

METROPOLITAN POLICE ROLE IN THE CONTROL OF XENOPHOBIA RELATED CRIMES IN SOUTH AFRICA: THE CASE OF CITY OF TSHWANE

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- Abstract-

The purpose of this study was to analyze the role of Tshwane Metropolitan Police in prevention and control of xenophobic related crimes in Tshwane. Based on simple random sampling approach, a semi-structured questionnaire was used to collect primary data from the sample of fifty respondents who have once been affected by xenophobia in South Africa. Data from the study was analyzed by the use of SPSS tools. Overall Keiser-Meyer-Olkin ($KMO = 0.684$) and Cronbach's Alpha coefficients of 0.075 and ≥ 0.06 obtained confirms measure of sampling adequacy (MSA) and validity and reliability of the instrument. Results derived from analysis of all the components of the instrument were presented and reported simply by use of tables. Results from the study indicate that the majority of respondents' perceived attachment to culture (nationalism) as part of the historic roots xenophobic violence in South Africa and methods and techniques used to combat xenophobia were indeed not effective. Major challenges identified in dealing with xenophobia include, availability of human and material resources but lack of clear legislation was the highest impediment. While availability of enough material resources and whether the Police follow the correct procedure had the highest and least influence respectively.

Keywords: *Xenophobic violence, Metropolitan Police, Tshwane, South Africa*

JEL Classification: R50, Z18

1. INTRODUCTION

The subject of violation of human rights through xenophobic violence has attracted significant attention from numerous stakeholders in the realm of security studies. Academics, politicians, traditional leaders, policy makers and humanitarian experts have expressed substantial concern about the brutality and loss of human lives in South Africa as a result of xenophobic violence (Morris, 1998; Sinclair, 1998 and Tshitereke, 1999). The presence of brutal attacks and displacements of foreign immigrants in the country signifies lack of humanity among the perpetrators. Exploration of the root causes of xenophobic violence, following Cuellar (2008: 531), should start by mapping out the pattern of violence from the past. In this respect, the spread of the wave of xenophobic violence across the country emanates from a set of factors which include criminality, frustration from absence of entitlement to certain properties, high levels of poverty and unemployment, constrained delivery of basic services by government and lack of respect for law and order. Following Adjai and Lazaridis (2013:192), xenophobia is defined as “attitudes, prejudices and behaviour that reject, exclude and often vilify persons, based on the perception that they are outsiders or foreign nationals to the community, society or national identity”. If not prevented, xenophobia can manifest in several ways in a country which may include victimization by police, brutal assault, murder and ethnic cleansing and mass expulsion from a country or an area. During the process of engaging in xenophobic violence, the country or specific communities within the country can become very vulnerable to death and injury to innocent people. Xenophobia is an act that cannot be predicted or can be planned for, it is just something that catches unawares and quite a huge damage done within a short time.

The outbreak of xenophobic violence in Tshwane region has raised serious concerns about the safety and security of foreign nationals residing in the country. Consistent recurrence of such xenophobia has posed questions about whether or not the Tshwane Metropolitan Police has been effective in preventing and combating xenophobic violence in the region’s communities. Unexpectedly, in recent years, the South African Police Service (SAPS) has come under the spotlight in violations of the Republic of South Africa Constitution, (1996) and South African Police Service Act (1995), by not protecting foreign citizens who are residents in the country. This is due to the increasing number of incidents in which foreign civilians have been assaulted or even killed by the police. Cases such as the August 2012 killing of 34 mineworkers (among whom were foreign

nationals) in Marikana in the North West province, the death of Mido Macia after being dragged behind a police van in Daveyton in Gauteng province, and the ruthless March 2014 assault on Clement Emekeneh in Cape Town are just the tip of the iceberg of the ever escalating brutality of the SAPS (Khumalo, 2015). Although the majority of reported cases of police brutality against foreign nationals are isolated incidents, they do nonetheless point to brutal behaviour which in itself evinces a systemic problem of beating and killing foreign nationals. Most foreign nationals have for quite some time become victims of brutality and death due to xenophobic violence orchestrated by South African citizens as well as perceived police ineffectiveness in curbing xenophobic violence.

Against the background of this problem, the objectives of this study were to determine the historical roots of xenophobia in South Africa; examine methods and techniques for combating xenophobic attacks, investigate the effectiveness of the Tshwane Metro Police in controlling xenophobia, and determine the challenges and limitations of Metro Police in combating xenophobia. The main questions addressed in this study include: - What are the historical roots of xenophobia in South Africa? What methods and techniques do Metro Police use for combating xenophobic attacks? Are the Tshwane Metro Police effective in preventing xenophobia in their designated municipality? What are the challenges and limitations of Metro Police in combating xenophobia?

2. RESEARCH METHODOLOGY

This study was carried out in Pretoria a city located in the northern part of Gauteng Province, South Africa. It is one of the country's three capital cities, serving as the executive (administrative) and de facto national capital. It is a city within the City of Tshwane Metropolitan Municipality and one of several constituent administration areas. The population of this study consisted of both adult South African citizens and foreign nationals (Zambia, Democratic Republic of Congo, Zimbabwe, Malawi, Kenya, Angola, Uganda and Mozambique) residing in Tshwane region. A sample size of fifty ($n = 50$) respondents was selected through convenience random sampling technique. A self-administered semi-structured questionnaire was used as the primary data collection instrument for this research study. The instrument contains six sections that cover various issues of the study. The questionnaires were distributed to the respondents. Data collected from them were processed and analysed using Statistical Package for

Social Sciences tools. Statistical analyses results were computed on frequencies, descriptive statistics, scale reliability, exploratory factor analysis and principal component analysis.

The Keiser-Meyer-Olkin (KMO) approach (Table 1) was used to determine the structural validity and suitability of the size of sampling for factor analysis. The overall measure of sampling adequacy (MSA) indicated by the computed Keiser-Meyer-Olkin (KMO = 0.684) value confirms that the sample of items explored under each dimension towards analysis of the xenophobia in South Africa were adequate. In addition, an acceptable overall and dimensions specific Cronbach's Alpha coefficients of 0.075 and ≥ 0.06 was observed for all the domains

Table 1: Structural Validity and Reliability Tests of overall and items per dimension based on Cronbach's Alpha and Keiser-Meyer-Olkin (KMO) measure of sampling adequacy (MSA) criterion

Dimension	Cronbach A	MSA-value	No. of Items
Historical roots of xenophobia in South Africa	0.225	0.500	3
Methods and techniques for combating xenophobic attacks	0.703	0.671	4
Effectiveness of Metro Police in preventing xenophobia	0.776	0.617	4
The challenges and limitations of the Metro Police	0.761	0.607	3
Overall Cronbach's Alpha	0.752		15
Overall KMO-based MSA		0.684	15

3. GENERAL RESULTS AND FINDINGS

3.1. Historical roots of xenophobia in South Africa

From the total respondents surveyed (Fig 1), most of them (42%) indicated that they are not aware of the origins relating to emergence of xenophobia in South Africa. Relatively considerable was the reason given by 38% of the respondents that the immigration of foreign nationals into the country which resulted in seeing foreign nationals taking jobs contributes as part of the origins of xenophobia in South Africa. Similarly, 20% of the respondents indicated that the selling of cheap products by foreign nationals and looting of foreign nationals owned shops can be regarded as part of the origins of xenophobia in the country. Some of the local respondents blame foreign nationals for not complying with South African law by providing inferior products in the country, like fake CD and DVD. South Africans

accuse foreign nationals to be arrogant and taking money out of the country and for killing their businesses, with their cheap stuff.

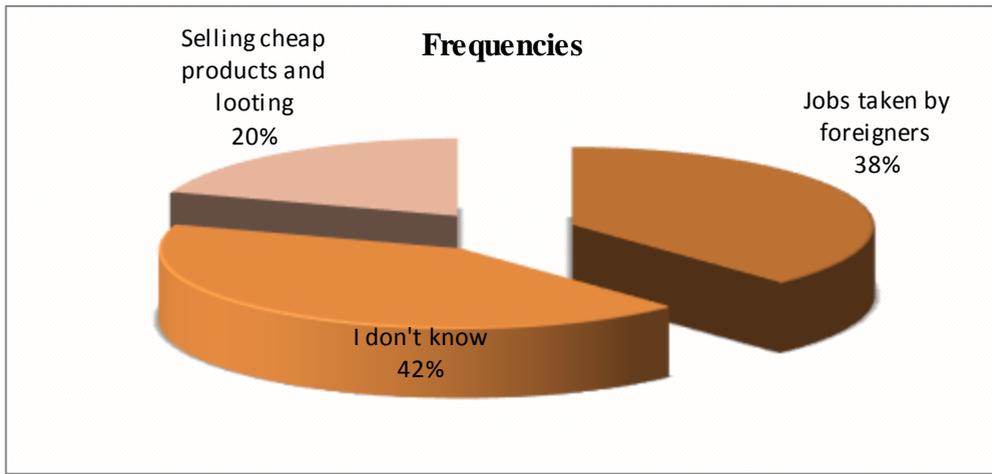


Figure 1: Response on origin of Xenophobia in South African

Responses on various aspects of xenophobia is captured in Table 2. With regard to xenophobia and South African culture more than half of the respondents did not agree that xenophobia is part of South African culture, while 11% indicated that they do not know whether or not xenophobia is part of the country’s culture. Nevertheless, one-third of the respondents surveyed do perceive that xenophobia is part of South African culture.

Table 2: Responses on aspects of Root of Xenophobia in South Africa

Aspects of Historical Root of Xenophobia	Response (%)			
	Yes	Don't Know	No	Total
Xenophobia and South African Culture	33	11	56	100
Xenophobia and violence in South Africa	58	2	40	100
South Africa Police officers and xenophobic tendencies	44	9	47	100

In understanding the link between xenophobia and violence in South Africa, more than half (58%) of the participants surveyed indicated that they perceive xenophobia to be associated with violence in South Africa, while only 2% of the respondents did not know whether xenophobia is associated with violence. On the other hand, 40% of the respondents did not think that xenophobia is associated with violence in the country. While 44% of the respondents perceived the SAPS officers as xenophobic or prone to violence; 47% of the survey respondents were of different view, hence they did not perceive the country’s police officers as xenophobic or prone to violence, while 9% did not know. Almost an equal proportion of respondents perceived the SAPS officers as being and not being xenophobic respectively.

3.2. Methods and techniques for combating xenophobia related attacks

From the surveyed local and foreign nationals on Methods and Techniques for Combating Xenophobia related attacks in South Africa (Table 3), more than a half of the respondents (62%) were of the view that the police are not proactive in dealing with xenophobia, while 7% did not know whether or not the police are proactive in dealing with xenophobia. On the other hand, one third of the respondents agreed that the police are proactive in dealing with xenophobia.

Table 3: Responses on Methods and Techniques for Combating Xenophobic attacks

Methods and Techniques for Combating Xenophobia related Attacks	Response (%)			
	Yes	Don't Know	No	Total
Pro-active policing of xenophobia	31	7	62	100
Adequacy of current arrest methods	9	49	42	100
The use of water cannons or rubber bullets to combat Xenophobia riots	18	24	58	100
Adequacy of Police skills to combat xenophobia	7	51	42	100
Police Training to combat xenophobia	7	69	24	100

As revealed by this study, the method of arrest is averagely deemed inadequate, with high rate of ambivalence. While 42% of the respondents did not think the current methods of police arrest can deal with xenophobic attacks; 49% of the participants do not know whether or not the respective arrest methods can deal

with xenophobic attacks. Only 9% of the respondents were of the perception that the current arrest methods of the police can deal with xenophobic attacks.

Historically and worldwide, use of water cannons and rubber bullets are known as effective anti-riot police operations modalities. In this study, more than half (58%) of the participants disagreed that the use of water cannons or rubber bullets can deal with xenophobic attacks. Contrarily, about a quarter of the respondents indicate that they do not know whether or not use of water cannons or rubber bullets can deal with attacks related to xenophobia, while 18% of the respondents agreed that use of water cannons or rubber bullets can deal with xenophobic attacks in the country.

The Metro Police officers' skills to handle and combat xenophobic violence were also questioned. According to the result of the survey, marginally above half (51%) of the respondents did not know whether or not Metro Police have skills to combat xenophobia, while 42% of the respondents indicated that they did not think that police have the requisite skills to combat xenophobia. Only 7% of the respondents were of the view that Metro police do have the skills to combat xenophobic. This result clearly point to the skills gap that exists in the Metro Police system with regard to response to xenophobic attacks.

Metro Police training involves imparting of knowledge and technical skills to deal with protective measures in protection of property and citizens in the country. The majority (69%) of the respondents have no idea whether or not the Metro police have training to combat xenophobia. On the contrary, while about a quarter of the respondents believed that the Metro Police do not have training to combat xenophobia, 7% of the respondents were of the view that the police have training to combat to combat xenophobia. This result of this survey, as revealed reveals the rate of uncertainty among citizens with regard to training that the Metro Police acquire, specifically on xenophobic violence.

3.3. Effectiveness of Metro Police in the control of xenophobia related violence

This study sought to reveal how effective the Tshwane Metro Police are in controlling xenophobia related crimes in the area. The results on this issue are indicated in Table 4. In the recent xenophobic attacks involving looting of foreign owned shops, the Police were alleged to be found to be either helpless or deliberately watch the perpetrators as they commit the act. Forty-two percent of

the respondents do not know whether or not the police arrest the perpetrators of xenophobia, 38% of the respondents are of the opinion that the police do not arrest the right perpetrators of xenophobia. On the other hand, 20% of the respondents are of the view that the Metro Police arrest the perpetrators of xenophobia. The fact that most respondents did not know whether the Metro Police arrest the perpetrators is a cause for concern which invariably reveals the level of ignorance amongst the public in this issue.

Table 4: Responses on effectiveness of Metro Police in controlling xenophobic crimes

	Response (%)			
	Yes	Don't Know	No	Total
Police and the arrest of the perpetrators of xenophobia	20	42	38	100
Police acting on evidence to arrest the perpetrators of xenophobia	18	53	29	100
Following of the correct procedures and regulations to combat xenophobic violence	20	67	13	100
Community and other role-players' involvement in combating xenophobia	100	0.00	0.00	100
	Good	Average	Poor	
Police effectiveness in prevention and control of xenophobia	33	16	51	100

An important question is whether the Metro Police service act on evidence in relation to arrest of perpetrators of xenophobic attacks. The result of this study as revealed shows that marginally more than half (53%) of the respondents expressed lack of knowledge on whether or not the Metro Police act on evidence to arrest perpetrators of xenophobic violence, while about one-third of the respondents believed that police do not act on evidence when it comes to arrest of target perpetrators of xenophobic attacks.

Based on the results from this study, the majority (67%) of the respondents were ambivalent on whether Metro police follow the correct procedures and regulations to combat xenophobia. Furthermore, while 13% of the respondents were of the view that the police do not follow the correct procedures and regulations to combat xenophobia, 20% of the respondents on contrary are optimistic that that Metro Police follow the correct procedures and regulations in combating xenophobia.

All the respondents surveyed in the study (100%) were of the opinion that dealing with xenophobia should be regarded as a function of the community as a whole rather than the Metro Police only. This results therefore reflect that Metro Police alone cannot be held fully responsible for their failings in dealing with xenophobia, hence every member of the community should take part in fighting against xenophobia and its related criminal activities.

Although marginally more than half of the respondents rated the effectiveness of the Metro Police as poor in terms of dealing with xenophobia, while 16% rated their effectiveness as average. More than one third (33%) of the respondents confirmed that the Metro police is generally good when dealing with xenophobia.

3.4. The challenges and limitations of the Metro Police

The responses on the challenges and limitations of the Metro Police in preventing xenophobic related attacks and crimes are revealed in Table 5.

Table 5: Responses on challenges and limitations of Metro Police in controlling xenophobic crimes

	Response (%)			
	Yes	Don't Know	No	Total
Availability of material resources to combat xenophobia	11	60	29	100
Availability of human resource to combat xenophobia	5	73	22	100
Availability of legislation to combat xenophobia	22	62	16	100

More than half (60%) of the respondents indicated that they do not know whether or not the Metro Police has enough material resources to combat xenophobia, while about one third (29%) were of the perception that the Metro Police do not have enough material resources to combat xenophobia. On the contrary, 11% of the respondents were of the opinion that the Metro Police have enough material resources to combat xenophobia in the country. Furthermore, from the study, two third majority of the respondents were not sure whether or not the Metro Police has enough human resources to combat xenophobia. On the other hand 22% expressed that the Metro Police do not have adequate human resources to combat xenophobia, while only 5% believe that the Metro police is adequately equipped with enough human resources. It appears more convincing from this study that the Metro Police may not have enough human resources to deal with xenophobic

attacks. More than a half of the respondents did not know whether or not the police have the legislation to combat xenophobia, while 19% of the respondents were of the view that the police do not have the legislation to combat xenophobia. Only few (8%) respondents affirmed that the Metro Police have the respective legislation.

3.5 Factor Analysis

Based on the results (Table 6) derived from the rotation sums of squared loadings, a cumulative 71 percent variability in the historical roots of xenophobia in South Africa, methods and techniques for combating xenophobic attacks, the effectiveness of Metro Police in controlling xenophobia and the challenges and limitations of the Metro Police been modelled by the data used on the extracted dimensions. Moreover, the initial eigenvalues indicate that four components were extracted from the principal component analysis; for which the first component accounted for 36% of the variance, while the second component accounted for 14%, third component accounted for 12% and fourth component accounted for 10% of the cumulative variance.

Table 6: Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Rotation Loadings			Sums of Squared Rotation Loadings		
	Total	% Variance	of Cumulative %	Total	% Variance	of Cumulative %	Total	% Variance	of Cumulative %
1	5.887	39.249	39.249	5.887	39.249	39.249	5.435	36.231	36.231
2	2.122	14.145	53.394	2.122	14.145	53.394	2.044	13.625	49.855
3	1.434	9.559	62.953	1.434	9.559	62.953	1.807	12.048	61.904
4	1.282	8.544	71.497	1.282	8.544	71.497	1.439	9.593	71.497
5	.887	5.913	77.410						
6	.814	5.429	82.839						
7	.715	4.764	87.603						
8	.529	3.528	91.131						
9	.324	2.157	93.288						
10	.281	1.875	95.163						
11	.269	1.796	96.959						
12	.185	1.235	98.194						
13	.112	.746	98.940						
14	.104	.694	99.633						
15	.055	.367	100.000						

Extraction Method: Principal Component Analysis.

Furthermore, in Table 7 results in the first component; which accounted for 36% of the cumulative variance, indicate that the respondents’ opinions relating to the question of whether or not the Metro Police have enough material resources to combat xenophobia has the highest influence (score = 0.916) regarding the outlook of xenophobia in the country. The factor with the second degree of influence on the outlook of xenophobia relates to the aspect of whether or not Metro Police has enough human resources to combat xenophobia (score = 0.879); followed by the aspect relating to current arrest methods of police that are used to deal with xenophobic attacks. The remaining factors in component 2, component 3 and component 4 all have significant but moderate influence on the outlook of xenophobia in the country.

Table 7: Rotated Component Matrix^a

	Component			
	1	2	3	4
Do the current arrest methods of police can deal with xenophobic attacks?	.878			
Do you think police have skills to combat xenophobia?	.769			
Do the police have training to combat xenophobia?	.573			
Do the police arrest the right perpetrators of xenophobia?	.638			
Do the police act on evidence to arrest perpetrators?	.843			
Do Metro Police have enough material resources to combat xenophobia?	.916			
Do you think Metro Police has enough human resources to combat xenophobia?	.879			
Are the police proactive in dealing with xenophobia?		.553		
How can you measure the effectiveness of police in terms of xenophobia?		.634		
Does use of water cannons or rubber bullets can deal with xenophobic attacks?			.586	
Do the police follow correct procedures and regulations to combat xenophobia?			.505	
Do you think SA police officers are xenophobic or prone to violence?				.743
Do the police have the legislation to combat xenophobia?				.644

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

4. DISCUSSION OF FINDINGS

The majority of the respondents’ revelation that xenophobia is not part of South African culture is evident in the context of many neighborhoods in Tshwane. For

instance, in Mabopane and Soshanguve South, foreign nationals were given RDP houses by the community, they have letters from the owners of those houses, to use them, and so this is non-violence against other nations, because South Africa is a multi-cultural country (Khumalo, 2015). Indeed following the position of African National Congress (ANC) on xenophobic attacks (IOL News, 2015), xenophobia cannot be regarded as part and parcel of South African culture as the revelations during various xenophobic attacks revealed, given the fact that while some locals are not receptive to foreign nationals, others are welcoming. This claim however contradicts what exists in literature where South Africans were perceived as unwelcoming (Morris, 1998: 1125) due to historical circumstances. Besides the feeling that South Africans are prejudiced and parochial, a prominent perception was that South Africans, especially black South African men, are extremely violent: (Morris, 1998:1127). Further interrogation revealed differences in xenophobic dispositions of two South African major races (white and black), in which case some white foreign nationals believe that white South Africans are more xenophobic compared to the black locals. In contemporary literature, scholars believe that what drives xenophobia in most cultures include foreign immigrants stereotyping (Nyamnjoh, 2010; Obioha & Khoanyane, 2012) is the strong feeling of nationalism rather than hatred for other nationalities (Kersting, 2009). In addition, the mindset of blame game is also implicated in the rising incidents of xenophobia, where foreign nationals are blamed for everything that goes wrong in South Africa, even poor governance and service delivery. From the above assertions, it is evident that Rukema & Khan (2013) opined correctly on the so-called “scapegoating hypothesis” theory for which they argued that locals blame the foreign nationals for job losses and lack of access to government services.

Looking back into South African history is important if we want to understand the extent of violence and crime in South Africa .It should come as no surprise that violent crime remains disturbingly high in the country. What is surprising is that there is even more crime and violence, considering how we have dealt with our violent past. We have increasing poverty and inequality, and have failed as a country to secure confidence in and respect for the rule of law (Gould, 2014). During the xenophobic attacks in the informal settlement in Atteridgeville, there were horrifying incidents of people being burned and assaulted, many shacks vandalized, which reminded us of the violence during the struggle when property and people were tortured and destroyed, so xenophobia is indeed violence in South Africa (Khumalo, 2015).

The high level of ambivalence “I do not know if the arrest methods are effective or not” could be because the spate of xenophobic attacks experienced in South Africa in the late 2000s was unprecedented. It was the first time that this happened in South Africa and not too much was heard about xenophobia. It involved people killing one another and mainly black on black violence. Most respondents disagree that the use of water-cannon will help in xenophobic control. This method (use of water cannon) makes the situation worse by inflaming the already charged volatile scenarios. The Metro police have been advised to put some restraint on the use of these methods that are counterproductive and try other alternatives.

The majority of respondents don't know if the police have skills to combat xenophobia. This ambivalence from the responding citizens in this study means that a lot needs to be done to ensure the buy-in of South African citizens with regard to the skills of Metro Police officers are serving and protecting them. Similarly, lack of knowledge about acquisition of required training by the Metro Police to combat xenophobia emanates from lack of skills exhibited or demonstrated by the Metro Police during xenophobic attacks.

There was a majority inclination that the Metro Police are not arresting the perpetrators, that if the police were arresting the target people or perpetrators of xenophobia, most of them and other members of the public would be in jail and will be scared to commit xenophobic related violence. Some respondents believe that police just arrest people in order to stop the violence. The consideration is, if the police were acting on evidence many perpetrators will be in jail. Acting and arresting people with evidence remains so elusive but critical in the prevention of xenophobia in South Africa as some community members do little or nothing to assist the Metro Police in apprehending perpetrators. Building a better community-police relationship is therefore of outmost importance in order to reconnect these two very important role players. Overwhelmingly, respondents affirmed that the community must be involved in giving the police information about the perpetrators of xenophobia, because they know them and live among these perpetrators. All the respondents believe that prevention and control of xenophobia should be a joint effort between the SAPS, Metro Police, Church congregation and other stakeholders in the community at large. The understanding in this regard is that community members must take action against xenophobia and the elements that cause related violence. The response from the respondents proves that there is a need for proper-communication, mutual respect and

understanding between the community, foreign nationals and the police. The Metro police have to use the community police forums and relevant structures to provide feedback to the community in order for the community to know whether the police are doing well or having challenges to address community issues including xenophobia and its related violence.

Majority of respondents are not sure if the Metro police use right procedures to combat xenophobia, some respondents think that the police just don't follow any procedure. In many instances the police did resort to using rubber bullets to disperse crowds. Metro Police action in these instances was labeled as 'aggressive' by the general public and some media and was even compared to that of the riot police during the 1980s and early 1990s (Khumalo, 2015).

The effectiveness of the metro police in handling xenophobia was rated poor by a majority of the respondents. The evident Metro police lack of skills to combat xenophobia, the continuous re-occurrences of xenophobia makes it easy to substantiate that the service members are poor in this regard. The respondents are of the view that the Metro police, rely on SAPS cars to stop xenophobia, as they have no resources like the *Nyalas* and Armored cars to protect themselves during the violence. Some respondents perceive the inability of the metro police to manage xenophobic violence as a big challenge. Similarly, Metro Police can be excused for ineffectiveness because most respondents are of the view they do not have enough members to cover areas affected by xenophobic violence in the Metropolitan Municipality. As a result it is evident that the metro police is under staffed to prevent massive xenophobic violence in its jurisdiction. The current situation is contrary to the expected standard and expectation for the metro police to have enough resources to combat xenophobia and be ever ready as outbreak of xenophobia is unpredictable, which means that the police agency have to put contingency plans in plans.

Law enforcement agencies will monitor xenophobic threats and if they were found to be credible, preventative measures would be put in place immediately. Despite the above, quite a number of challenges abound in Metro Police effort in combating xenophobia. Even though the Metro Police is responsible for protection life and property within the metropolitan municipality, the main constrain as revealed by this study in accomplishing this duty is either lack or unclear legislation. It is clear from the respondents that there is no law that deals with xenophobia, all the respondents didn't not know exactly if there is any such law.

5. CONCLUSION AND RECOMMENDATIONS

This study has revealed the precipitating contexts of xenophobia in South Africa and the root causes of the problem. While there was a high rate of ambivalence about the origin of xenophobia in the country, more respondents are inclined to the view that xenophobia has violent characteristic in the country. Quite a number also believe that it stems from the culture and that the Metro Police service in the country has xenophobic tendencies. None of the methods and strategies engaged by the SAPS was adjudged to be working. They were also found to be mostly ineffective in most measures of effectiveness. In-service training, a routine continuous training requirement for members trained in crowd management, is also never systematically undertaken by station members. The respondents strongly believe that the Metro Police need training which will result in better policing of xenophobia. Also, with high level of ambivalence with regard to major challenges of the service in dealing with xenophobia, availability of human and material resources were identified as challenges but lack of clear legislation was found to be the highest impediment to the service. The respondents' opinions relating to the question of whether or not the Metro Police have enough material resources to combat xenophobia has the highest influence regarding the outlook of xenophobia in the country. Followed by question whether or not Metro Police have enough human resources to combat xenophobia, while response on whether the Police follow the correct procedure had the least influence.

While this study has created a platform for a dialogue and an interest in improving the relationship amongst local students, non-local students and staff, a larger scale research study would have a much greater impact in effecting changes. A national study should be undertaken to determine xenophobia in South Africa at country level. This will enable researchers to determine the commitment of the country's citizens towards eradicating any form of xenophobic behavior. Future study should focus on the etiologies and intervention of xenophobia in South Africa as it would be interesting also to investigate the reason that makes African foreign nationals to be the only target in most cases

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