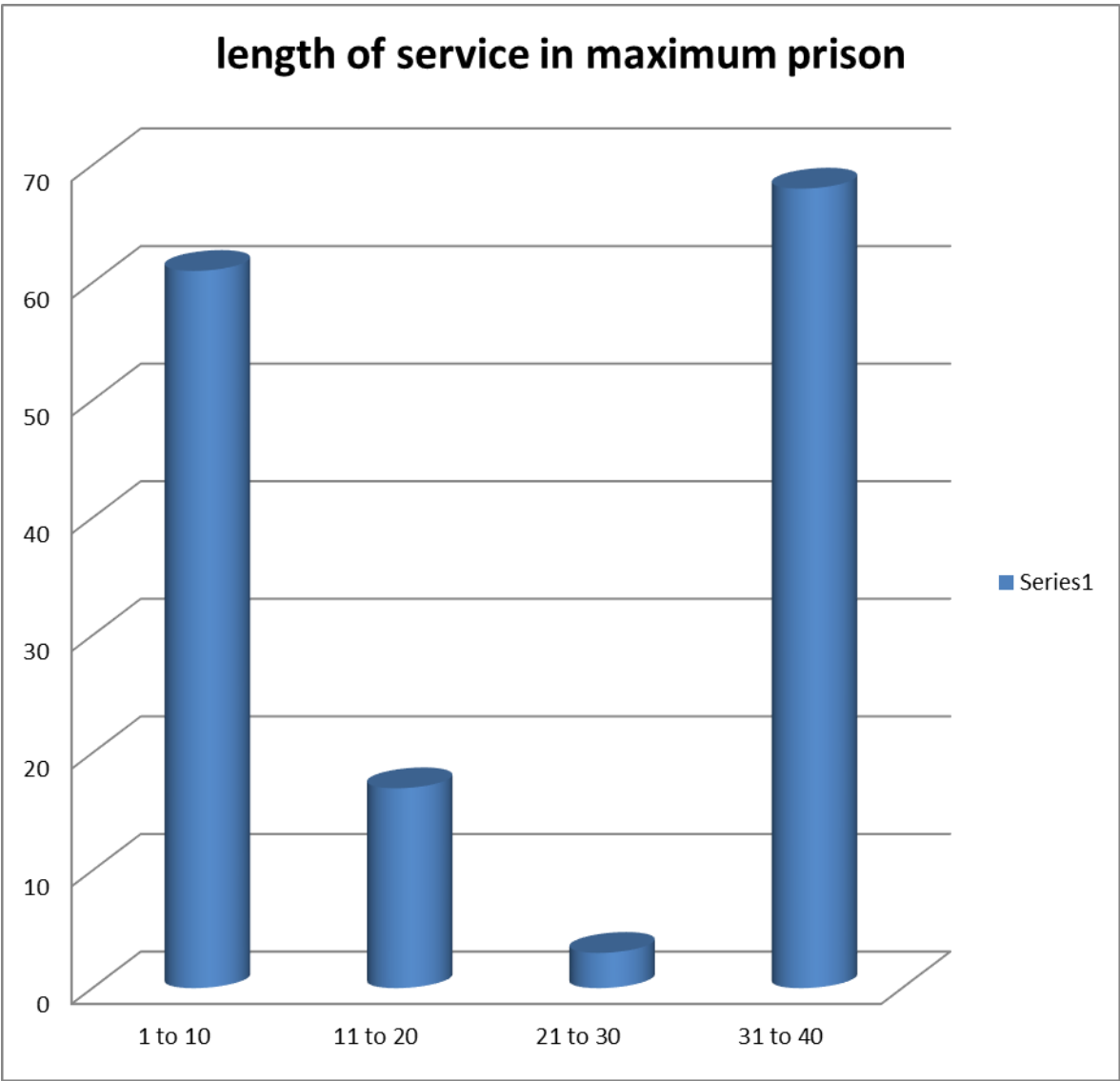


Figure 4.3.7 Length of Service in Maximum Security Prison

Evidently from figure 4.3.7 there are differences among the respondents on the length of service in a maximum security prison. Accordingly, the chart above shows that, 69 respondents have worked in a maximum security prison for 31 to 40 years. 60 respondents have worked for 1 to 10 years in a maximum security prison. Those respondents who worked in a maximum prison from 11 to 20 years amounted to 15 respondents. Only 5 respondents worked for 21 to 30 years in a maximum security prison.

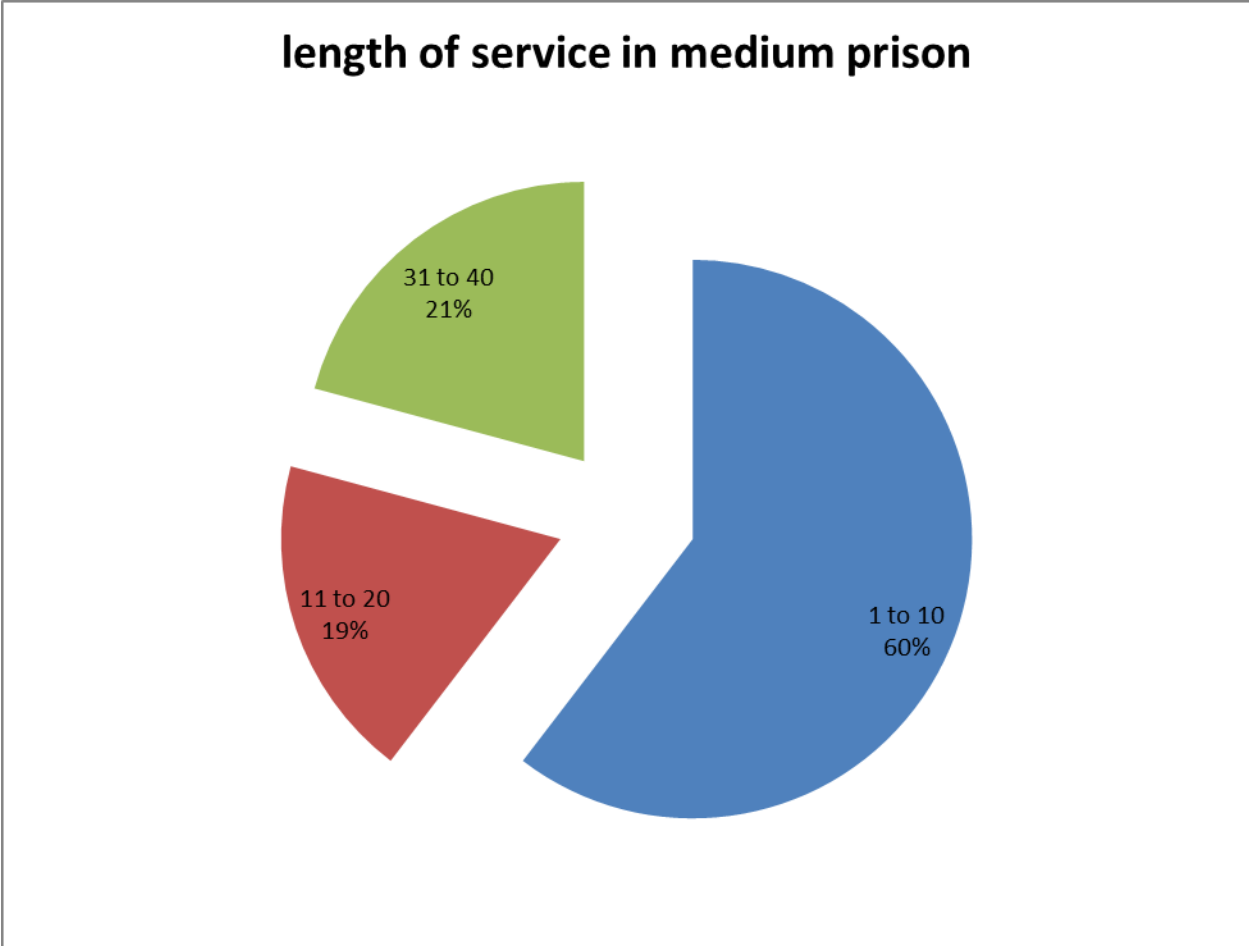


Figure 4.3.8 Length of Service in Medium Security Prison

Figure 4.3.8 provides data on the respondents' differences of length of service in a medium security prison. Hence, the pie chart shows that 60% of the respondents have worked in a medium security prison for 1 to 10 years. 21 % of the respondents have worked in a medium security prison for 31 to 40 years. Respondents who have worked in a medium security prison were 19%.

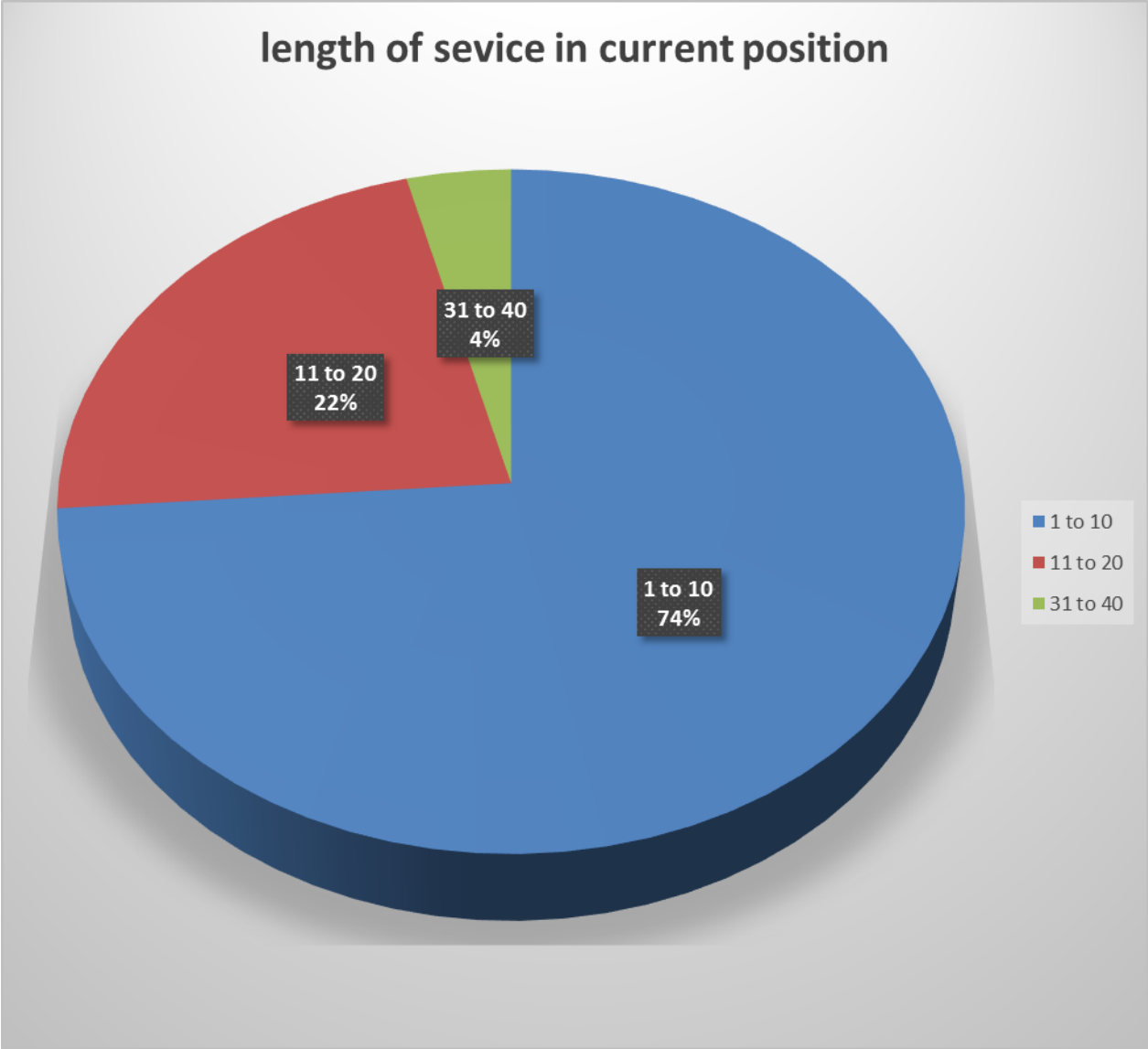


Figure 4.3.9 Length of Service in Minimum Security Prison

Figure 4.3.9 evidently shows the differences among the respondents on that basis of the length of service in a minimum security prison. As a result, the pie chart shows that 74 % of the respondents have worked in a minimum security prison for 1 to 10 years. Respondents who worked for 11 to 20 years in a minimum security prison were 22% .4% of the respondents worked in a minimum security prison for 31-40 years.

4.4 Personal characteristics

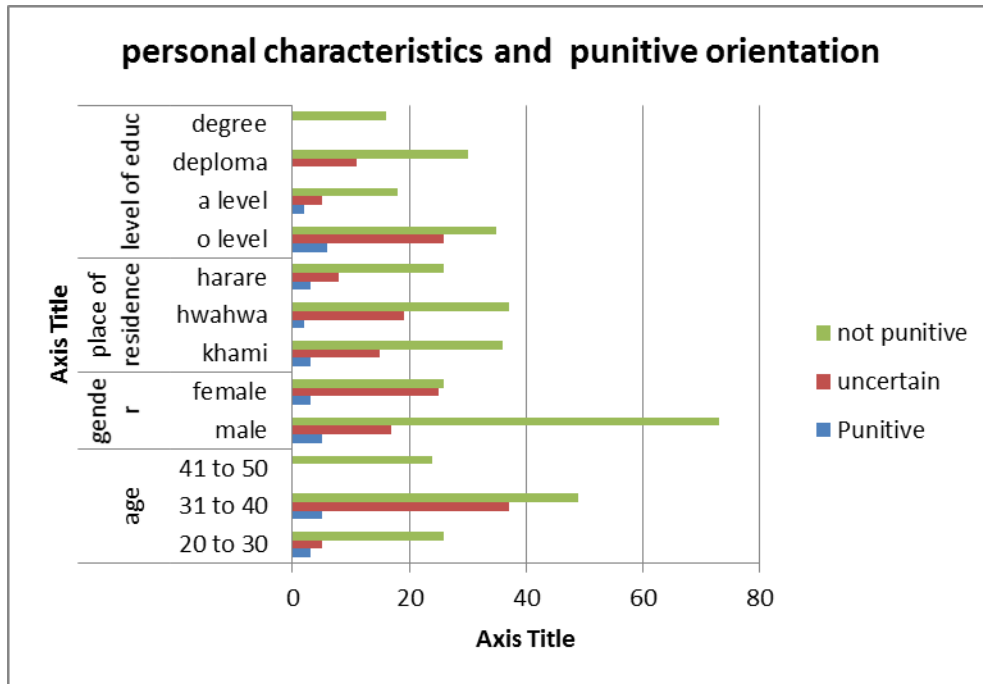


Figure 4.4.1 Punitive Orientation and personal attributes

Figure 4.4.1 shows personal characteristics that are possible contributory factors in developing a punitive professional orientation. Consequently, the graph shows that most respondents who were more likely to be less punitive are males.

From the chart, it is evident in the variable age, that age groups that are not punitive are respondents in the 41 to 50 year old. Those respondents who were more punitive in the age groups were those among the 31 to 40 years, however it is also evident that in the same age group has the highest number of respondents who are uncertain.

The chart also shows that in the gender differences, the males appeared to be slightly more punitive as compared to females. The number of male respondents who were punitive were 5 males as compared to 3 females. Also, there were 73 male respondents who were not punitive as compared to 26 female respondents who were not punitive. However, there were more females respondents who were uncertain as compared to male respondents.

One the place of residence differences, most respondents were not punitive with more from Khami and Whawha, and the number the differences in number of respondents who were

punitive was relatively low. Respondents who had higher education were not punitive however the chart also shows that those with O level education were punitive as compared to other levels. Generally this chart shows that most of the respondents are not punitive-oriented

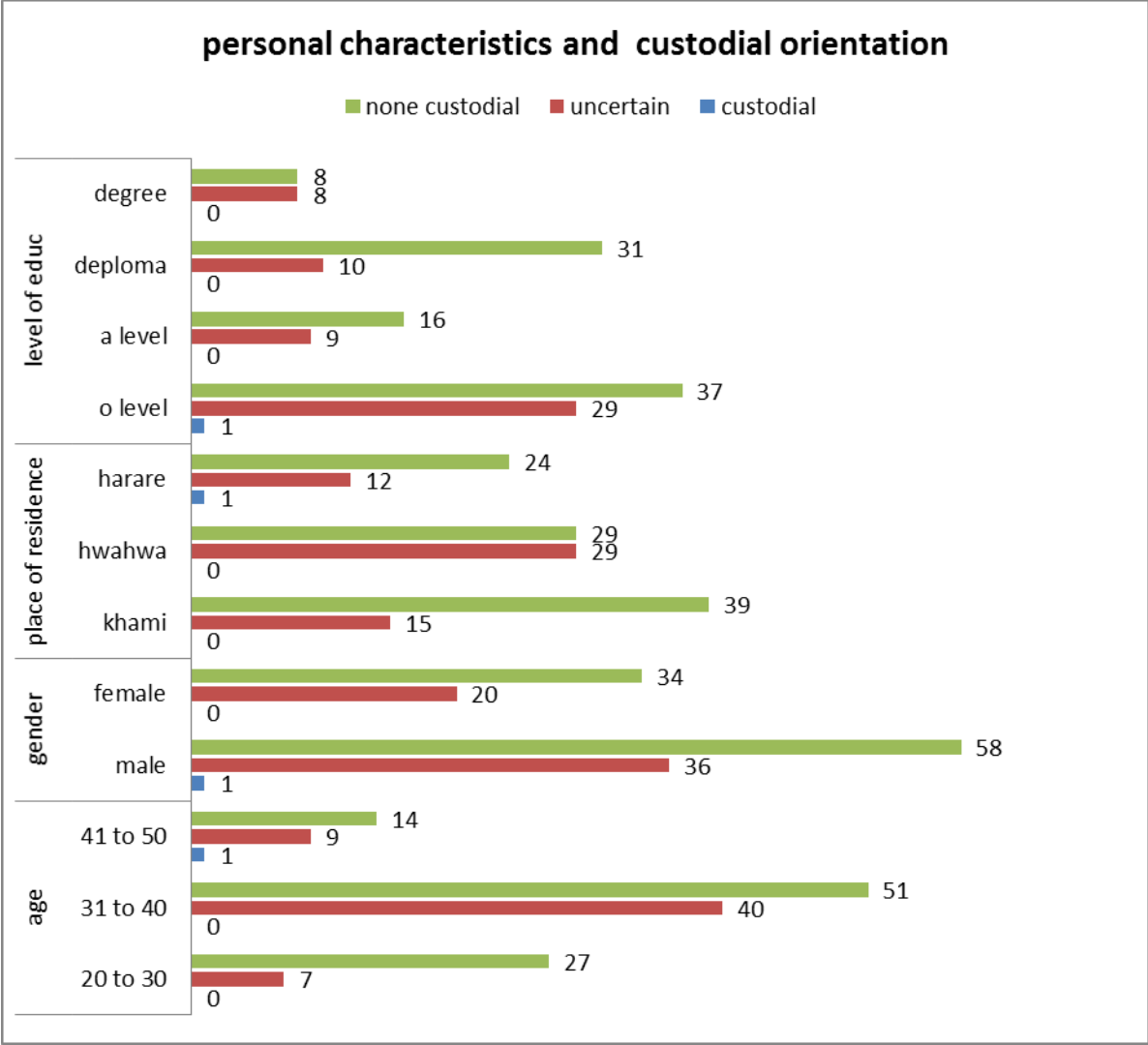


Figure 4.4.2 Custodial Orientation and personal attributes

Figure 4.4.2 shows personal characteristics that are possible contributory factors in developing a custodial professional orientation. Consequently, the graph shows that most respondents who were less custodial are males than females. Also there were more male respondents than females who were uncertain of their orientation.

From the chart, respondents who fell in the age groups 31-40 and 201-30 years were not custody-oriented. There was only one respondent in the age group 41-50 years who was a male with an O level of education and resided in Harare. Evidently from the chart above, all but one respondents, cutting across the personal characteristics, were either not custody-oriented or uncertain.

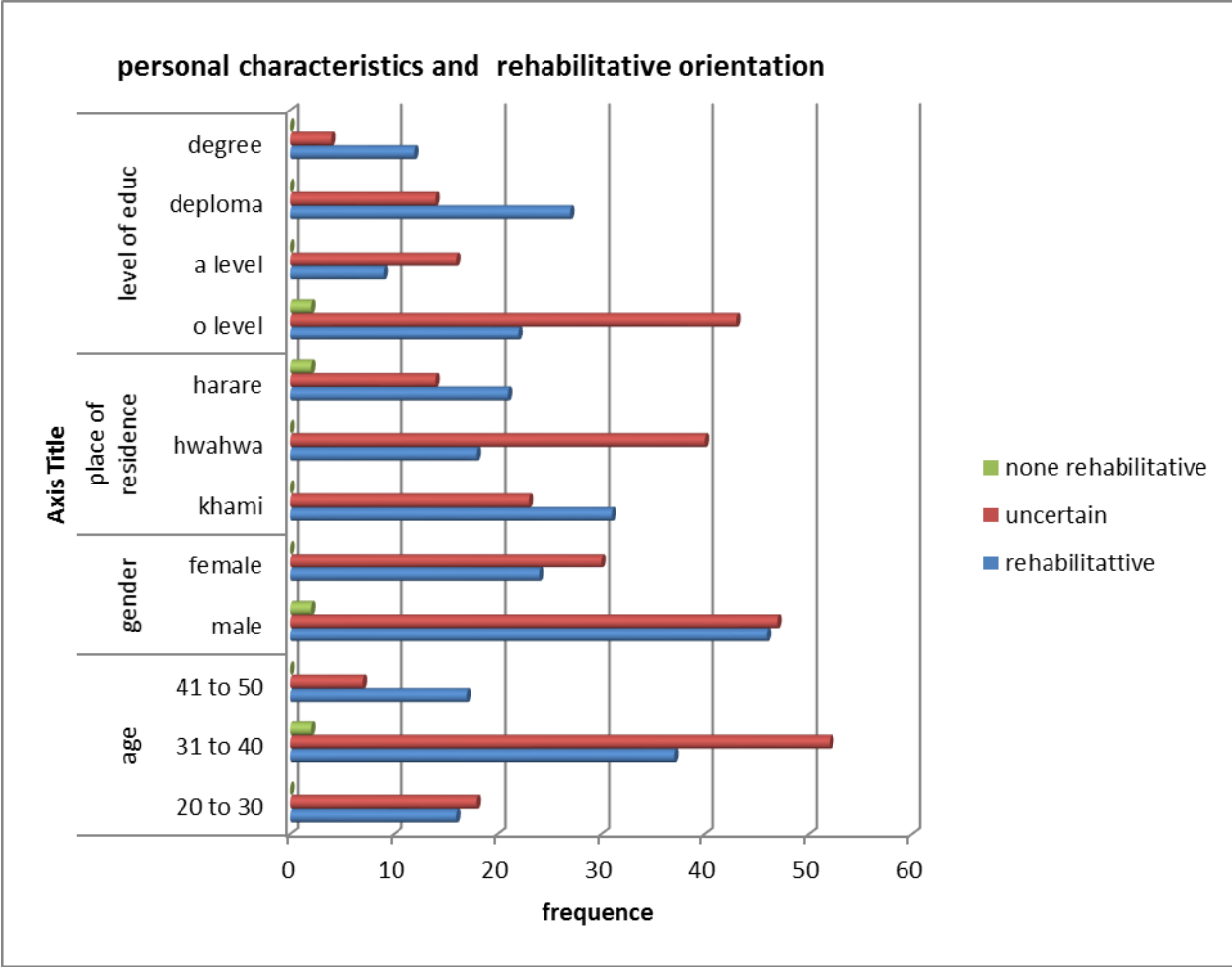


Figure 4.4.3 Rehabilitative Orientation and personal attributes

Figure 4.643 shows personal characteristics that are possible contributory factors in developing a rehabilitative professional orientation. Consequently, the graph shows that most respondents who were rehabilitation-oriented are males than females. Also there were more male respondents that females who were uncertain of their orientation.

From the chart, respondents who fell in the age groups 41-50years and 20-30 years were all either rehabilitation-oriented or uncertain. There was only two male respondents in the age group 31-40years with an O level of education and resided in Harare who were not rehabilitation-oriented. Evidently from the chart above, all but two respondents, cutting across the personal characteristics, were either uncertain or rehabilitation-oriented.

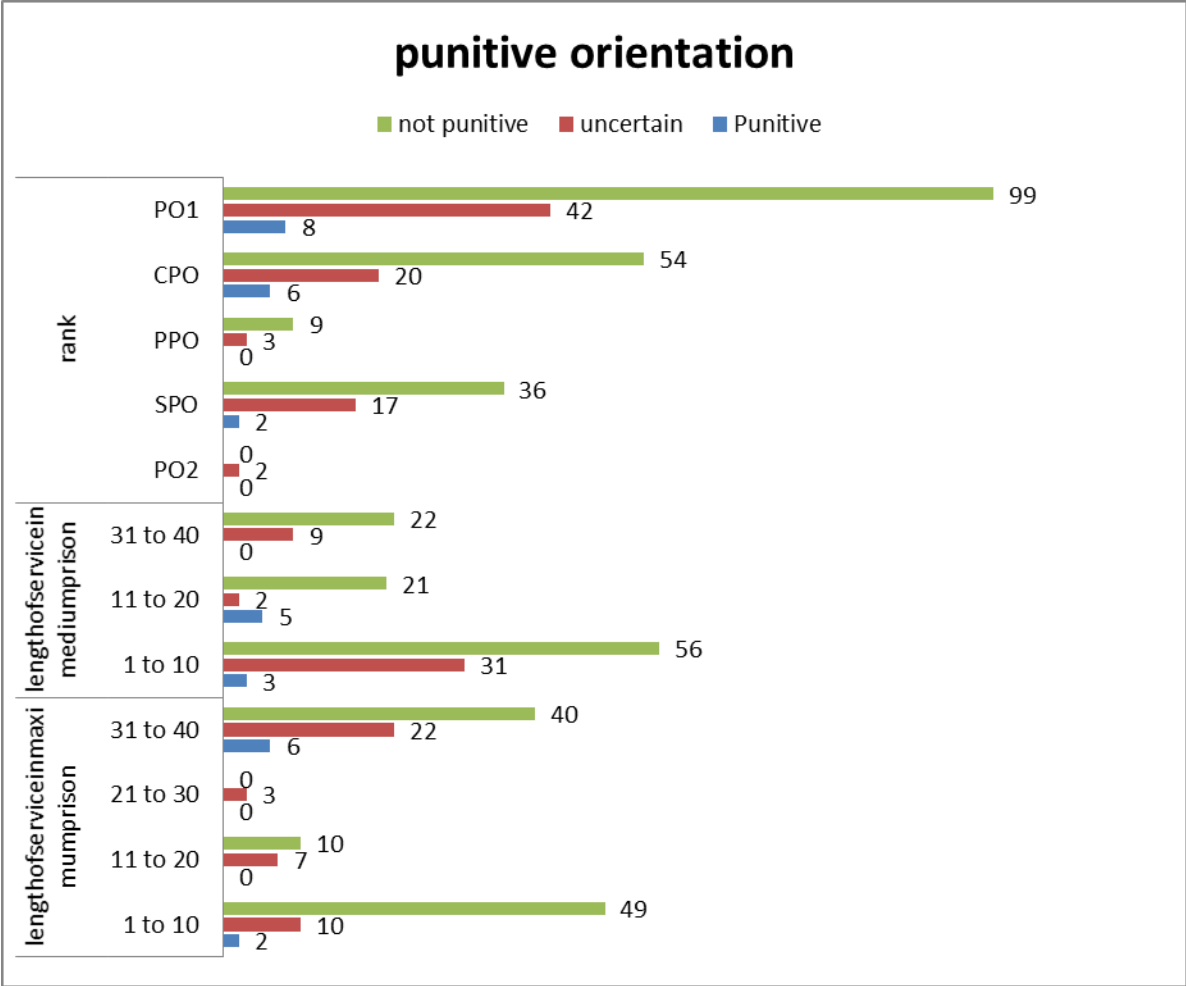


Figure 4.4.4 Punitive Orientation and environmental attributes

Figure 4.4.4 shows organizational attributes that are possible contributory factors in developing a punitive professional orientation. Consequently, the graph shows that most respondents who were more likely to be less punitive are lower ranks those who are working or have served in a medium and maximum prison for 1 to 10 years. Generally this chart shows that most of the respondents are not punitive-oriented.

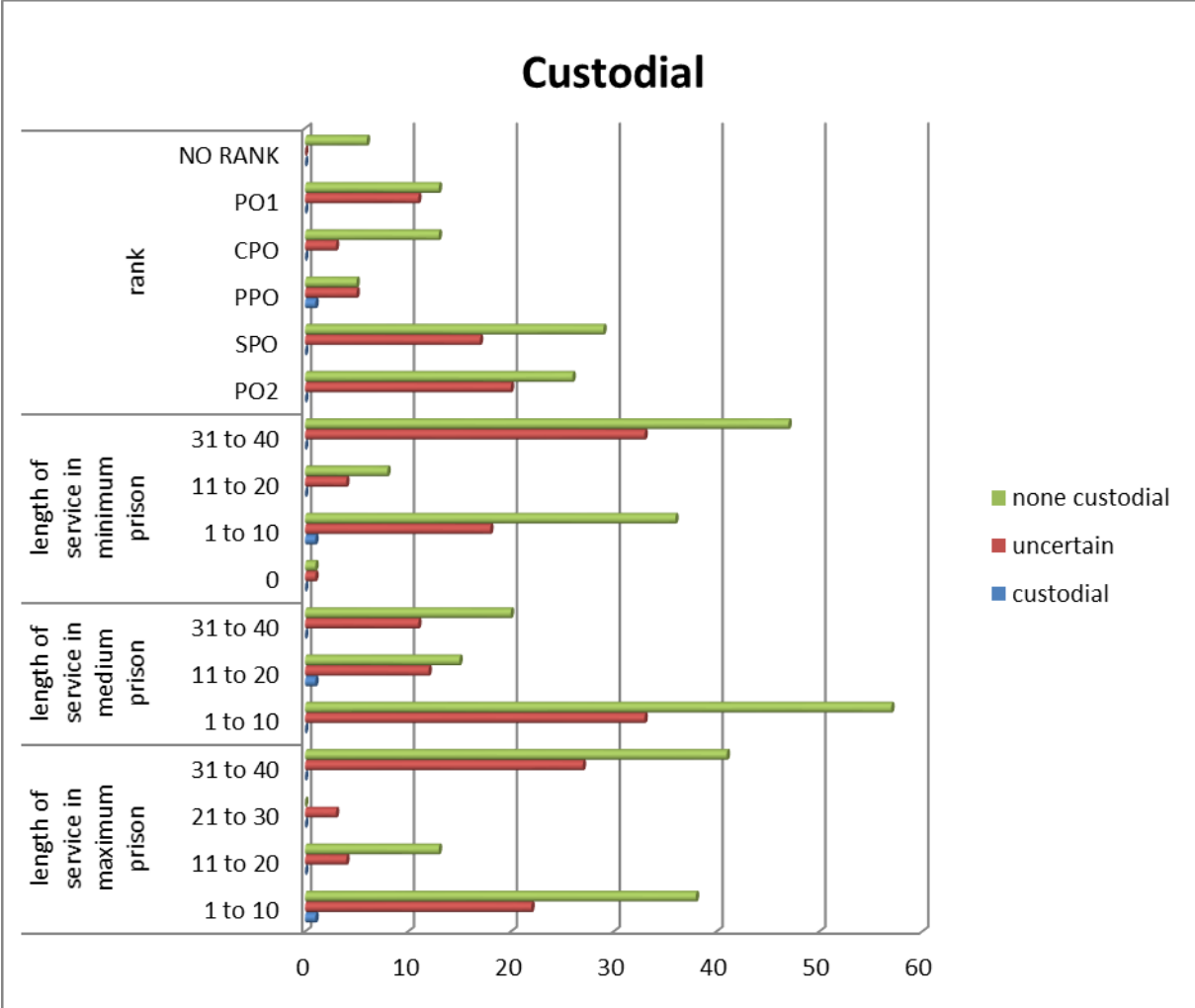


Figure 4.4.5 Custodial Orientation and environmental attributes

Figure 4.4.5 shows differences among the respondents’ on the basis of the custodial scale in relation to the organizational attributes. From the chart, it is evident that most respondents who were none custodial oriented were the 57 who had served in the medium security prison for 1 to 10 years .Those who were most custodial inclined in their professional orientation included respondents who had served in a maximum security prison for 1 to 10 years; those who had served in a medium prison for 11 to 20 years; those who held the rank PPO. Generally the chart shows that most of the respondents were not custodial-oriented.

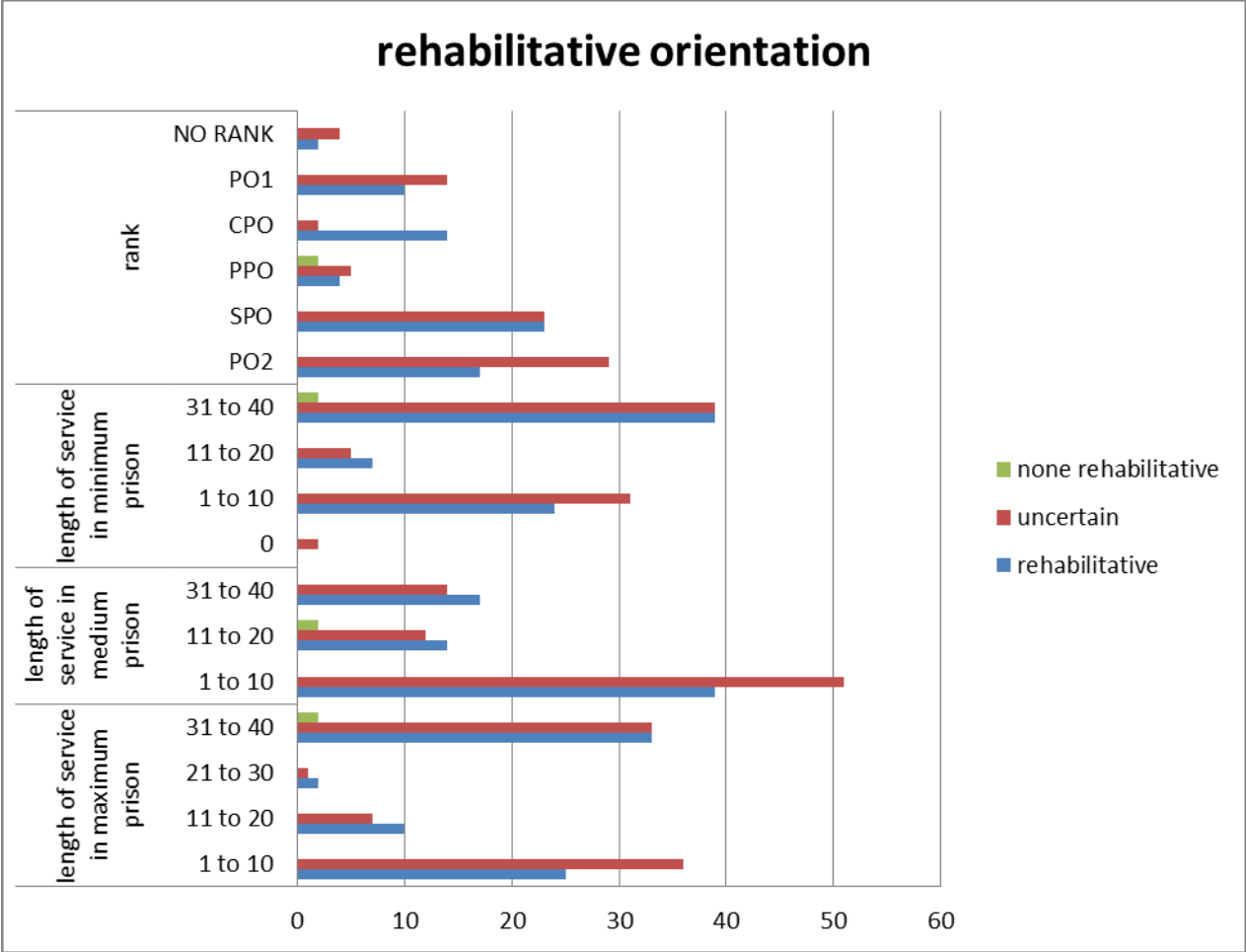


Figure 4.4.6 .Rehabilitative Orientation

Figure 4.4.6 shows organizational attributes that are possible contributory factors in developing a rehabilitative professional orientation. In this manner, the graph shows that most respondents who were most likely to have a rehabilitative orientation those who have worked or are working at a minimum security level. Generally this chart shows that most of the respondents are not certain of their orientation.

	age	Gender	Place of residence	Level of education	Service in the army
Punitive Person chi-square (P-Value)	.000	.001	.724	.006	.568
Phi Value	.391	.308	.118	.347	.087
Custodial Person chi-square (P-Value)	.026	.742	.053	.371	.241
Phi Value	.272	.063	.251	.209	.138
Rehabilitative Person chi-square (P-Value)	.097	.473	.002	.004	.476
Phi Value	.229	.100	.336	.358	.100

Table 1: Associations between correctional orientation and individual attributes

The table 1 evidently shows the association between individual attributes and correctional orientation. From the table ,it is clear that there is a significant association between age and punitive orientation (P-value = 0.000) and custodial orientation(p-value=0.026) .The strength of this associations are relatively weak with a Phi values of 0.391 and 0.272 respectively .There is also an association between gender and punitive orientation(p-value=0.001) and this association is shown by the Phi-value to be a weak association(0.308).Another association that is apparent from the table is between place of residence with rehabilitative orientation(P-value=0.002) and the association is also weak. An association between level of education and punitive orientation (p-value=0.006) and rehabilitative orientation (p-value=0.004).The strengths of these associations are both weak with Phi-values of 0.347 and 0.358 respectively.

	Length of Service as correctional officer	Rank	Length of service in maximum security facility	Length of service in medium security facility	Length of service in minimum security facility
Punitive Person chi-square (P-Value)	.379	.018	.008	.002	.289
Phi Value	.240	.380	.343	.336	.222
Custodial Person chi-square (P-Value)	.000	.023	.235	.291	.832
Phi Value	.452	.373	.232	.183	.137
Rehabilitative Person chi-square (P-Value)	.562	.000	.549	.033	.585
Phi Value	.213	.511	.183	.265	.177

Table 2: Associations between correctional orientation and organizational attributes.

Patently, table 2 shows the associations between organizational attributes and correctional orientation. Consequently, the table shows that there is a significant association between length of service as correctional officers (p-value=0.000) and this association is weak (0.452). Another significant association is apparent between Rank and punitive orientation (p-value= 0.018); custodial orientation (p-value=0.023) and rehabilitative orientation (p-value=0.000). The association between length of service as correctional officers and punitive and custodial are relatively weak (phi value=0.380 and 0.373 respectively). However the associations with rehabilitation is relatively strong (phi value=0.511). Other significant association shown on the table 2 are those between length of service at maximum security and medium security with punitive orientation (p-values=0.008 and p-value =0.002, respectively). There is also a significant association between length of service in medium security prison and rehabilitative orientation (p-value=0.033).

The correctional orientations of ZPCS officers

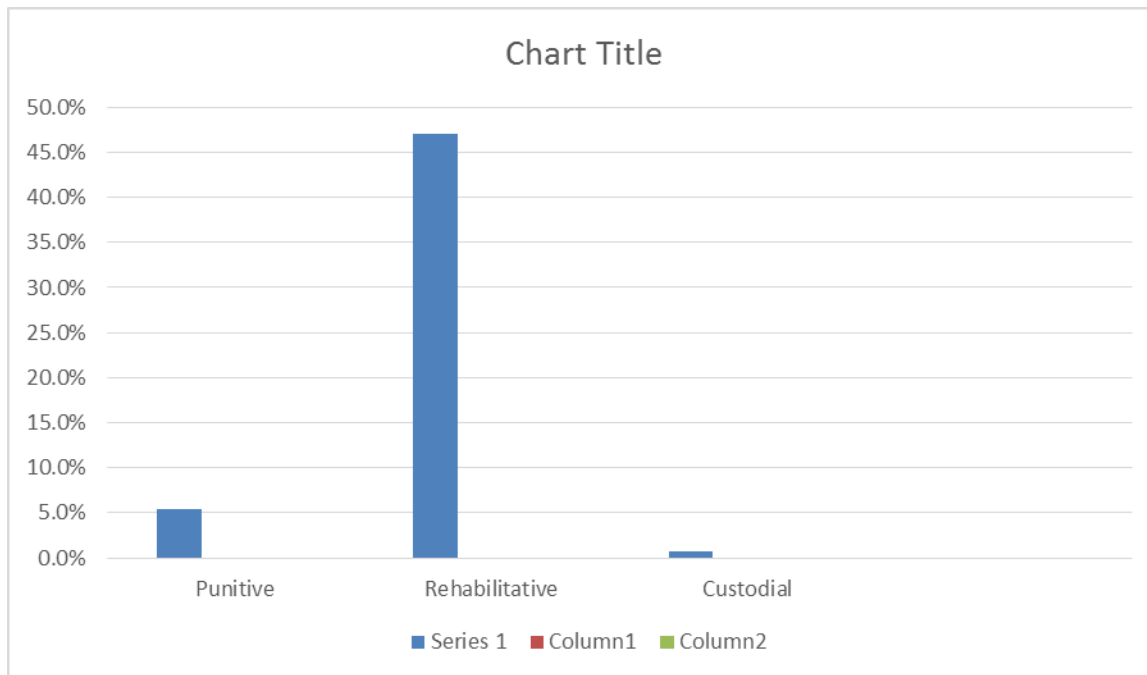


Figure 4.4.7

Figure 4.4.7 show the distributions on orientations among the 149 respondents. Consequently, the bar chart shows that 47% of the 149 respondents are rehabilitation-oriented, whilst 5.4% are punitive-oriented and 0.7% are custody-oriented.

4.5 SUMMARY

The presentation of this chapter was guided by the research questions. The data analyzed was a collection of responses obtained through the completed research instruments. These responses were correlated with the aim of identifying the orientations of the respondents and also in identifying the strong predictors of each professional orientation. The presentation of data was in form of graphs, charts, and tables. The data was analyzed through Statistical Package for Social Sciences (SPSS).

CHAPTER 5

Discussion, conclusion and recommendation

5.0 Introduction

In chapter 4, data collected at 4 prisons namely: Harare Central Prison, Whawha Medium Prison, Whawha Young Offenders Prison and Mlondolozhi Prison was analyzed and interpreted. This chapter will be a discussion on the findings preceded by a conclusion and recommendations. The core purpose of this study was to explore the professional orientations of correctional officers who are employed in the ZPCS prisons and to identify key predictors of these orientations. The objectives of this study was accomplished through the data acquired from the data research instrument which was completed by 149 respondents. The sequence of this chapter will be commenced from the discussion of findings, then following that will be the conclusion and closing with recommendations.

5.2 Review of methodology

The study employed a quantitative research design as in was in nature. An exploratory survey was employed to gather data with the outlook of make inferences about the population studied. The target population was 200 correctional officers who are stationed at the four aforementioned prisons. However due to some challenges discussed in chapter 3, only 149 respondents took part in the research. Non-random convenient sampling technique was used for selection of sample participants. Three scales were used, the punitive scale, custodial scale and rehabilitation scale for collection of data.

5.3 Presentation of Findings

Evidently from the findings derived from the analyzed data, there are individual attributes have a significant association with correctional orientation. There is a significant association between age, gender, level of education and place of residence and correctional orientation. The individual attributes age (p-value=0.000), gender (p-value=0.001) and level of education (p-value=0.006) have a significant association with punitive orientation whereas place of residence (p-value=0.002) with rehabilitative orientation. These associations are relatively weak as their phi-values are below 0.5 indicating that the influence of these attributes is present but it is not a

strong one. The data also showed that there are organizational attributes that have a significant association with correctional orientation. There is a significant association between tenure, rank and security levels and correctional orientation. The organizational attributes maximum security (p-value=0.008) and medium security (p-value=0.002) have a significant association with punitive orientation. Tenure has a significant association with custodial orientation as evident by the p-value of 0.000. Rank has a significant association with rehabilitative orientation which is proved by the p-value of 0.000. Although these associations have a phi-value less than 0.5 indicating that attributes have a weak influence on the orientations, they are sources of correctional orientation.

5.4 Discussion

5.4.1 Individual Attributes

The individual attributes that have been looked at in this study were chronological age of the correctional officer. Thus the researcher included the age groups 20-30years;31-40years;41-50years. The researcher also included gender as an attribute thus the sample include both males and females. Place of residence was also included as a variable hence the different regions and geographical locations which were Harare central and Khami. Level of education was also included as an individual attribute thus O level, A level , diploma and degree levels were included. These individual attributes were included to determine if they have any influence on the orientation of officers.

5.4.2 Organizational Attributes

The organizational attributes that were considered for this research were: Length of service as a correctional officer; Rank of correctional officer; Length of service in a maximum security prison; Length of service in a medium security prison; Length of service in a minimum security prison. These organizational attributes have been included to determine if they have any influence on the orientation of correctional officers.

5.4.3 Associations between individual attributes and correctional orientation.

Age and professional orientation

Following the findings from the previous chapter, there is indication of a statistically significant but weak association between age and the punitive. This indicates that the age of a correctional officer is influential in the development of the attitudes of ZPCS correctional officers towards their work, towards the inmates and towards their profession. These findings have support from the literature as researchers such as Philliber (1987) also found age to be a significant predictor of correctional officers' orientation. Hence, the correctional officers within the age groups of 20 - 30years and 31-40years showed punitive orientation.

Gender and professional orientation

From the analyzed data in the previous chapter, findings reveal that gender has a statistically association with punitive orientation. There is no evidence of significant association with rehabilitation and custodial orientation. These finding indicate that gender is an individual attribute that influences the professional orientation of ZPCS correctional officers. This is supported by the findings by Crouch and Alpert (1982) whose longitudinal study revealed that gender has an impact on punitive-ness and aggression. They found that women where less punitive than men. The studies also revealed that that men become more aggressive and punitive during the period of socialization. Hence, female correctional officers in the ZPCS are less punitive than male officers. There are less women officers who are punitive oriented as compared to the male officers.

Education and professional orientation

Similar to age, level of education is another personal characteristic that has been found in this current study to be influential in formation of attitudes. The level of education of correctional officers has a significant association to the profession orientation as evidenced by table 1 which shows the level of education with punitive orientation and rehabilitative orientation. This is an indication that level of education attained by an individual is an individual attribute that influences the professional orientation of correctional officers. These findings are also support by literature where we have research by Poole and Regoli (1980) who found that the more educated the correctional officers was, the less custodial-oriented they would likely be as they understand

more about the impact of human interactions and rehabilitation. Jurik(1985) findings also support the findings of the current study .She found that there was a positive correlation between the intention to be employed as a correctional officer motivated by the human services and high education attainment. Thus, correctional officers in the ZPCS who are more likely to be punitive are those who have O level and those with degrees are rehalitative oriented. However, most of the correctional officers have only attained O Level of education.

Place of residence and profession orientation

From the analyzed data in the previous chapter, findings reveal that place of residence has a statistically significant association with rehabilitation orientation. This association is relatively weak but these findings do suggest a correctional officers’ rehabilitative orientation is somewhat influenced by the place they reside. This suggests that where the correctional officers are living influences their professional orientation as correctional officers. Most corrections research studies have neglected to measure the influence of place of residence on correctional orientation. There were a couple of researchers,however, such as Klofas (1986) who found a difference between the correctional officers who resided in the urban versus rural in their orientations. Their finding showed that those in the rural prison were more likely to be punitive whilst the urban residents were found to be more likely rehabilitative oriented. Most correctional officers reside near their station of employment. There those in rural/farm prison such Khami and Whawha as and others in prison located in the town centers such as Harare Central. Contrary to the findings by Klofas(1986),this study shows that correctional officers who reside in the rural/farm prisons are more rehabilitative-oriented as compared to those in the urban. Thus correctional officers in farm prisons are more likely to be rehabilitative-oriented.

5.3.4 Associations between the environmental attributes and correctional orientation

Rank and professional orientation

From the analyzed data in the previous chapter, findings reveal that rank has a statistically significant association with rehabilitation orientation. There is a significant association between rank and rehabilitation orientation (p-value=0.000) which indicates that the rank is an organizational attribute that influences rehabilitative orientation. There is some support evident in the literature to the findings of this study. Studies done by researchers such as Toch & Klofas

(1982) and Farkas (1999) found rank to be consistent in being a contributory factor in rehabilitative orientation. According to the findings, the higher the rank the more rehabilitative-oriented the correctional officers are. However, they also found that there were differences among different prisons which were noted and were suggested to be dependent of the ideology of the organization. Thus correctional officers who hold higher ranks such as PPO and CPO are rehabilitative-oriented and these are also influenced by the ideologies of each prison.

Level of Security

The findings in the chapter four of this research show that there is a significant relationship between level of security and professional orientation of correctional officers. As evident in the tables six, seven and eight which highlight the significant values as follows:

For punitive orientation it showed length of service in maximum security prison and length of service in a medium security prison

This indicates that the security levels of prison are organizational attributes that influence the punitive-ness of correctional officers. Contrary to some literature, findings from a study by Cullen et al (1985) and Jurik (1985) who found that correctional officers stationed in the medium security prisons were rehabilitative in nature. Supportive to the current study's findings, Cullen et al. (1989) found that those employed in the minimum security prisons were likely to be rehabilitation-oriented. A by Hepburn and Albonetti (1980) study revealed that the punitive orientation of correctional officers was predictive in maximum security prisons experienced an increase in role conflict due to the convergence of rehabilitation and custody goals.

Length of service as a correctional officer (tenure)

From the analyzed data in chapter 4, findings reveal that there is a significant association between custodial orientation and the length of service as a correctional officer (p -value=0.000). Although this association is relatively weak, the association is significant enough to indicate that tenure influences the custodial orientation. Cullen et al (1989)'s study showed evidence in support of the current study. They found evidence that as correctional experience increased, more negative attitudes towards rehabilitation was yielded. This was attributed to the socialization process that takes place during the years working as a correctional officer. Thus the

results suggest that correctional officers who have more correctional experience tend to be less rehabilitative and more likely custodial.

5.4.5 Correctional orientations of officers

The study has suggested that the orientation of officers in the Zimbabwe Prisons are mostly rehabilitative-oriented. For the study's findings, it suggests that the older the correctional officers are the more likely to be rehabilitative oriented. Education also plays a significant role in determining the correctional officers' orientation as evidence from the study. Those correctional officers who attained higher such as degrees, were more likely to be rehabilitative as compared to those who had o levels. Consequently, it also appears as male are more likely to be rehabilitative than female officers. Also those who are working in maximum and medium prisons for the least time appeared to be more rehabilitative. This indicates that the more the correctional officer is stagnant in one prison especially maximum and medium prison, the more punitive they become.

5.5 CONCLUSION

Forecasting the professional orientations of correctional officers is quite a complex process. It requires one to understand the various potential associations and combinations between organizational and personal attributes. Research in the area of corrections that has been done in the years ago have managed to identify number of attributes that have proven to be consistent in their worth for researching on them (Philliber, 1987). The personal characteristics that have been commonly identifies as influential in the formation and development of correctional orientation include, gender, education, age and the environmental characteristics include length of service, rank and security level of prisons. Although there has been a lot of research on this area have yielded some favorable outcomes, there is still no clear evidence to show which traits are more influential on orientation than the others.

There are a number of prospective predictors of professional correctional orientation but due to the major obstacles in defining and measuring them (Philliber, 1987), corrections research faces limitations. Some of these limitations include sampling techniques and populations.

It was the purpose of this study to try and explore the professional orientation of correctional officers and the predictors of the orientation. The researcher made use of the most commonly used attributes which were personal characteristics (age, gender, place of residence, education) and organizational attributes rank, and length of service at 3 different security levels. From the findings in this current research, it appears that age, level of education and rank are strong predictors of professional correctional orientation. There is also a suggestion that the correctional officers are generally uncertain of their orientation.

5.6 RECOMMENDATIONS

Hence after a thorough analysis of the findings in relation to the orientation of correctional officers and the predictors of professional orientation; the following recommendations were drawn:

- ZPCS National Level Research

The implications of this study point to the need for further research on a larger scale to get a better understanding of the orientations of the correctional officers. This will assist in identifying the specific characteristics of individuals during the hiring selection.

- Training

Training all officers will aid in ensuring that the goals and objectives of the organization are administered by the correctional officers. The goals of the organization and the orientation of the correctional officers should be congruent. If the organization is rehabilitation-oriented then so too must the correctional officer. Hence the importance of individual attributes such as level of education and age.

- Involving the community in the rehabilitation programs

Community members are potential influencers of correctional officers' attitudes. If the general public have a punitive or custody-orientation which may be due to misperceptions, their behavior and attitudes towards the correctional organization and the inmates will be

negative. These community members are potential future ZPCS employees also who may end up being hired with a negative professional orientation.

- Frequent prison rotation for officers

Correctional officers would benefit from rotations in different security level prisons. Working in the same environment may have a negative effect of their orientation especially those working in maximum security prison. This in turn will disrupt their work performance and the organizational rehabilitation culture.

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APPENDIX A

Data Collection Instrument

Dear Participant.

My name is Spiwe Ncube and I am a 4.2 Psychology student at MSU. This is a research for psychology dissertation .The information acquired through this self-report questionnaire is for academic purpose. Do not write your name on this questionnaire for confidentiality reasons. May you please answer the following questions as honestly as possible. Use the Scale guide given below and tick the number on each question that corresponds with your answer.

SCALE GUIDE

1. Strong Agree
2. Agree
3. Somewhat Agree
4. Neither Agree Nor Disagree
5. Somewhat Disagree
6. Disagree
7. Strongly Disagree

Punitive Orientation

The scale consists of the following items:

1) There would be much less crime if prisons were uncomfortable

1 2 3 4 5 6 7

2) Improving prisons for inmates makes them worse for officers

1 2 3 4 5 6 7

3) A military regime is the best way of running a prison

1 2 3 4 5 6 7

4) Rehabilitation programs are a waste of time and money

1 2 3 4 5 6 7

Custody Orientation Scale

1) Keeping the inmates from causing trouble is my major concern while I'm on the job

1 2 3 4 5 6 7

2) Many people don't realize it, but prisons are too soft on the inmates

1 2 3 4 5 6 7

3) An inmate will go straight only when he finds that prison life is hard

1 2 3 4 5 6 7

4) Sleep them, feed them, and work them is the best way to handle inmates

1 2 3 4 5 6 7

5) We would be successful even if all we taught inmates was a little respect for authority

1 2 3 4 5 6 7

6) So long as the inmates I supervise stay quiet and don't cause any trouble, I really don't care if they are getting rehabilitated or cured while they are in here

1 2 3 4 5 6 7

7) My job isn't to help rehabilitate inmates; it's only to keep them orderly so that they don't hurt anyone in here or tear this place apart

1 2 3 4 5 6 7

Rehabilitation Orientation Scale

1) All rehabilitation programs have done is to allow criminals who deserve to be punished to get off easily

1 2 3 4 5 6 7

2) Rehabilitating a criminal is just as important as making a criminal pay for his or her crime

1 2 3 4 5 6 7

3) The most effective and humane cure to the crime problem in Zimbabwe is to make a strong effort to rehabilitate offenders

1 2 3 4 5 6 7

4) The only way to reduce crime in our society is to punish criminals, not try to rehabilitate them.

1 2 3 4 5 6 7

5) We should stop viewing criminals as victims of society who deserve to be rehabilitated and start paying more attention to the victims of these criminals

1 2 3 4 5 6 7

6) I would support expanding the rehabilitation programs with criminals that are now being undertaken in our prisons

1 2 3 4 5 6 7

7) One of the reasons why rehabilitation programs often fail with prisoners is because they are in sufficient challenge, if enough money were available, these programs would work

1 2 3 4 5 6 7

8) The rehabilitation of adult criminals just does not work

1 2 3 4 5 6 7

9) The rehabilitation of prisoners has proven to be a failure

1 2 3 4 5 6 7

Demographics Questionnaire

Please tell me more about yourself.

1. How old are you? _____years old
2. Gender? Male/Female _____
3. Place of residence? _____
4. Highest Level of Education attained _____
5. What qualifications do you have? _____

6. How long have you worked as a correctional officer? _____
7. What rank do you hold? junior or senior rehab officer _____
8. How many years have you worked in a: i) maximum security prison? _____ ii)
medium security prison _____ iii) minimum security prison? _____
9. How long have you been working at the present prison

Thank you for your participation

APPENDIX B

Midlands State University



Established 2000

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**FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PSYCHOLOGY**

Date...25/07/16.....

To whom it may concern

Dear Sir/Madam

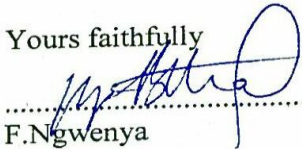
RE: REQUEST FOR ASSISTANCE WITH DISSERTATION INFORMATION
FOR.....SPIWE NKUBE.....
BACHELOR OF PSYCHOLOGY HONOURS DEGREE

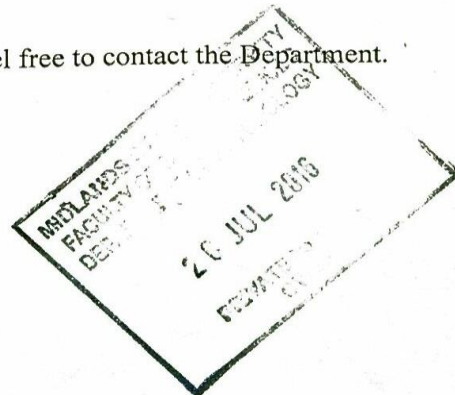
This letter serves to introduce to you the above named student who is studying for a Psychology Honours Degree and is in his/her 4th year. All Midlands State University students are required to do research in their 4th year of study. We therefore kindly request your organisation to assist the above-named student with any information that they require to do their dissertation.

Topic: Correctional Orientation of correctional officers in the ZPCS correctional facilities.

For more information regarding the above, feel free to contact the Department.

Yours faithfully


.....
F. Ngwenya
Chairperson



APPENDIX C

8188 Simpson Extension
Kopje
Gweru
Tel: 0772495912
Tel: 054228665

27 July 2016

Office of the Commissioner-General
Private Bag 7718
Harare

Dear Sir

Re: Request for permission to carry out a survey of the ZPCS correctional officers as part of my dissertation.

I am a fourth year student currently working on my dissertation. My area of interest in my research is correctional orientation of Zimbabwe's correctional officers. I kindly ask that you grant me permission to carry out my research in the ZPCS.


I would like to carry out a survey on correctional officers. My research is quantitative in nature and would require at least 150 participants. These participants would be correctional officers who work closely with or whose job lands them in frequent contact with inmates, in different security level prisons.

I understand the security concerns as I did my attachment (work related learning) at one of the ZPCS prisons. As a researcher there are ethical guidelines that I will uphold and one of them is confidentiality. Also I signed a declaration for research/attachment in ZPCS document when I was granted permission to do my attachment in your organisation.

I have attached my research proposal, copy of letter from University, copy of signed declaration for research/attachment in the ZPCS.

Your assistance with my study will be greatly appreciated. I look forward to your favourable response.

Sincerely



Spiwe Ncube

APPENDIX D

ZIMBABWE PRISONS AND CORRECTIONAL SERVICE

Telephone : 706501/2/3/4, 777384
754197, 710095

Telegrams : "PENAL", HARARE
Fax : 754157
Email : IPS@ZPS.GOV.ZW



Reference: G/24/17

OFFICE OF THE COMMISSIONER - GENERAL
Private Bag 7718, Causeway
Harare
ZIMBABWE

SPIWE NCUBE
8188 SIMPOSON EXT
KOPIE
GWERU



27 September 2016

APPLICATION FOR CLEARANCE AND AUTHORITY TO CONDUCT RESEARCH IN PRISON

1. The above subject refers.
2. You are hereby informed that your application for clearance and authority to conduct an academic research entitled, "*An Exploration of Professional Orientation of Correctional Officers: A Case of Zimbabwe Prisons and Correctional Services.*", was approved.
3. You can now make arrangements at your convenient time during working hours and at your expense for data collection.
4. On completion of your project you are required to submit a soft and hard copy of your findings to the Research and Development office for the Commissioner General's information. During your data collection exercise you are required to observe all the necessary rules and regulations including ethics appertaining to your study and you shall not be allowed to divulge to any unauthorised person/s information regarding the operations of the ZPCS.
5. By copy of this letter, the, O/C- Harare Metro, Bulawayo Metro, Manicaland and Midlands Province are advised of this approval


D. Garauzive (SUPERINTENDENT)
RESEARCH AND DEVELOPMENT.

Action

SO- Security

Info

O/C- Harare Metropolitan Province
O/C - Manicaland Province
O/C- Bulawayo Metropolitan Province
O/C- Midlands Province
SO - Admin
Research and Development
File

RESTRICTED

ZIMBABWE PRISONS AND CORRECTIONAL SERVICE

DECLARATION FOR RESEARCH/ATTACHMENT IN THE ZIMBABWE PRISONS AND CORRECTIONAL SERVICE

I, Spiwe Ncube I.D Number 47-2000460 C56 a student at Midlands State University subject to the conditions prescribed in the **OFFICIAL SECRETS ACT** Chapter 11:09 part 4(2)(b) which states:

Any person who – publishes or communicates such model, article, document or information to any person in any manner or for any purpose prejudicial to the safety or interests of Zimbabwe; - shall be guilty of an offence and liable to a fine not exceeding twenty thousand dollars or to imprisonment for a period not exceeding twenty years or both such imprisonment.

I am fully aware of the serious consequences which may follow on breach of these provisions.

I further understand that those provisions apply not only during my period of research in the Zimbabwe Prisons and Correctional Service but also after my period of research has ceased.

I acknowledge that my research will commence from 27/09/16 to 14/10/16

This done at ZPCS NHQ in Zimbabwe, this 27th day of September

2016

Signature [Signature]

Witness [Signature]

Date 27/09/16

APPENDIX E

MIDLANDS STATE UNIVERSITY

FACULTY OF SOCIAL SCIENCES

DEPARTMENT OF PSYCHOLOGY

A GUIDE FOR WEIGHTING A DISSERTATION

NAME OF STUDENT **SPIWE NCUBE**REG NO. **R132468C**

ITEM	POSSIBLE SCORE	ACTUAL SCORE	COMMENTS
RESEARCH TOPIC AND ABSTRACT. Clear and concise	5		
PRELIMINARY PAGES. Title page, approval form, release form, dedication, acknowledgement, appendices, table of contents	5		
AUDIT SHEET/PROGRESSION Clearly shown on the audit sheet	5		
CHAPTER 1 Background, statement of the problem, significance of the study, research questions, objectives, hypothesis, assumptions, purpose of the study, delimitations, limitations, definition of terms.	10		
CHAPTER 2 Addresses major issues and concepts of the study, findings from previous work, relevancy of literature to the study Identifies knowledge gap, subtopics	15		

CHAPTER 3 Appropriateness of design, target population, population sample, research tools, data collection procedures, presentation and analysis	15		
CHAPTER 4 Findings presented in a logical manner, tabular data properly summarised and not repeated in text	15		
CHAPTER 5 Discussion (10) Must be a presentation of generalizations shown in results: how results and Interpretations agree with existing and published literature, relates theory to practical, implications Conclusions (5) Ability to use findings to draw conclusions Recommendations (5)	20		
Overall presentation of dissertation	5		
References	5		
TOTAL	100		

MARKER.....

SIGNATURE.....DATE.....

MODERATOR.....SIGNATURE.....

DATE.....

APPENDIX F

10/13/2016 Turnitin

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Class Homepage

This is your class homepage. To submit an assignment click on the "Submit" button to the right of the assignment name. If the Submit button is greyed out, no submissions can be made to the assignment. If resubmissions are allowed the submit button will read "Resubmit" after you make your first submission to the assignment. To view the paper you have submitted, click the "View" button. Once the assignment's post date has passed, you will also be able to view the feedback left on your paper by clicking the "View" button.

Assignment Inbox: zimbo

	Info	Dates	Similarity							
dissertations	?	<table border="1" style="font-size: small; border-collapse: collapse;"><tr><td>Start</td><td>28-Aug-2016 5:32PM</td></tr><tr><td>Due</td><td>30-Dec-2016 11:59PM</td></tr><tr><td>Post</td><td>31-Dec-2016 12:00AM</td></tr></table>	Start	28-Aug-2016 5:32PM	Due	30-Dec-2016 11:59PM	Post	31-Dec-2016 12:00AM	4%	<input type="button" value="Resubmit"/> <input type="button" value="View"/> <input type="button" value=""/>
Start	28-Aug-2016 5:32PM									
Due	30-Dec-2016 11:59PM									
Post	31-Dec-2016 12:00AM									

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