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COMBATING FRAUD IN ZIMBABWE. A CASE OF ECONET BINDURA

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DECLARATION OF AUTHORSHIP

This is to certify that I Talent Shoko, declare that this research project is my original work and it has not been even copied from any other previous sources without the due acknowledgement of the source.

DEDICATION

This research is much dedicated to my family who have always believed in the potential that I hold and have invested priceless financial as well as time and social resources towards my great exploits.

ABSTRACT

Internal fraud is a significant threat to many Zimbabwean companies. Internal fraud is causing excruciating effects in most organizations., According to (Mary Taruvinga, 2018) Econet Zimbabwe suffered a million loss due to the theft of funds intended for a firm project by a top executive. The main aim of this study was to look into the strategies used in combating fraud in organization. The research study was guided by the following objectives, to determine the effectiveness of strategies of combating fraud, to assess factors affecting effectiveness of strategies of combating fraud, to identify forms of fraud activities at Econet Bindura and to recommend appropriate measures to combat fraud in Zimbabwe. The researcher used descriptive research design as a way to look into the effective ways used by organizations in combating fraud. The researcher used questionnaires and interviews as a way to collected data from the respondents. The researcher used a sample size of 50 respondents primarily working at Econet in Bindura. According to the research findings it was noted that companies encounter quiet number of fraud cases such as check tempering, fraudulent financial statement and expense reimbursement and asset misappropriation. The factors affecting effectiveness of strategies of combating fraud were weak internal control, lack of moral direction from senior management and complexity organization structure. Basing on the research findings effective strategies of combating fraud are whistle blowing, use of code of conduct, following corporate governance ethics and use of audit. Also the ways of combating fraud were whistle blowing culture, use of internal control, use of job rotation, asking proof before signing checks and use of hot-lines to report unethical behavior at work place. In conclusion it was concluded that to Effectively combat fraud it requires a comprehensive approach that includes incorporating a whistle blowing culture, implementing a code of conduct, adhering to corporate governance ethics, and engaging the audit department in oversight and validation. Also as recommendation there is need to set up effective internal control system to minimize cases of fraud at the organization.

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CHAPTER 1
1.1Introduction

This research study focuses on the various ways that can be implemented in order to combat fraud with in the country of Zimbabwe. In this research   background of study will be highlighted, statement of problem, research questions, assumptions, limitations, delimitations as well as brief literature review and the research methodology that will be used in carrying out the research study

1.2Background to the Study

Beasley (1999) described fraud as "improper or unlawful behaviour in which management, organizational units, or a member of staff employed deceptive tactics to make money." An organization's misbehaviour that results in a material loss of value for its shareholders and may result in regulatory or legal action. Anti-Fraud Policy (2008) defines fraud as deception with the goal of gaining a profit for oneself or for a third party or parties, evading accountability, or inflicting loss to another party. Deception, forgery, extortion, corruption, theft, embezzlement, misappropriation, false representation, concealing of material facts, collusion, conspiracy, and bribery are all examples of fraud. According to Murphy et al. (2009), fraud is an economic crime involving the misrepresenting of information, facts, and abilities by public officials who stand between politicians and the general public in order to achieve a private profit. Fraud, according to Garner (2004), is the act of concealing the truth from someone in order to induce them to act against their own interests

Fraud and financial crimes have been present since ancient times, and have continuously transformed into more intricate and harder-to-probe forms, leading to detrimental outcomes for corporations and national economies. Uncovering fraudulent activities demands extensive comprehension of the motives and the covert techniques employed in perpetrating them (ACFE, Report to Nations, 2016).

According to the Association of Certified Fraud Examiners (ACFE), fraudulent activities result in an approximate loss of 5% of a company's revenue, with an average duration of 18 months until its discovery. The combined total loss caused by such incidents amounts to $6.3 billion, with an average individual loss of $2.7 million. Globally, companies suffer an annual loss of

approximately $3.7 trillion due to fraudulent behaviour, despite the implementation of various protocols by both government and corporate entities. Employee fraud remains a persistent issue (ACFE, 2016; Alleyne & Elson, 2013).

Gerathy (2023) reported that a Sydney accountant was accused of misappropriating $26 million from the company and its clients. The accountant faced 14 counts of dishonesty. The organization is now at risk of suffering significant financial losses as a result of the incident.

In San Francisco a former and current San Francisco city employee faced multiple charges for making official city contracts worth more than 1 million dollars for their financial gains (Daniels, 2022). The employees were charged with six counts of bribery, 23 counts of financial conflict of interest in government and misappropriation of public funds

In Germany, a former employee of South central human resources agency has been arrested with three others for a scheme to misappropriate more than 117 000 from the agency (Mccullough, 2023). According to investigators office it was figured out that employee added three individuals in representing that they were gainfully employed whilst they were not. This has contributed to huge losses for the company as funds necessary for growth were lost

According to Sahara reporters (2022) in Nigeria university vice chancellor was sentenced to jail for misappropriation of tet-fund scholarship grant. It has been reported that in 2022 a lecturer at Lautech applied for tet-fund academic staff and development training intervention fund program for him to embark on doctoral degree at Howard university and the sum was N 26 million naira. However, the vice chancellor did not follow the guidelines for Tet fund in releasing the grant and this affected the reputation of the program and funds being embezzled.

In South Africa Thuto tsebo primary school has been accused of misappropriation of school funds (Kgobotio,2023). This is after the school management failed to provide supporting documents for nearly R400 000 of expenses

In Zimbabwe, a senior accounts clerk at Mberengwa rural district council has appeared in court on charges of theft and abusing of council funds (Dube, 2022). Allegations are that Shoko stole ZAR 395 from the council funds and again converted $1653 for his personal use. An Audit carried out reveals that rand currency shortfall of 9395 which the accused omitted to account for.

According to Dembedza (2022) two varun beverages employees have appeared in court for stealing from their employer. The two employees were accused of theft, money laundering and

fraud charges. The employee were reported to have collected various amounts of cash from sales representatives instead of surrendering the money to the cash office they would post fake information that the company received cash.

Moreover, both public and private enterprises have initiated the creation of risk assessment models and audit recommendations, along with clearly defined anti-fraud policies to enable all stakeholders, whether internal or external, to comprehend the organization's ethical stance towards misconduct.

A whistleblowing hotline is another effective strategy for combating fraud. Such a service allows anyone, whether internal or external to the organization, to promptly report any illegal practices or toxic workplace behaviour, thus aiding in the detection and prevention of fraudulent activity and corruption. Fraud has become a major concern for companies and nations in today's digital age, and Schweinhart et al. (1993) highlighted its gravity by stating that "For every dollar spent, seven dollars are saved in the long run" (Welsh & Farrington, 2000, p.345). Therefore, organizations must take preventative measures against fraud to manage their risks and avoid the consequences of these crimes. Consequently, this study aims to explore various strategies for combating fraudulent activities.

1.3 Statement of the problem

Internal fraud is a significant threat to many Zimbabwean companies. Internal fraud is causing excruciating effects in most organizations. According to information published in newspapers, reports, and journals. For example, according to (Mary Taruvinga, 2018), Econet Zimbabwe suffered a $4, 5 million loss due to the theft of funds intended for a firm project by a top executive. This research study aims to recommend appropriate ways of combating fraud.

1.4 Research objectives

➢ To identify the forms of fraudulent activities at Econet Bindura.
➢ To determine the effectiveness of strategies of combating fraud used by Econet Bindura in combating fraud.
➢ To identify the factors affecting the effectiveness of strategies of combating fraud.
➢ To recommend appropriate ways of combating fraud in Zimbabwe.

1.5 Research questions

- ➢ What are the forms of fraud?
- ➢ What is the effectiveness of strategies of combating fraud?
- ➢ What are the factors affecting the effectiveness of strategies of combating fraud?
- ➢ What are the ways of combating fraud?

1.6 Significance of the study

To the student

The significance of this study lies in the opportunity it provides the researcher to connect theoretical concepts learned in academia with practical applications, thus honing their research skills. Through this project, the researcher will also gain exposure to various information sources, such as industry professionals and literature sources, requiring diverse information gathering techniques, ultimately enhancing their research capabilities.

To the University

This research will contribute to the available literature on the subject, consequently enriching the library's resources and opening doors for future investigations by students and faculty members who wish to research similar topics. Furthermore, this study can serve as a stepping stone for future investigations conducted by Bindura University of Science Education students, further advancing the institution's reputation.

To the organization

This research assists the company in gaining a deeper comprehension of fraudulent activities and identifying measures that can be implemented to prevent and combat fraud. The study's findings can be generalized to aid managers and organizations in creating effective strategies to tackle fraudulent behaviour.

1.7 Research Assumptions

- ➢ The respondents selected for the study all operate within the same economic and political environment.
- ➢ the data collected is precise, relevant, and trustworthy.

> ➤ The sample population encompassed in the study is also comprehensive and representative of the entire population.
>
> ➤ the validity of the investigation has not been negatively affected despite any limitations encountered during the research

1.8Delimitations of the Research study

The research study was carried out from August 2023 to 2024 in order to get accurate and current data so that accurate results was produced.

The research study was carried out at Econet in Bindura as a way to save costs and time.

The research study got responses from employees'/staff members working at Econet in Zimbabwe.

The main objective of the research study was to recommend ways used by organizations in combating fraud.

1.9 Limitations

The information needed was difficult to get because of privacy policies available however questionnaires were distributed and no names of people were mentioned confidentiality was a cause of concern therefore assessing information which was considered confidential was difficult to solicit. To counter this limitation confidentiality was assured to respondents and the information was used for academic purposes only and the research also.

Money was also required for the study, which was used for printing. The researcher raised funding from relatives and friends to solve this challenge.

CHAPTER 2

2.0 Introduction

This chapter focuses on review of literature. The theoretical framework will indicate various theories that underpin the research study. The empirical review indicates various studies or related studies done by other scholars from other countries in relation to research topics and the findings made by those researchers will also be analysed. The conceptual review section will indicate and define various concepts regarding to the research study

2.1 Conceptual   Review

2.1.1 Definition of terms

Fraud

According to Beasley's (1999) definition, fraud encompasses illicit and unethical actions where company management, organizational units, or employees utilize deceitful techniques to generate unlawful gains. This conduct by an organization can lead to a significant loss of value for its shareholders and may result in regulatory or legal action. According to the Anti-Fraud Policy (2008), fraud is characterized as deception with the aim of gaining a profit for oneself or for a third party or parties, evading accountability, or inflicting loss to another party. Examples of fraud include deception, forgery, extortion, corruption, theft, embezzlement, misappropriation, false representation, concealing of material facts, collusion, conspiracy, and bribery. Murphy et al. (2009) describe fraud as an economic crime involving the misrepresentation of information, facts, and abilities by public officials who stand between politicians and the general public in order to achieve a private profit. Garner (2004) defines fraud as the act of concealing the truth from someone to induce them to act against their own interests. In committing fraud, three key parties are involved: internal corporate workers or agents, policyholders or customers, and indirect fraud, such as doctor involvement. Despite being considered a victimless crime, fraud does not elicit the same societal and party responses as other crimes (Chapman and Smith, 2001).

Fraud, as highlighted by Rebovich and Kane (2002), is increasingly perceived as equally, if not more, serious than certain street crimes, despite not being as sensational as violent crimes like

murder and rape. Allen (2013) defines internal fraud as the direct diversion of funds through unauthorized transactions and non-arm's length dealings in exchange for illegal payments, and drawing personal gains at the expense of the organization's profits. Priem et al. (2007) propose that fraud constitutes willful actions by company management or employees to deceive, cheat, or cheat investors or other stakeholders. Furthermore, Internal Fraud Law and Legal (2017) explains that internal fraud involves actions designed to deceive, misappropriate property, or circumvent the company's established policies and regulations, and can be grouped into categories such as embezzlement and identity theft.

Zanghieri (2017) categorizes fraud as a post-hoc moral hazard that entails distorting facts to attain unwarranted protection. Garner (2004) suggests that fraud is the deliberate misrepresentation of reality employed to deceive someone to their disadvantage. Moreover, the Chartered Institute of Management Accountants/CIMA (2008) uses terms such as theft, corruption, conspiracy, embezzlement, money laundering, bribery, and extortion to define fraud. In essence, fraud denotes calculated, deceitful, and manipulative conduct carried out by individuals for personal gain, which can be either monetary or non-monetary, with little or no regard for those adversely affected.

2.1.2 Effectiveness of strategies of combating fraud

According to Dr. Lousteau (2006), internal controls are established to mitigate risks that could impede the realization of organizational goals. For example, software access control guarantees that solely authorized individuals have access to data. Conversely, segregating duties serves as an effective preventive measure that assigns distinct functions to application developers and system administrators. These actions, aimed at preventing noncompliance with policies and procedures, serve as preventive controls to mitigate potential losses. Examples of such controls include separation of roles, proper authorization, thorough documentation, and physical asset control.

LaVine (2018) provides examples of preventive measures, which include segregation of duties, management oversight, accounting operations, approval and authorization procedures, physical control of assets, and other similar controls. Monday et al. (2014) emphasize the critical role of physical asset control in safeguarding the company's assets from theft, involving restrictions on access, maintenance of inventory records, and regular inventory checks (Blink, 2011).

Berkely (2015) stresses the importance of effective organizational controls, including managerial oversight, which encompasses evaluating management performance in relation to organizational goals and ensuring effective strategic planning. On the other hand, CEIOPS (2010) highlights that inadequate management oversight can result in operational and management failures, where responsibilities are not adequately fulfilled.

King (2011) emphasizes the importance of an effective internal control system in approving, authorizing, and verifying all transactions within a company to enhance the accuracy and consistency of these processes and reduce accounting discrepancies. Monday et al. (2014) stress the significance of sound arithmetic, accounting operations, and reporting in ensuring that business transactions occur within the permitted period and are accurately and precisely recorded. The researcher concluded that both preventive measures are crucial in averting problems within the company. Additionally, Lousteau, Dr. (2006) highlights that while detective controls aim to uncover problems after they have occurred, their effectiveness as a deterrent is limited without substantial punishments, making prevention the preferred approach in a competent internal control system.

Detective controls, as outlined by Wells (2006) and Bradford (2018), do not prevent losses but provide evidence that a loss has occurred. These controls, such as reviewing current expenditures against the budget, conducting bank reconciliations, and analyzing payroll data, serve to identify errors after they have occurred, offering a level of safeguarding for an organization's operational system. Policy effectiveness can also be evaluated with the use of these controls. According to Wells (2006), investigative controls play a crucial part in providing evidence that cannot be obtained from preventive controls, such as random compliance checks. Both researchers agree that detective controls can provide evidence of a loss after it has happened, but cannot fully prevent it from occurring in the first place.

According to Montana (2011), reconciliations is a crucial detective control that helps companies identify potential irregularities arising from timing disparities, data input errors, software glitches, or employee theft. As such, businesses heavily rely on these detective controls to detect vulnerabilities or threats existing within the organization. Additionally, Kamali (2018) highlighted the importance of asset inventory counts as effective internal controls, underlining the adverse implications of inadequate inventory practices such as stock inaccuracies and errors in stock inventory. Furthermore, Lo (2005) stressed the critical nature of information systems control, stating that it should be undertaken by businesses to ensure the

reliability, timeliness, and consistency of data with other sources of information. Hence, these detective controls are essential for businesses to maintain accuracy and integrity in their operations.

Corrective controls, as defined by Simmons (1995), are designed to address issues that have already occurred within the organization. These controls, such as revising manuals to prevent future errors and submitting corrected journals after identifying an error, aim to rectify past issues. Harb & Morley (2009) also highlight the role of training programs and penalty systems in aiding organizations to rectify issues or risks and prevent subsequent complications. Caleb (2013) highlighted the complementary role of corrective controls, which works hand in hand with preventive and investigative controls, to mitigate damage once a risk has occurred. Similarly, Harb and Morley agreed with this perspective, noting that corrective controls help prevent a risk from recurring and causing additional problems.

Cowan (2019) defines an effective internal control system as one that establishes documentation and procedures to ward off specific risks, including fraud. VanBaren (2017) believes that the lack of documentation within an organization indicates a weakness in internal control. As such, both types of internal controls are essential for a robust system of internal control. However, preventive controls hold greater importance in terms of effectiveness since they are proactive and prioritize quality. Conversely, detective and corrective controls play a crucial role in evidencing the effectiveness of preventative controls and rectifying issues that have already transpired.

Monday et al. (2014) propose that organizations should adopt corrective measures, such as data backup, robust recruitment policies, employee training, and detailed documentation of policies and procedures. Meanwhile, Kapur (2018) describes recruitment as the process of identifying, screening, shortlisting, and appointing potential human resources to fill available positions. Additionally, Min (2016) suggests that recruiters can utilize intelligent resume screening tools to identify qualified candidates, while Development Dimensions International/DDI (2012) highlights the potential of the internet and employee referrals to aid recruiters in making appropriate staff selections. Furthermore, May (n.d.) emphasizes the importance of orientation, training, and development as indicators of strong internal control, noting that effective orientation contributes to making new staff feel welcome

2.1.3 Factors affecting effectiveness of strategies of combatting fraud

Use of Authority to override existing controls

According to ISA 240, despite controls functioning properly, senior management may have the ability to circumvent them, manipulate accounting records, and produce deceptive financial statements. This capability places management in a unique position to engage in fraudulent activities or conceal their effects. Zakaria (2016) suggests that management can override internal controls for personal gain or profit due to their elevated power and influence. Additionally, Global Risk Management Solutions (2011) indicates that senior managers with conflicting roles are more likely to commit fraud. Furthermore, Radin & Arthur (2008) emphasize that management's responsibility for financial reporting and analysis creates a high potential for fraud

Weak or Poor internal control system

Weaknesses in internal controls, as highlighted by Zakaria et al. (2016) and Lokanan (2014), significantly contribute to the potential for fraudulent activities. Symptoms of a weak internal control system, such as inaccurate financial statements, missing documentation, and a lack of written documentation, as indicated by VanBaren (2017), create opportunities for fraudulent acts to occur. Consequently, the likelihood of fraud posing a threat to most businesses is increased due to the absence of effective internal controls.

Complexity organisation structure

According to IAIS (2011), a complex organizational structure is associated with increased responsibility compartmentalization or a lack of identification, making internal fraud more likely to occur. Similarly, as noted by Johnson (2019), the complexity of an organizational structure impacts corporate communication, thereby elevating the risk of fraud. Mark (2019) also highlights that a complex organizational structure leads to prolonged decision-making processes, communication challenges, and the need for significant procedural rearrangements

Lack of internal Audit department

Pradhan & Pradeep (2017) argue that when internal auditors are absent, organizations become vulnerable to operational inefficiencies, waste, employee theft, and fraud. Reding et al. (2013) stress that while business objectives are used to measure an organization's success, internal

auditing is crucial for achieving engagement goals and preventing fraud. Therefore, it is critical for internal audit to demonstrate its value-added contribution to businesses to maintain its relevance.

Lack of clear moral direction from senior management

According to Mihelic (2010), it is crucial for leaders to serve as a significant source of ethical guidance for employees and to take responsibility for the moral development of the organization. Ethical leadership, as described by Yukl (2006), encompasses various factors and is a complex concept. According to Thomas (2001), ethical leaders ought to maintain a high level of moral conduct. However, when senior management behaves in an unethical and questionable manner, it creates confusion. Tamang (2013) emphasizes that leaders must exhibit personal integrity to influence others. Therefore, the lack of internal controls can create opportunities for employees to commit fraud by exploiting any loopholes available. Additionally, senior management can perpetrate fraud by exploiting the company's policies and engaging in unethical practices. The complexity of an organization's structure can also contribute to fraud. Lastly, the failure to conduct audits within a company may create an environment where fraud can take place.

2.1.4 Types of Fraud Activities

Barney (2002) categorizes financial statement fraud as management fraud, indicating that it is predominantly committed by management rather than employees. Brewer and List (2004) define management fraud as involving senior management manipulating financial data, such as transactions and trades, for their benefit. This type of fraud is rare but can have a significant impact on shareholders, employees, and other stakeholders. On the other hand, employee fraud, as described by Garner (2004), occurs when an employee or individual working for the company engages in fraudulent activities against the organization, such as receipt fraud, payment fraud, and exploitation of assets and information. The most common types of internal fraud that businesses encounter are:

Fraudulent statements

This is when an organization's financial accounts are falsified in order to make it appear more or less prosperous, and it may include booking bogus sales. Keeping track of costs throughout time (Fair 2007).

Asset Misappropriation

Any strategy involving the theft or misuse of an organization's assets falls under this category, and examples include fraudulent invoicing, payroll fraud, and revenue skimming. (Balsey,2020)

Skimming

Skimming refers to any scheme in which funds are taken from a company before being officially recorded in its books and records. An example of skimming is when an employee accepts payment from a customer but fails to record the sale (Daniels, 2021).

Expense Reimbursements

The act of an employee submitting a fraudulent or inflated claim for reimbursement of company expenses, such as by filing a false expense report for personal trips and meals that never occurred, constitutes a deceptive practice (Mahase, 2021).

Check Tampering

Baren (2021) defines check fraud as any act whereby an employee forges or alters a company check drawn on one of the organization's bank accounts, or steals a check that the company has rightfully issued to someone else. Specifically, this may involve obtaining blank business checks and writing them to oneself or an accomplice.

2.1.5 Ways of combating fraud

Owners and managers in the business realm should implement anti-fraud measures across various levels within the organization to protect company assets (McMahon et al., 2016). These measures encompass strategies such as securing entry points, surveillance, verification before authorizing transactions, and distributing similar tasks among different employees (Klein, 2015). Henry (2016) suggests that business owners and managers can establish a reporting hotline for people to report any fraudulent activities. It is important to note that owners and managers must make sure that all employees know how the hotline operates and emphasize the

confidentiality of those reporting any incidents - an idea supported by both Henry (2016) and Peltier-Rivest & Lanoue (2015).

To reduce the risk of potential fraudsters, business owners and managers can conduct background checks, validate references, and verify certifications during the hiring process according to Henry (2016) and Peltier-Rivest & Lanoue (2015). Inadequate hiring policies could create conditions in which occupational fraud is more likely to occur (Peltier-Rivest & Lanoue, 2015). Therefore, it is essential that owners and managers clearly communicate organizational policies and procedures, such as codes of ethics, to their staff (Henry, 2016). Additionally, during employee training, management should emphasize the importance of understanding anti-fraud measures to minimize instances of fraud, and integrating fraud-related training based on employee job responsibilities could enhance its efficacy (Gates, Prachyl, & Sullivan, 2016; Peltier-Rivest & Lanoue, 2015). Employees who are well-informed about such policies and measures are better equipped to identify potential fraud risks promptly (Henry, 2016).

According to Henry (2016), business owners and managers should ensure that no single employee has the power to initiate, execute, and monitor a process. Simha and Satyanarayan (2016) suggest that job rotation and mandatory employee vacations can be effective measures to reduce fraudulent activities within businesses. In addition, the segregation of duties should be implemented at all levels of a company to prevent and detect occupational fraud (Omar et al., 2016; Roden et al., 2016). However, smaller businesses may have difficulty with separating employee duties and installing internal controls due to their limited workforce (Goldstein, 2015; Krambia Kapardis & Papastergiou, 2016). Employers may also hold regular meetings with their employees to review job descriptions and explain how fraud can impact employee roles and the company's reputation (Kramer, 2015).

According to Kummer et al. (2015), implementing whistleblower policies, fraud control policies, and fraud risk registers can help management minimize fraudulent activities in a business. A whistleblower can be an active or former employee who exposes fraudulent practices to an organization (Greenwood, 2015; Leifer, 2014). It is worth emphasizing that internal tips from employees are frequently used to detect employee fraud, making it the most common way for organizations to uncover occupational fraud (Verschoor, 2015).

To minimize opportunities for employee fraud, organizations can promote whistleblowing and establish a code of ethics with detailed penalties for violations (Campbell et al., 2014). Despite

efforts to incentivize whistle-blowing, individuals who are aware of unethical behavior may be hesitant to report it (MacGregor & Stuebs, 2014). Employers can address this by implementing anonymous fraud hotlines within the business to provide employees with a means to report unusual behavior (Giovino, 2015; Seitz, Oeding, & Wiese, 2015). Honest employees, vendors, and customers are valuable assets in detecting and preventing employee fraud (Kramer, 2015; Pacella, 2016; Verschoor, 2015).

According to Mutnuru (2017), companies need effective internal controls to ensure that their policies and procedures align with their business objectives. However, small business owners may encounter difficulties in creating and executing proper internal controls due to limited resources (Frazer, 2016). Detecting vulnerabilities in internal controls is critical for detecting and preventing employee fraud at an early stage (Kramer, 2015; Reinstein & Taylor, 2017).

Furthermore, it is essential to protect whistle-blowers against retaliation, as this builds long-term confidence among staff to report fraud. Fear of retaliation is a significant concern, and organizations should establish measures to safeguard the anonymity or confidentiality of whistle-blowers and strengthen existing policies to make them more effective. Despite the value of whistle-blowing, not all organizations have comprehensive provisions for protection against retaliation, and existing protection provisions may contain loopholes and exceptions in their coverage. This highlights the need for organizations to prioritize the protection of whistle-blowers to create an environment conducive to reporting fraudulent activities.

2.2 Theoretical framework

2.2.1 Fraud triangle theory

In this study, the primary concept utilized is the fraud triangle theory, which small business owners can employ to comprehend the key elements contributing to fraud (Pedneault & Kramer, 2015; Richardson et al., 2014). This theory assists in comprehending why employees engage in fraudulent activities and how to spot and prevent such acts within a company (Free, 2015; Marshall & Cali, 2015). Bowen, Edwards, and Cattell (2012) suggested that the components of the fraud triangle theory are constantly evolving and must be taken into account when determining the reasons why individuals engage in fraud. Perceived pressure serves as a

catalyst for fraudulent activity (Dellaportas, 2014), perceived opportunity creates the avenue for the fraudster to commit the offense (McAfee & Guth, 2014), and rationalization aids the fraudster in justifying their actions (Lokanan, 2015). The fraud triangle theory was initially developed by Cressey in 1950 based on interviews with around 250 inmates in different prisons in the United States who held respected positions but betrayed that trust (as mentioned in Kramer, 2015). This theory offers a general framework for understanding the causes behind fraudulent behavior and has been extensively employed in literature to expound on the motives for fraud and its impact on fraud detection and prevention (Loebbecke and Willingham, 1988).

According to Cressey (1952), a study of inmates who were serving time for white-collar crimes indicated that they exhibited common traits, and he outlined three necessary components for an employee to commit fraud: nonsharable financial problems, perceived opportunity, and rationalization (as mentioned in Dorminey et al., 2012; Jérémy, Yves, & Henri, 2014; McAfee & Guth, 2014). Cressey postulated that all three elements must be present for someone to engage in fraudulent behavior (Cressey, 1952). This theory offers a general framework for understanding the reasons behind fraudulent actions and has been widely utilized in literature to describe the motives for committing fraud and its effects on fraud detection and prevention.
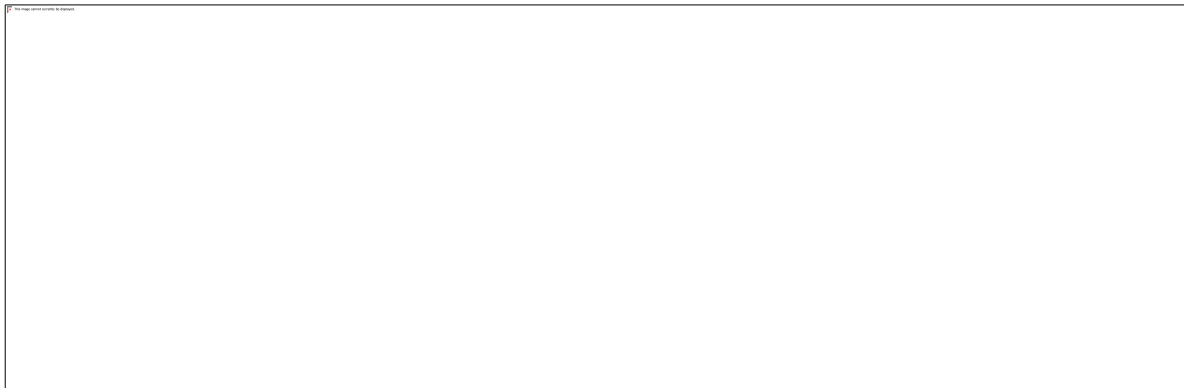
When individuals find themselves in financial circumstances that they are hesitant to discuss with others, this creates nonshareable financial pressures that can play a significant role in unethical conduct (Negurița & Ionescu, 2016; Richardson et al., 2014; Soltani, 2014). These undisclosed financial obligations can lead to fraudulent activities often caused by being ashamed of poor judgment, which can result in a loss of social standing (Alexander & Michael, 2014; Dellaportas, 2014). The perceived pressure aspect of the fraud triangle can involve both financial and non-financial issues, and people's motivations to engage in fraud may shift over

time, with what was once deemed an incentive becoming a force that drives them to behave immorally (Lokanan, 2015; Schuchter & Levi, 2016).

Individuals may refrain from sharing their financial problems due to the fear of social stigma and the reluctance to seek necessary help, leading them to address their problems discreetly, sometimes through fraudulent means such as stealing from an employer (Bishop et al., 2017; Dellaportas, 2014). Perceived pressure can arise from a significant financial need, and it's important to note that this pressure need not always be real; individuals' perceptions of being pressured can lead them to resort to dishonest actions (Lokanan, 2015; Ruankaew, 2016).

Financial pressures can emerge from several sources, including avarice, extravagant living, unforeseen monetary demands like medical crises, and supporting addictions (Hess & Cottrell, 2016; Schuchter & Levi, 2016). External pressures such as those originating from family members or concerns related to job loss can also impose a sense of urgency on individuals (Omar et al., 2016; Roden et al., 2016). As the degree of perceived pressure increases, the likelihood of rationalizing fraudulent actions also rises (Soltani, 2014; Stone, 2015).

The second aspect of the fraud triangle, opportunity, pertains to the presence of a chance to carry out and mask fraudulent conduct (Shinde, Willems, Sallehu, & Merkle, 2015). It is difficult for individuals to engage in fraud if there is no opportunity to do so, and personnel may interpret an opening for fraud when they believe that their illegal acts could go undetected (Trompeter, Carpenter, Desai, Jones, & Riley, 2013). This component also includes exploiting opportunities that come their way and anticipating that others may not be aware of their fraudulent behaviour (Schuchter & Levi, 2015).

The third component of the fraud triangle, rationalization, refers to individuals making excuses for their illicit conduct prior to engaging in unethical behaviour (Free, 2015; Lokanan, 2015; Trompeter, Carpenter, Jones, & Riley, 2014). It can involve justifying fraud to avoid appearing unethical, obtaining revenge, or believing that they deserve access to company funds (Hess & Cottrell, 2016; Richardson et al., 2014). Tackling the rationalization component within an organization may require providing employees with training and raising awareness of fraudulent behavior (Lokanan, 2015; Rodgers et al., 2015; Trompeter et al., 2014).

Various factors such as avarice, excessive spending, and unanticipated monetary requirements like medical emergencies can result in financial strain (Hess & Cottrell, 2016; Schuchter & Levi, 2016). People grappling with addictions such as alcoholism, substance abuse, or compulsive gambling may resort to unethical practices to finance their habits (Hess & Cottrell, 2016; Ruankaew, 2013; Schuchter & Levi, 2016). Being aware of these motivators can help business owners establish, implement, and supervise more effective internal controls (Mui & Mailley, 2015; Woolley, 2016). Moreover, family members' requests for financial assistance (Omar et al., 2016) or the apprehension of losing one's job can also produce perceived pressure to engage in fraudulent conduct (Roden et al., 2016). It is worth noting that the greater the perceived pressure on an individual, the more inclined they are to rationalize committing fraudulent acts (Soltani, 2014; Stone, 2015). Verschoor (2015) suggested that company leaders can adopt a positive attitude to reduce financial pressure.

2.2.2 Fraud Diamond Theory

Wolfe and Hermanson proposed the fraud diamond theory in 2004 as an extension of the fraud triangle theory to improve fraud prevention and detection. This model introduces a new component called "capability," which, according to the authors, is critical for fraud to happen. They contended that in the absence of the required expertise and proficiency, people are improbable to engage in fraudulent practices. The fraud diamond theory further elucidates how individuals possessing the capability to engage in fraud will take advantage of apparent opportunities (Sergei, Andrei, & Anastasiya, 2016).

Wolfe & Hermanson (2004) emphasized that opportunity acts as a pathway to fraudulent activities. It is worth mentioning that individuals must possess the aptitude to detect control deficiencies to perpetrate fraud when provided with an opportunity (Omar et al., 2016; Smith & Iacobelli, 2013). Moreover, Ruankaew (2016) noted that some employees with unsharable financial requirements, opportunity, and rationalization may not engage in fraudulent activities due to their limited capacity. Boyle et al. (2015) highlighted the importance of an individual's ability in committing fraud. Furthermore, Ruankaew (2016) implied that individuals possessing the skills and know-how to commit fraud would detect weak internal controls and manipulate them for their benefit. Wolfe and Hermanson (2004) identified four observable indicators associated with an individual's capability to engage in fraudulent activities, including positional authority, the ability to comprehend and exploit weak internal control mechanisms, confidence

in   avoiding   detection,   and   the   skill   to   sustain   fraud.

Button et al. (2015) and McMahon et al. (2016) highlighted how individuals in authoritative positions can enhance their capability to engage in fraud. When experiencing pressure and being knowledgeable about internal control shortcomings, individuals with the skill to commit fraud may coerce others into taking advantage of the situation (Schuchter & Levi, 2016; Wolfe & Hermanson, 2004). Being aware of opportunities and exploiting them intelligently is fundamental for individuals in positions of authority to commit fraud (Roden et al., 2016; Wolfe & Hermanson, 2004). It is crucial to conduct regular monitoring of employees having authority to minimize their capacity to influence fraudulent acts (Boyle et al., 2015). Smart and innovative individuals having the know-how and aptitude to exploit weaknesses in internal control systems are frequently involved in committing fraud (Ruankaew, 2016; Schuchter & Levi, 2016; Wolfe & Hermanson, 2004). Moreover, individuals capable of fraud often possess a strong ego and confidence that they won't get detected or can quickly resolve the issue if caught (McMahon et al., 2016; Ruankaew, 2016; Wolfe & Hermanson, 2004). Committing and concealing fraud can be distressing, and individuals with the expertise and potential to conduct fraud must possess the capability to handle any connected stress effectively over a prolonged duration (Omar et al., 2016; Wolfe & Hermanson, 2004).

2.2.3 The fraud scale theory.

In 1984, Albrecht, Howe, and Romney introduced the fraud scale as a substitute for the fraud triangle, replacing rationalization with personal integrity. This model emphasizes the pressure and perceived opportunity components of the fraud triangle, along with the moral standards of individuals, as highlighted by Free (2015).
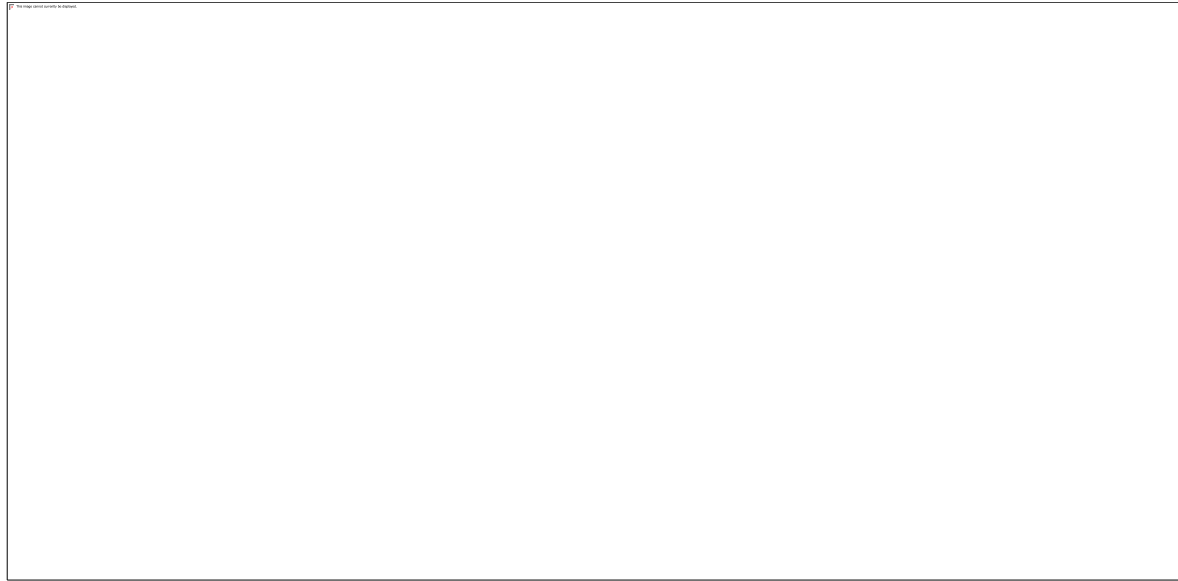
The idea of personal integrity, introduced by Albrecht, Howe, and Romney in 1984, relates to an individual's ethical conduct, as observed by Mohd-Sanusi et al. (2015) and Widianingsih (2013). Albrecht et al. (1984) suggested that a person's decision-making process plays a significant role in determining their personal integrity. They argued that individuals lacking personal integrity or ethical standards are more likely to engage in fraud and unethical conduct (Albrecht, Albrecht, Landau, & Malagueno, 2008). It is also acknowledged that an individual with high moral standards is still capable of committing fraud; however, those with low moral standards are more likely to engage in fraudulent acts under the same circumstances (Widianingsih, 2013).

2.3 Empirical Review

2.3.1 The effectiveness of strategies used to combat fraud

Okanga (2017) conducted a research study on the effectiveness of strategies of combating fraud in Ghana. The research approach was qualitative. The researcher used interviews and focus group to gather data. The researcher used a sample size of 50 respondents who were primarily employees at one of the largest supermarket. According to the research findings the use of internal control to a greater extent was so effective in controlling fraud as evidenced by minimization of embezzlement of funds

In Somalia, Thomas (2020) conducted a research study concerning the effectiveness of strategies to combat fraud. The research used explanatory research design. The research used purposive sampling and judgemental sampling .Questionnaires and interviews were distributed

to the target population. According to the research findings the use of hotlines has promoted whistle blowing culture hence minimizing unethical behaviour with in a company

In South Africa, Zaliwe (2021) conducted a research study on the effectiveness of strategies to combat fraud. The research approach was qualitative and descriptive research design was used. The target population was employees working at Eskoom. The researcher used focus group and interviews in gathering data relating to the research study. According to the research findings the use of audit contributed to a positive extent in minimisation of fraud cares at the organisation as cases of misappropriation of funds were minimized.

P.M Clikeman and N.A Dopuch (2002)conducted a study on effectiveness of strategies to combat fraud. They used a case study approach to examine a sample of financial statement fraud cases and they found out that fraud is likely to be detected when there is a culture of ethical behaviour within an organization.

In US Fenton and Neschwieys(2000) carried a study on effectiveness of strategies for combating fraud. They used a used descriptive statistics and inferential statistics and they found out that the most effective way to combat fraud is the use of hot-lines.

2.3.2 The factors affecting strategies of combating fraud

In Zambia, (Okafor 2020) conducted the study on the factors affecting strategies of combating fraud. The study used a mixed method. The target population for the study consisted of staff in the various categories senior members, senior staff and junior staff. Stratified random sampling method was used to gather data from respondents. Statistical tools used to analyse the data included frequencies, percentages, means and T tests. The findings in their study indicated that complexity of the organizational structure affect strategies used in combating fraud.

Oronde (2022) conducted a descriptive and analytical study on the factors that hinder the effectiveness of strategies aimed at preventing fraud in Kenya. Primary and secondary data were used to assess the scope of the study. The primary data sources comprised quantitative and qualitative methodologies. Qualitative techniques included interviews, observation, and focus group discussions, while questionnaires were used to obtain quantitative data. Secondary data were gathered by analysing documents. The study sampled 28 respondents randomly selected from a population of employees. The research revealed that weak internal controls, use of authority to bypass existing internal controls, and organizational structure complexity were critical obstacles to the effectiveness of strategies aimed at preventing fraud.

Rajgopal and Venkatachalam's (2011) conducted on factors affecting strategies of combating fraud in the Us. The researchers gathered data from sample of the New York Stock Exchange and the Nasdaq and they also used statistical analysis to examine the relationship between various firm characteristics and the risk of experiencing fraud. The findings of the study were that the proportion of independent directors on a firm's board was negatively related to the risk of fraud.

In UK Murphy and Griffiths (2012) conducted a study on the factors affecting affecting strategies for combating fraud and the findings of the research showed that unclear anti-fraud goals, sufficient resources to anti-fraud efforts, lack of clear policies and procedure for dealing with fraud are the factors affecting strategies for combating fraud.

2.3.3 Types of fraud

David (2022) undertook a study to identify the different types of fraud prevalent in Bangladesh. The research adopted a mixed-method approach, involving both qualitative and quantitative data collection techniques. The quantitative data involved the use of an online questionnaire that was specially created and was completed by 91 respondents, along with individual interviews of 8 managerial level employees. The data was analysed using SPSS software, which included frequency analysis, correlation analysis, and regression analysis. Additionally, the researcher used manual thematic analysis to interpret the data collected through individual interviews. Based on the research, it was concluded that the majority of organizations in Bangladesh experience fraudulent activities, such as misappropriation of funds, where employees submit false or exaggerated expense reimbursement claims.

In Tokyo (2019) Borose conducted a study on the types of fraud activities. The researcher used a case study of car manufacturing firm. The target population were both the employees and the human resources at the premise. The researcher used a sample size of 40 respondents. According to the research study findings it was concluded that check tempering's and skimming are most well-known fraudulent activities happening in Tokyo

Joseph T. Wells (2005) conducted a research study on types of fraudulent activities in Us. He used a combination of qualitative and quantitative methods to conduct his research. Qualitative methods included interviews with fraud perpetrators, victims, and experts in the field of fraud. Quantitative methods included a review of court records, newspaper articles, and other published materials. Based on this research, he identified types of fraud which are financial

statement fraud, asset misappropriation, corruption, procurement fraud, Ponzi schemes, and tax fraud.

Hay and Pope (2001) did a research study on the type of fraudulent activities in Us they examined financial statement fraud cases from a variety of industries including retail, manufacturing and health care and they found out that the most common type of fraud were asset misappropriation and management override of controls

2.3.4 Ways of combating fraud

In Ethopia, Dalas (2022) conducted a research study on the effective ways of combating fraud at organisations. The study was used to examine how organisations combat fraud. The research gathered data from two main sources namely secondary and primary sources. The main techniques employed in gathering the primary data were questionnaire survey. A total of 133 questionnaires were distributed to employees of the EEU Eastern Addis Ababa Region office and a total of 103 employees completed the questionnaire properly. The result indicated that they use internal control system in controlling and detecting fraud cases at the workplaces.

Chintrakarn and Herzer (2010) conducted a research in the United States to determine the effective strategies in preventing fraud. The study population was 1752, and a sample size of 337 was identified using the Borg and Gall (1973) sampling method. They used structured questionnaires as research instruments, which were validated using a face content validity method, and their reliability was established by conducting test-retest and Cronbach's Alpha assessment. The collected data were analysed using simple percentages, and descriptive statistics, and the research employed Multiple Regression Analysis (MRA) at a 0.05 level of significance in testing the hypotheses. The study found that combatting fraud through the utilization of internal controls significantly contributed to the reduction of fraudulent activities.

Cortes, Santamaria, and Vargas (2016) conducted a research study in India on the approaches used to minimize fraud. The researchers utilized a descriptive research design and developed five research questions to guide the study. To achieve their objectives, the researchers used both descriptive and explanatory research designs, adopting a mixed research approach. The study population was employees of Cans BANK, and the sample consisted of 600 employees from different departments. Descriptive statistics, such as mean and frequency tables, were employed to present the results. Statistical Package for Social Scientists was used to determine correlations and regressions among the variables. The findings of the research indicated that

creating a safe mechanism for employees to report violations is an effective method for combating fraud.

In UK Duquenne, Lourenco, loebbecke and Zucker (2018) conducted a survey on ways used to combat fraud. The survey explored the most common types of fraud, the controls that are in place to prevent and detect fraud. The results of the survey revealed that the ways used to combat fraud include internal controls, external audits and fraud risk assessments.

Harris (2018) conducted a research on ways of combating fraud. He conducted a study on small business and he found out that the most effective ways of combating fraud are establishing a code of ethics, conducting background checks on employees and establishing an anti-fraud hotline.

Gap Analysis

Dwelling much from the scholars above much of the researches have been done at Supermarkets, manufacturing organisation. For instance, Okanga (2017) conducted a research study at one of the supermarkets in Ghana therefore this brings out a research gap for the researcher to conduct the research study in the telecommunication industry trying to figure out the type of fraud cases which occur in the telecommunication industry, the appropriate ways the use to combat fraud and the effective strategies they use in combating fraud. Therefore, there is a gap which needs to be addressed regarding to the ways of combating fraud cases in the telecommunication industry as well. Therefore, the researcher will use a case study of Econet Bindura in Zimbabwe

In Zimbabwe few researches have been done regarding to the ways of combating fraud cases. Much of the researches relating to the research study were done in countries like South Africa, Nigeria, Somalia, Ghana and other regions like Europe and America therefore this brings a gap for the researcher to focus on the ways of combating fraud in Zimbabwe. Therefore, this brings a gap on the researcher to figure out the effective strategies of combating fraud.

Most of the researchers gave in mixed findings regarding to the effective strategies of combating fraud cases. According to Barnes (2020) fraud cases are minimised through narrowing the organisational structure and encouraging whistle blowing culture. Other researchers posited that auditing is one of the effective ways of combating fraud cases. Therefore, this also brings a gap to find out the effective ways of combating fraud.

Chapter Summary

In this chapter literature was reviewed both theoretical review, conceptual review and empirical review. The research study is underpinned by various theory that is fraud triangle theory, agency theory and fraud diamond theory. Various studies done by other scholars was reviewed from international researches, regional researches and local researches. Conceptual framework was also defined. The next chapter shows the research methodology that is the proper steps that were followed by the researcher in gathering data

CHAPTER 3

RESEARCH METHODOLOGY

3.0 INTRODUCTION

This chapter outlines the steps taken by the researcher in conducting the study on combating fraud at Econet Bindura. It also covers the research design, sampling technique, and data collection tools utilized by the researcher in carrying out the study. Ethical considerations and methods to ensure validity and reliability are discussed in this chapter. Additionally, the chapter outlines the approaches for presenting and analyzing the acquired data in the research study.

RESEARCH APPROACH

The research approach of this study is qualitative this is because qualitative research study is a naturalistic approach that seeks to understand a phenomenon in a context (Denzin,2011).The research study main aim was to look into the causes of fraud , factors affecting the effectiveness of strategies to combat fraud ,ways of combating fraud and effectiveness of strategies of combating fraud .The qualitative approach seeks some explanations on some observations and pursues to establish or confirm some outcome of some known variables (Juson & Glenwick, 2016). A qualitative approach was appropriate for this study as it assisted in providing data relating to the causes of fraud and strategies of minimizing fraud.

3.1 RESEARCH DESIGN

 The researcher used descriptive research design because Gall & Borg (2007) often utilize observation and survey instruments to gather substantial amounts of data. This approach is particularly efficient in addressing non-quantified problems and challenges, requiring less time and yielding greater productivity. According to Ayres (2007), this research strategy is suitable for studies aimed at comprehending the characteristics of a phenomenon to address a specific problem. It involves descriptive writing in the form of a case study to tackle issues that are challenging to observe through other means. This approach can also manifest as a survey, where participants are requested to respond to questions through interviews and questionnaires.

3.2 TARGET POPULATION

The target population therefore includes all individuals from whom the researcher is interested in obtaining information and making inferences on (Saunders et al., 2019) states that the population comprises a group of study participants who share one or more common features of

interest to the researcher and from whom the researcher seeks to obtain information. As a result, the intended participants for this research study were employees working in the administration/management and accounts departments at Econet Bindura, as they were considered capable of providing valid information.

3.3.2 SAMPLING PROCEDURE

To select study participants from the employees and management at Econet Zimbabwe, the researcher employed the stratified random sampling technique, a probability sampling method aimed at maintaining balance during the study. This method involves dividing the population into different 'strata' based on common characteristics and then randomly selecting items from each stratum to form a representative sample. The population in this study was categorized into groups based on the duties performed by employees (i.e., junior employees, senior employees, and management), and participants were randomly selected from each group to ensure an unbiased representation.

However, due to constraints such as time, budget, and limited resources, the researcher was unable to study the entire target population. As a valid alternative, a sample of participants was drawn from the target population, as noted by Saunders et al. (2019). Sampling becomes necessary when surveying the entire population is not feasible, and collecting data from a representative sample can provide valuable insights, especially in situations with constraints like time and budget limitations.

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3.3.1 SAMPLE SIZE

In this research study, the researcher opted for a sample size of 50 respondents primarily from Econet Zimbabwe. This decision was driven by the consideration that using a smaller sample size is less time-consuming, especially in light of the limited time available for the study.

3.4 RESEARCH INSTRUMENTS

Questionnaire

The study employed questionnaires as the primary method for collecting data in the field. A structured closed-ended questionnaire was utilized to gather information from the employees, enabling the collection of both qualitative and quantitative data through predetermined

responses. This approach was selected for its efficiency, wide distribution, cost-effectiveness, reduced bias, ease of respondent participation, and streamlined data processing.

Despite the advantages, the major drawback of the questionnaires was the lower-than-expected response rates and delayed responses from some participants. To ensure the success of the research study and to facilitate unbiased research findings, the researcher compiled all the information gathered, allowing for comprehensive analysis and interpretation of the data.

Interviews

Face-to-face interviews were utilized to complement the questionnaire in collecting field data. This method was chosen as it allowed for the exploration of individual perspectives, beliefs, and feelings about the strategies for combating fraud among the employees at Econet Zimbabwe (Saunders et al, 2019). The use of semi-structured interviews, consisting of a prepared list of questions (interview guide), was adapted for the study to enable interviewees to provide additional insights beyond the prepared questions.

An interview guide was developed to direct the interviewer during the interview so that both the interviewer and the interviewee do not deviate from the theme under discussion. Thus, this enabled the researcher to remain focused on the main research question and obtained information responding to the objectives of the study despite various interesting but irrelevant topics that participants shared. Follow-up actions were taken during the interviews, and new questions were introduced, despite the guidance provided by the interview guide (Saunders et al., 2019).

Additionally, interviews facilitated the identification of important areas through non-verbal communication, enabling the raising of follow-up questions and the acquisition of immediate, dependable feedback. However, interviews were very costly and expensive to do and this forced the researcher to borrow fund from colleagues as a way to ensure completion of the research study. More so, another challenge faced by the researcher in carrying out the research study was that interviews are highly dependent on the interviewer`s interactive skills and ability to probe respondents for answers. L solved the problem by developing detailed interview guides.

3.5 DATA COLLECTION PROCEDURES

The researcher initially secured ethical clearance to proceed with a study focused on effective methods to combat fraud. Subsequently, written permission was obtained from the university

involved in the research. The participants were then briefed and prepared for the data collection process, which included obtaining their consent, informing them about the study's purpose and scope, and requesting their signature on a consent form. Additionally, logistical arrangements were made with the participants for the administration of interviews and questionnaires, specifying the date, time, venue, and duration. Before distributing the questionnaires, the employees underwent a pre-screening process. Both questionnaires and interviews were then provided to the identified employees, and upon completion, the researcher collected the questionnaires in person to organize the responses in readiness for data analysis.

3.6 DATA ANALYSIS

Data analysis is a systematic process of logical description, illustration, and evaluation of data so that the collected data is converted into a form suitable for analysis (Salkind, 2014). Data was interpreted in line with the research questions and objectives. The researcher used thematic analysis. Thematic analysis is a process of examining qualitative data that involves analysing, identifying, and reporting recurring patterns within the data set (Braun and Clarke 2006). It's a technique used to describe data, which includes interpretation, such as selecting codes and creating themes. The reason for using thematic analysis is its flexibility to be applied across various theoretical and epistemological frameworks and diverse study questions, designs, and sample sizes.

3.7 DATA PRESENTATION

The researcher collected the data using questionnaires and interviews. The data was presented in tables as a way to give a clear visual presentation regarding to the research findings. This is clearly indicated in chapter four were data was analyzed and presented

3.8 DATA VALIDITY AND RELIABILITY

Validity in research pertains to how accurately the methods, approaches, and techniques used measure the issues being studied and can be applied to the findings. The researcher conducted pilot tests to ensure data validity and reliability, while also seeking feedback from colleagues through questionnaires to enhance validity. Additionally, employing diverse research instruments, such as questionnaires and interviews addressing the same questions, played a role in ensuring validity.

As per Ozmurk's (2017) observations, obtaining a response rate of 60% or more suggests a high likelihood of obtaining dependable and accurate data. Meeting this requirement proves

the reliability of data and provides enough support to draw practical conclusions about the issue at hand.

The researcher aimed to enhance the dependability and accuracy of the study by utilizing trustworthy and authentic information sources. During interviews, precise notes were taken to capture the participants' viewpoints, and the language of the questions was fine-tuned to increase the clarity and make the questions specific for all participants to comprehend. Furthermore, the researcher ensured the quality of participants by verifying their status and limited participants to be only the staff working at Econet Zimbabwe to uphold the reliability and authenticity of the study outcomes.

3.9 ETHICAL CONSIDERATION

Ethical considerations in research and data collection are crucial for ensuring the moral integrity of the study and the protection of participants' rights. Research ethics, as defined by Blumberg, Cooper, and Schindler (2010), encompass the moral principles that determine the ethical nature of actions and decisions during the research process. Berg (2009) further emphasizes that research ethics are societal values that judge the rightness or wrongness of research processes, behaviors, and actions.

The researcher ensured ethical conduct in the study through various measures:

a) Prior to the study, the participants were provided with a comprehensive understanding of the study's nature, objectives, and extent. The researcher obtained approval from participants, and their voluntary participation was respected, as they willingly signed informed consent forms.

b) To ensure privacy and confidentiality, participants' identities were kept confidential, and no information was divulged to anyone. The study respondents' identities were shielded, and the collected information was kept private, with no leakage to outsiders.

c) To maintain anonymity, participant names were not included in the study. Moreover, the information gathered from them was presented anonymously. The researcher took measures to ensure that the participants' identities were concealed, and their contributions were solely utilized for research purposes.

d) Management of Information: The researcher ensured the safekeeping of all materials gathered and used in the research process. Information obtained was kept private and confidential, including audio recordings, notes, and other information.

These ethical considerations align with the principles of research ethics and demonstrate the researcher's commitment to upholding the moral integrity of the study and respecting the rights of the participants.

3.10 CHAPTER SUMMARY

This section presented a comprehensive description of the research methodology utilized by the researcher to gather data and address the research inquiries regarding effective strategies to combat fraud. The chapter explicitly outlined all the steps taken by the researcher during the study. The next section will analyse and examine the obtained findings.

CHAPTER 4

PRESENTANTION, ANALYSIS, AND DISCUSSION OF FINDINGS

4.0   Introduction

This chapter focuses on presentation of data, analysis of data and discussion. Therefore, the information from interviewees will be presented by the researcher in this chapter. The information collected by the researcher will be presented in line with the research objectives which are forms of fraud, ways of combating fraud, factors affecting the effectiveness of combating fraud at the organization. The findings made by the researcher will also be discussed

4.1 RESPONSE ANALYSIS

Questionnaire response rate

The researcher distributed 50 questionnaires to the targeted population, and 35 completed questionnaires were returned, resulting in an overall response rate of 70%. The non-response rate of 30% was attributed to the targeted respondents' reluctance due to their busy schedules. Despite this, the researcher considered the 70% response rate satisfactory given the limited time frame for the study. According to Johnson (2012), a questionnaire response rate of 60% or higher is considered good for research, indicating that the obtained response rate was well above the acceptable threshold. This high response rate of 70% positively impacts the reliability of the findings, indicating that the information provided is likely to be dependable.

4.2 RESPONSE RATE FOR QUESTIONNAIRE

Table 1. Response rate for questionnaire

Questionnaire responded	Frequency	Percentage %
Respondent	35	70%
Not responded	15	30%
Total	50	50
Overall Questionnaire response rate	35	70%

Source: primary data

From the table above it shows that the response rate was 70% and it clearly shows that information given is reliable as the majority respondented.

Response rate for interviews

Table 2. Response rate for interviews

Interviews	Issued	Success	Failure
Respondents	12	9	3
Percentage	100%	75%	25%

 Source: Primary data

From the table above the main aim was to interview 12 respondents, unfortunately only 9 respondents were interviewed. This meant that 75% was success rate for interviews conducted while a failure of 25 was recorded.3 respondents failed to show up for interviews due to that they were assigned to attend business emergency meeting on the day of interviews. The data that was gathered through interview was used to complement the data that was gathered from questionnaires.

4.3DEMOGRAPHIC CHARACTERISTIC OF RESPONDENTS

There information relates to demographic characteristics data collected from the respondents

Table 3 . Demographic characteristic of respondents

Variable	Measuring Group	Frequency	Percentage %
Gender	Male	10	29%
	Female	25	71%
	Total	35	100
Age	18-25years	3	9%
	25-35years	20	57%
	35-40years	10	29%
	Over 40 years	2	5%
	Total	35	100
Educational level	Degree	18	51%
	Certificate	15	43%
	PHD	3	6%
	Total	25	100%
Work experience	Below 5yrs	5	14
	5-10years	12	34
	11-15years	15	43
	above 15years	3	9
	Total	35	100%

Source: Primary data

Gender

The data collected by the researcher indicates that 71% of the respondents were female, while 29% were male, suggesting a predominance of female employees at Econet in Bindura. This

insight into the gender distribution within the organization provides valuable information regarding potential vulnerabilities or patterns that may contribute to fraud occurrence.

Age

More so from the information collected by the researcher in relation to the age of the respondents it clearly shows that 9% of the respondents were aged 18-25 yrs. whereas 57% of the respondent were aged 25-35 and 29% of the respondents were aged 35-40years as well as 5% of the respondents were over 40 years. This clearly implies that majority of the employees working at the organisation are youthful and energetic and this determines the ability to understand the aims of a research and for the researcher to obtain consent and constructive inputs thereafter.

Educational level

The information collected by the researcher in relation to the educational level of the respondents it clearly shows that 51% of the respondents who are primarily employees working at Econet are degreed and 43% of the respondents have certificates as well as 6% of the respondents   are PHD holders .This signifies that employees working at the organisations are very educated and they understood what was being asked in the interview questions and questionnaires and thus their responses could be trusted to be correct. The majority of the population of the workers should be well equipped with the needed knowledge for the research findings to be valid and reliable as shown in the diagram above.

Working Experience

According to the information received by the respondents 14 % of the respondents have less than 5years' experience at the organization whereas 34% have 5-10years work experience and 43% of the respondents have over 11-15 years' work experience and 9% above 15years and this have a significant impact on the research findings in that the employees with this level of experience was long enough to gain a thorough understanding of organizational processes, internal controls and potential vulnerabilities that could be exploited for fraudulent activities and their responses on questionnaires and interviews were not mere guesses but well thought out responses.

4.4 Forms of Fraud

Table 4. Forms of Fraud

STATEMENTS	SD	D	A	SA	Total
Fraudulent financial statements	0	20	40%	40%	100
Asset misappropriation	0	10	50%	40%	100
Check tempering	0	15%	40%	45%	100
Skimming	0	10%	60	30%	100
Expense reimbursement	0	5%	45%	50%	100

Fraudulent financial statements

According to the information collected a total 80% argued that fraudulent financial statement was one of the forms of fraud cases experienced by the organization. These results indicate that employees tend to defraud the organization through doctoring false financial statements. According to interview responses it clearly shows that the organization is currently experiencing fraud such as falsification of financial statements. The findings are similar with those made by Barne (2021), Barne conducted a study in India concerning types of fraud and he found out that the common type of fraud happening at the organization was falsification of financial statements. The findings made by the researcher are similar because of failure of companies to proper implement internal control system hence contributing to employees come up with false statements as a way to deceive the management. They are differences from the findings made by Dala (2022) concerning the forms of fraud as he posited that the company encounter fraud cases such as briberies through deceiving clients.

Asset misappropriation

From the information collected by the researcher regarding to the forms of fraud a total 90 % argued that asset misappropriation was one of the forms of fraud cases experienced by the organization. This clearly shows that the organization experiences asset misappropriation as one the forms of fraud. According to interview response it shows that the organization is suffering from asset misappropriation and this has attributed to the organization encountering losses. The findings made by the researcher are similar with those made by Joseph T Wells (2005) in Us he found out that the most common type of fraudulent activities is asset misappropriation.

Check tempering

The researcher collected information regarding to the forms of fraud cases experienced by the organization. From the information collected by the researcher it clearly indicates that 85% in total argued that check tempering was one of the fraud cases experienced by the organization. This a clear indicated that the organization experiences check tempering as one of the forms of fraud cases as evidenced by majority of the respondents strongly agreeing that check tempering is one of the fraud cases experienced. According to the interview response of the common form of fraud affecting the organization is check tempering. The findings are similar to those made by Borose (2019) in Tokyo he finds out that the well-known fraudulent activities being done include check tempering.

Skimming

The researcher collected information regarding to the forms of fraud cases experienced at the organization. From the information collected by the researcher it clearly indicates a total of 70% argued that skimming was one of the fraud cases experienced by the organization. According to the interview response one of the forms of fraud cases faced by the organization is skimming where by one employees takes funds of another employees through forging the company documents hence affecting the reputation of the organization. The findings are similar to those made by Borose (2019) in Tokyo he finds out that the well-known fraudulent activities being done include skimming.

Expense reimbursement

From the information collected by the researcher it clearly shows that expense reimbursement was one of the fraud cases experienced at the organization this is evidenced 95% in total argued that expense reimbursement is one of the fraud cases experienced by at the organization. The researcher findings are similar to findings made by David (2022) in Bangladesh he also found that majority of organizations face fraud activity such as expense reimbursement.

4.5 Effectiveness of strategies of combating fraud

Table 5. Effectiveness of strategies of combating fraud

STATEMENTS	SD	D	A	SA	Total

Whistle blowing culture	0	0	50%	50%	100
Use of code of conduct	0	10%	30%	60%	100
Following corporate governance ethics	0	15%	50%	35%	100
Use of audit	10	20%	40%	30%	100

Source. Primary data

Whistle blowing culture

The researcher collected information regarding to effectiveness of strategies of combating fraud. From the information collected the effective strategy of combating fraud is the use of whistle blowing culture due to the highest percentage of people who argued. 100% of respondents in total argued that whistle blowing culture was effective strategy of combating fraud at the organization. The interview response clearly shows that whistle blowing culture is effective in combating fraud as the employees have the abilities to send anonymous reports to the manager's office and this helped in minimizing scrupulous behaviour done by other employees. The researcher findings are similar to those of Thomas (2020) he posited that whistle blowing culture is effective strategy in combating fraud and also Barne (2021) also posited that whistle blowing at the organization is very effective in combating fraud. This is because it helps to eliminate scrupulous behaviour at the organization as some of the fraud cases at the organization are difficult to detect.

Code of conduct

From the information collected by the researcher use of a code of conduct was an effective strategy used in combating fraud at the organization a total of 90% argued that use of a code of conduct was an effective strategy. The researcher interviewed the respondent's concerning effectiveness of strategies of combating fraud and respondent's opined that use of code of conduct is most effective strategy in combating fraud as it guides them on what they are

supposed to do at the workplace and what they are not supposed to do. The findings are similar to that of Clikeman and Dopuch (2002) according to the finding effective strategy for combating is the use of a code of conduct as it guides on ethical culture that set clear expectations for ethical behaviour which can deter individuals from engaging in fraudulent activities.

Use of Audit

The researcher also collected information regarding the effectiveness of strategies used in combating fraud. From the information collected it clearly shows that use of audit as a total 70% argued that the most effective strategy for combating fraud at the organization. The researcher interviewed respondents and the respondents clearly state that use of audit is effective strategy used in combating fraud. The findings of the researcher are similar to that of Okanga (2017), he conducted a study and found out that use of internal control such as use of audit strategy is effective in combating fraud. And also, the findings are similar to that of Zaliwe (2021) conducted research in South Africa and found out that use of internal control such as use of audit contributed to a positive extent in minimization of fraud.

Interview Responses

The researcher interviewed the respondents concerning the effectiveness of strategies of combating fraud. Another respondent opined that "whistle blowing culture has been so effective in minimizing fraud at the organization as the employees have the abilities to send anonymous reports to the manager's office "This has helped in minimizing scrupulous behaviour done by other employees.

The interviewer interviewed the respondent concerning the effectiveness of strategies of combating fraud. According to the respondent "the use of code of conduct at our organization is also as these are the dos and don'ts for employees and they guide them concerning what they are supposed to do at work place and also what they are not supposed to do. "This means that employees at Econet are guided by the code of conduct and this has helped in minimizing the fraud cases at the organization.

The interviewer interviewed another respondent regarding the effectiveness of the strategies of combating fraud. The respondent opined that "the use of audit" This has helped in minimizing embezzlement of funds usually by employees working both in the finance and accounting department.

4.6 Factors affecting the effectiveness of strategies of combating fraud

Table 6. Factors affecting the effectiveness of strategies of combating fraud

STATEMENTS	SD	D	A	SA	Total
Weak or poor internal control	0	0	60%	40%	100
Complexity organization structure	0	0	40%	60%	100
Lack of clear moral direction from senior management	0	5%	30%	65%	100
Lack of audit department	0	20%	35%	45%	100
Use of authority to override existing controls	0	15%	20%	65%	100

Key

SD	D	A	SA
Strongly disagree	Disagree	Agree	Strongly agree

Source: Primary data

Weak or poor internal control

The researcher collected information regarding to the factors affecting the effectiveness of strategies of combating fraud. From the information collected by the researcher it clearly shows that a total of 100% of the respondents argued that weak internal control was one of the factors affecting the effectiveness of strategies of combating fraud. The interview response from the research done by the researcher clearly shows that weak or poor internal control system at the organization is one of the factors affecting strategies for combating fraud as they cannot detect the flow of funds in each department. The findings from the research are similar to that of Oronde (2022) he found out that weak internal controls affect the effectiveness of strategies to combat fraud.

Complexity organization structure

The researcher also collected information regarding to the factors affecting the effectiveness of strategies of combating fraud. From the information gathered by the researcher a total of 100% argued that complexity organization was a factor that is affecting effectiveness of strategies to combat fraud cases at the organization. From the research finding complexity of the organization structure is one of the factors affecting strategies for combating fraud as the interview respondents posited that complexity of the organizational structure with long chain of command affect strategies as employees cannot figure out who to report to who. The findings are similar to that of Oronde (2022) as he found out that complexity organization affect strategies to combat fraud. There is a difference from the findings of Murphy and Griffiths (2012) as he posited that insufficient resources to anti-fraud efforts affects effective of strategies to combat fraud.

Lack of clear moral direction from senior management

From the information received by the researcher lack of clear or moral direction from senior management is one of the factors affecting effectiveness of strategies to combat fraud. According to the information received by the researcher a total of 95% argued that lack of clear or moral direction was one of the factors affecting the effectiveness of strategies of combating fraud. That is management without direction lacks vision and because of this this in turn affect the ability of the organization to set up effective strategies. The findings are similar to that of Snellman and Eccles (2009) as he posited that lack of clear or, oral direction from the management affects the strategies for combating fraud.

4.7WAYS OF COMBATING FRAUD

Table 7. Ways of combating fraud

STATEMENTS	SD	D	A	SA	Total

Encouraging whistle blowing culture	0	5	60%	35%	100
Use of internal control	0	0	43%	57%	100
Use job rotation / Assigning different employees to similar tasks		10%	35%	55%	100
Asking proof before signing check		13%	39%	48%	100
Encourage use of hotlines		10%	25%	65%	100

Source: Primary data

Encouraging whistle blowing culture

From the information collected by the researcher it clearly shows that a total of 95% argued that encouraging whistle blowing is important as a way of combating fraud cases at the organization. According to the interview response use of whistle blowing is effective measure of combating fraud cases. The findings are similar to with those made by Barne (2021) as it was indicated that whistle blowing at the organization is very important in combating fraud. This is because this helps to eliminate scrupulous behaviour at the organization as of the fraud cases at the organization are difficult to detect. Also, the findings are similar to that of Harris (2018) as he conducted research and found out that effective way of combating fraud is the use of whistle blowing culture.

Use of internal control

The researcher collected information regarding to the use of internal control as an effective way of combating fraud. From information collected by the researcher it clearly shows that 100 %in total argued that use of internal control is effective in controlling fraud cases. The findings are similar to that of Dalas (2022) as he posited that use of internal controls is a way that is used to combat fraud and also Herzer (2010) found after that internal control is a way of combating fraud after conducting a study in US.

Use of job rotation

The researcher collected information regarding to the implementation of job rotation as an effective way of combating fraud. From the information collected by the researcher it clearly shows that a total of 90% argued that job rotation is a way of combating fraud. From the interview response it clearly shows that use of job rotation is effective way to combat fraud as the respondent opined that they should ensure job rotation, the respondent suggested that deposits should be done by more than one employee to the bank as a way to minimize forging of documents. The findings are similar to Zucker (2018) he posited that implementation of job rotation is an effective way in that it reduces cases of fraudulent activities since the work is not done by one person

Asking proof before signing check

The researcher also distributed questionnaires regarding the ways of combating fraud cases at the organization. From the information collected from the respondents it clearly shows that 87% in total argued that asking proof before signing is also an effective way an organization can use in order to minimize fraud cases at the organization. From the interview response it shows that asking proof before signing check is a way of combating fraud as the respondent opined that it is the duty of the senior organization to verify the check before signing to avoid misappropriation of company funds

Encouraging use of hotlines

 From the information collected by the researcher it clearly indicates that use of hotlines is important is combating fraud. According to the information collected from the respondents it clearly indicates that a total 90% of the respondents argued that use of hotlines is an effective way of combating fraud cases. From the research interview response hotline are also a way of combating fraud. The findings are similar to that of Cortes, Santamaria and Vargas (2016), they conducted research in India and found out that use of hotlines is a way to combat fraud as they provide a confidential way for employees and others to report suspicious activities that can lead to early detection and prevention of fraudulent schemes.

4.8 Chapter summary

In this chapter data collected by the researcher through interviews was clearly shown in this research the discussion of findings was clearly shown in this research study. The next chapter clearly indicates the conclusion and recommendation as well as areas of further research.

CHAPTER 5

CONCLUSION AND RECOMMENDATION

5.0 Introduction

The previous chapter covered data presentation, analysis, interpretation and discussions. This chapter covers major findings summaries, conclusions and recommendations on ways for combating fraud in organization.

5.1 Summary of major findings

- ➢ To identify forms of fraudulent activities at Econet Bindura.
- ➢ To determine the effectiveness of strategies of combating fraud used by Econet Bindura in combating fraud.
- ➢ To identify factors affecting effectiveness of strategies of combating fraud.
- ➢ To recommend appropriate ways for combating fraud.

Forms of fraud

From the information collected by the researcher it clearly shows that forms of fraud cases experienced at Econet are fraudulent financial statements, asset misappropriation, check tempering, skimming as well as expense reimbursement. Large percentage of the respondents strongly supported that expense reimbursement is the most common form of fraud committed at Econet as shown by 95% agreeing to that, followed by asset misappropriation as supported by 90 % of the respondent and also fraudulent financial statements as 80 %of the respondents agreed that it is another form of fraud experienced at the organisation and Therefore, this is a clear indicator that majority of workers or employees they forge expenses so that they get access in stealing organisation funds

Effectiveness of strategies for combating fraud

The information collected by the researcher clearly indicates that the following strategies whistle blowing, use of code of conduct, following corporate governance ethics and use of audit are effective strategies of combating fraud. From the information collected by the researcher it clearly shows that majority of the study participants use of code of conduct and promoting whistle blowing culture are effective in combating fraud as use of code of conduct helps to guide employees concerning the dos and don'ts which can be done at workplace and any violation of such work principles might result in disciplinary action

Factors affecting effectiveness of strategies of combating fraud

From the information collected by the researcher it clearly indicates that the factors that affect the effectiveness of strategies of combating fraud are weak or poor internal control, complexity organisation structure, lack of clear moral direction from senior management, lack of audit department and use of authority to override existing non control. Majority of the respondents indicated that weak internal control affects the strategies of combating fraud and this was

evidenced by 100% of the respondents agreed that weak internal control is one of the factors affecting the effectiveness of strategies of combating fraud.

Ways of combating fraud

The information collected by the researcher clearly indicates that the ways of combating fraud are use of internal control, use of job rotation, encourage use of hotlines and asking proof before signing a check. Therefore, from the information collected by the researcher it clearly indicates that majority of the respondents supported that internal controls are effective in combating fraud and this was evidenced by 100% of the respondents agreed that use of internal control is effective in controlling fraud cases

5.2 Conclusion.

Based on the findings we can conclude that fraudulent financial statements, asset misappropriation, check tempering and expense reimbursement were the main forms of fraud experienced at the organization. Also from research findings it can be deduced that whistle blowing, use of code of conduct, following corporate governance ethics and use of audit are effective strategies for combating fraud. Also based on the findings we can deduce that factors affecting effectiveness of strategies for combating fraud are weak internal control, complex organization structure and lack of moral direction from senior management. Additionally, cultivating a whistle blowing culture, use of internal control, implementing job rotation and encouraging use of hotlines and asking proof before signing checks are recommended as effective ways to combat fraud in Econet Bindura.

5.3RECOMMENDATIONS

     Below are recommendations made by the researcher

- ➢ Implement regular fraud risk assessments. Conduct periodic assessments to identify potential areas of vulnerability and implement preventive measures accordingly. This proactive approach can help detect fraud early on and mitigate its impact.
- ➢ Strengthen segregation of duties. Ensure that no single individual has complete control over a financial process from beginning to end. By separating responsibilities, it becomes more difficult for individuals to perpetrate fraud without detection.
- ➢ Enhance employee training and awareness. Provide comprehensive training programs that educate employees about different types of fraud, their

consequences, and how to recognize and report suspicious activities. Foster a culture of ethical behaviour and integrity throughout the organization.

➢ Implement data analytics and monitoring tools. Utilize advanced data analytics techniques and monitoring tools to identify patterns and anomalies in financial transactions. These tools can help detect fraudulent activities that may otherwise go unnoticed.

➢ Conduct surprise audits and forensic investigations. Periodically conduct surprise audits and forensic investigations to deter potential fraudsters and provide an additional layer of scrutiny. These measures can act as a deterrent and help identify any ongoing fraudulent activities.

➢ Establish an independent audit committee. Create a dedicated audit committee composed of independent members who are not directly involved in the day-to-day operations. This committee can provide oversight, review internal controls, and ensure adherence to ethical standards.

5.4 Chapter Summary

This chapter focused on conclusion and recommendation regarding to the effective ways of combating fraud. In this chapter the summary of findings were clearly indicated and guided by the research objectives which are forms of fraud, strategies of combating fraud, effectiveness of strategies of combating fraud and factors affecting strategies of combating fraud.

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QUESTIONNAIRE GUIDE

My name is Talent Shoko a student at Bindura University of Science and Education studying for a bachelor's of honours degree in Financial intelligence. I am conducting a research study titled combatting fraud. This study is done in partial fulfilment of the requirements for the degree. Please note that your participation in this survey is voluntary. The information obtained during this study will remain confidential and will be strictly used for academic purposes. Please note that you are free to withdraw and object from participating or answering this questionnaire at any time. Thank you in advance for your participation and time.

Respondent Number…………………

SECTION A

DEMOGRAPHIC PROFILE

A1) Gender

☐Male   2) ☐Female

A2) Age

☐18-25yrs 0   2) ☐25-35 yrs.   3) ☐ 35-40yrs   4) ☐ Over 40 yrs

5) ☐More than 50

A3) Educational level?

☐Certificate   2) ☐ Degree☐ Masters   ☐ Phd

A4) Department you work?

☐ Management department   ☐Accounts department   ☐Finance department

☐ Administration

A5) Years working at the organization

☐Less than 2 yrs.   ☐ 2-5 years   ☐ More than 5 years   ☐O level   ☐University

SECTION B: FORMS OF FRAUD CASES

B1 Have you encountered fraud cases at your organization

☐Yes   ☐   No

B2 If yes, what was the type/ form   of fraud you experienced at your organization

☐ fraudulent financial statement   ☐Asset misappropriation

☐Skimming   ☐ Check tempering

☐ Expense   reimbursement

B3 Please explain how much the organization lost through fraud cases encountered at your organization

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SECTION C: WAYS OF COMBATING FRAUD CASES

C1 Have your organization tried to deal with fraud cases at your organization

☐ Yes   ☐ No

C2 If yes what are the appropriate measures your organization have put in dealing / combating fraud cases

☐Encouraging whistle blowing culture

☐Use of internal control

☐Use job rotation / assigning different employees to similar tasks

☐ Conducting background checks during hiring process

 ☐Asking proof before signing check

☐Encourage use of hotlines

SECTION C: EFFECTIVENESS OF MEASURES OF COMBATING FRAUD

 C1Do you think the measures put by organization in   dealing with fraud cases succeed

☐Yes   ☐ No

C2If yes   how effective were the measures succeeded in combating fraud cases at your organization, Give explanation

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SECTION D CHALLENGES OF COMBATING FRAUD

D1What do you think are the limiting factors affecting the strategies of combating fraud cases

☐Weak or poor internal control

☐Complexity organization structure

☐Lack of clear moral direction from senior management

☐Lack of audit department

☐Use of authority to override existing controls

INTERVIEW GUIDE

INTERVIEW GUIDE

The researcher Talent Shoko is carrying a study titled combating fraud in Zimbabwe. A case of Econet Bindura this is in line with Financial intelligence degree programme requirements at Bindura University of Science and Education. The following will provide you with information about the research that will help you in deciding whether or not you wish to participate. All information you provide will be treated as confidential and will not be associated with your name. When this study is complete you will be provided with the results of the research if you request them, and you will be free to ask any questions. If you have any further questions concerning this study, please feel free to contact Talent Shoko.

Your participation is solicited, yet strictly voluntary. If you do agree with participating in the research, kindly sign below:

Participant signature: ……………………………………………….

1) What are the forms of fraud cases encountered at your organization?

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2) What strategies do you use to detect and prevent employee fraud within your business?
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3) What are some of the policies you have incorporated to detect and prevent employee fraud?
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4) What strategies have been most successful for detecting and preventing employee fraud?

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5) How do you assess the effectiveness of the strategies for detecting and preventing employee fraud?

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6. What principal barriers did you encounter when implementing your strategies for detecting and preventing employee fraud?

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7. How did you address the principal barriers to implementing the strategies for detecting and preventing employee fraud?

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8. What additional information can you provide regarding strategies to detect and prevent employee fraud?

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